



## **OPEN INFORMATION POLICY**

### **1. Purpose**

1.1. The White Shadow Foundation (TWSF) believes in operating transparently, and openly with its stakeholders, whether they be donors or our partners and their beneficiaries.

1.2. We understand the weight of stakeholder trust and are committed to building that trust. We make as much information available to the public regarding our programs, operations, and activities, as we deem, is safe and advisable.

1.3. TWSF values stakeholders, and as such welcomes feedback and input from them, not limited to but including; suggestions, complaints, and compliments. We will endeavour to reply to such submissions in a timely manner.

### **2. Definitions (as needed)**

2.1. Stakeholders: Donors, staff, beneficiaries, and volunteers. Anyone with whom TWSF makes contact.

### **3. Policy Statement**

3.1. Information regarding our governance, including but not limited to responsible persons, structure, constitution and organisational contact details.

3.2. Our contact details.

3.3. Information relating to our programs and activities, including;

To protect its stakeholders and our operations, TWSF does not make the following information available to the public; Information which would lead to a negative impact on its relationship with its partners; Information which has the potential to put its staff, donors, partners, and beneficiaries at risk; Any personal information, unless prior informed consent has been given; Commercially sensitive information such as salaries and consultancy fees; Any information that might breach current legislation, policy (ours or other government policies) or other regulation; Any information that breaches our Privacy Policy; TWSF may also choose not to release information if:

(a) The requested information is considered to be of little or no public benefit.

(b) The request is made in an unreasonable manner.

(c) The time, energy and financial burden required to produce the information would be disproportional to the perceived request or benefit.

(d) The information requested is expected to change significantly in the near future.

(e) The requested information has the potential to change an objective that is currently being worked towards.

3.4. Stakeholders are encouraged to reach out to us for information regarding our operations, goals, vision, and policies. Where this policy permits we are obliged to provide the information requested.

3.5. We will publish an annual report, which gives information on our work, and the work of our partners over the last year. We include our audited financials for the year, as well as how we achieved our goals.

3.6. TWSF releases the above information in the spirit of transparency with the public, but also welcomes feedback and input from its stakeholders, and sees this information as a valuable resource and tool to achieving excellence in its work. TWSF will:

- (a) Respond to feedback and input in a timely manner.
- (b) Ensure there is a channel for stakeholders to submit their feedback and input on the website.

#### **4. Policy Review**

4.1. This document may be changed from time to time in line with current best practice and other requirements, and to ensure that business needs are met.

4.2. At minimum, this policy will be reviewed annually.

#### **5. Further Assistance**

5.1. For further assistance or clarification on this policy, please contact us:

E: [hello@whiteshadowfoundation.org](mailto:hello@whiteshadowfoundation.org)

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