CARE International is committed to being accountable to our stakeholders 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.

Access to information

The CARE International confederation (hereafter referred to as “CARE”) makes 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 the CARE International Secretariat are handled by staff rather than automation and are either addressed directly by the receiving office or forwarded to the CARE member as appropriate.

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 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

The CARE International Secretariat publishes annual reports that provide an overview of key activities and challenges encountered during the previous calendar year. Audited accounts and combined statements are published for each CARE member. The consolidated figures are not based on Statutory Accounts, as CARE members have
different financial years, but on best information available. The CARE International Annual Report is intended to complement but not replace those of CARE members.

Languages
The CARE International Secretariat’s public website uses English. Key documents will be published in this language, including policy reports, media releases, campaign actions, research, etc. Some key policy documents are also translated into French and Spanish. Not all documents can be translated due either to cost considerations or lack of demand.

Responsibility for Compliance
Compliance with this policy is the responsibility of the CARE International Secretary General with oversight provided by the CARE International Board.

Final decision
CARE reserves the right to refuse spurious 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 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 International may change this policy at any time.