

CARE Österreich Public Information Disclosure Policy rev. July 2017

CARE Österreich (hereafter referred to as “CARE”) is committed to being accountable to our stakeholders¹ and an important part of this is ensuring that we share information in a transparent way or, where we are unable to satisfy an information request, we provide a reasonable justification why we are unable to provide information.

This Policy complements the CARE Österreich Program Department Public Disclosure Policy: (<https://www.care.at/wp-content/uploads/2015/12/PublicDisclosurePolicyFINAL20130306.pdf>)

As well as the CARE International Public Information Disclosure Policy (<https://www.care-international.org/files/files/publications/CI-Disclosure-Policy.pdf>)

The existence of this Policy will be mentioned on CARE’s public website which will also provide contact details, such as a “Contact Us” link, which will allow stakeholders to request information which is not readily available.

Access to information

This Policy defines “information” as documents, printed or in electronic form that provides information about CARE’s activities, including, but not limited to, CARE’s programs and operations including activities managed by other CARE entities and partners.

CARE and other entities of the CARE International confederation make available a substantial amount of information on the internet, including strategic plans, annual reports, advocacy policy reports, program reports, research reports, external evaluations, and media releases.

Information requests received by CARE are handled by staff rather than automation and are either addressed directly by the receiving office or forwarded to the concerned CARE entity as appropriate.

A response to a request for information will normally be given within a reasonable period of time after receipt of the request. If there is an unusual delay in responding to a request, this will be explained.

Confidentiality

While CARE is committed to having a transparent disclosure system in place for information, there are legal, operational, safety and security and practical considerations

¹ Stakeholders, in the context of this Policy, are defined as beneficiaries, partners, staff, donors, supporters, institutions, media, and the general public.

that mean that certain documents need to remain confidential. Information under the following categories is considered confidential and not available to the public:

- Information received or sent by CARE which has an explicit expectation of confidentiality;
- Information which if disclosed can potentially endanger the safety or security of an individual, violate his or her rights or privacy;
- Information which if disclosed is likely to prejudice the security or proper conduct of a CARE operation or activity;
- Information covered by legal privilege or which would violate existing laws and applicable regulations;
- Internal documents, including but not limited to internal audit reports, e-mails and drafts of documents;
- Commercial information where disclosure could harm either the financial interests of CARE or other parties;
- Information that in CARE's view, if disclosed, risks compromising significantly policy dialogue with governments, donors, communities or partners;
- Information that, while at one point available for disclosure, becomes sensitive and confidential due to a result of changing circumstances.

Annual Reporting

CARE publishes annual reports in German and English that provide an overview of key activities and challenges encountered during the previous calendar year. The annual reports include audited accounts and combined financial statements.

Languages

CARE's public website uses German and English. Key documents will be published in either of these languages, including policy reports, media releases, campaign actions, research, etc. Not all documents can be translated due either to cost considerations or lack of demand. CARE will not be required to translate any information relating to a request for information under this Policy.

Responsibility for Compliance

Compliance with this Policy is the responsibility of the CARE Österreich National Director and delegated line management structures. CARE Österreich will periodically advise its staff of the existence of this Policy and provide relevant information to the CI Secretariat.

Final decision

CARE reserves the right to refuse faked or unreasonable requests, including multiple requests, blanket requests, and any request that would require CARE to create, develop, or collate information or data that does not already exist.

In any case, decisions by the CARE International Supervisory Board are final. This policy creates no independent legal obligations and no legal recourse in any court against a decision by CARE is possible.

CARE may change this policy at any time.