

MERCY MALAYSIA INFORMATION POLICY

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MERCY Malaysia Information Policy

As part of its strategic direction from 2010 to 2013, MERCY Malaysia has made a commitment to improve its accountability to its stakeholders (which includes our beneficiaries, partners, staff and volunteers) by developing its human capacity and improving its operations' standards.

As a measure of accountability, MERCY Malaysia is aware that our stakeholders have a right to ask questions and a right to answers. MERCY Malaysia especially fosters the rights of the beneficiaries by providing feedback mechanisms for its projects worldwide.

Stakeholders have the right to be informed of what we do and how we do it, including projects, programmes, activities and services in a manner that is accessible.

Listed below are the main areas of information that can be accessed quickly and easily via the MERCY Malaysia website, Facebook page, annual reports or upon request.

Basic information on MERCY Malaysia	Who we are and our history, what we do, where we work, our vision and mission, our core values, our strategic direction
Governance	The people who make our decisions: the management team, the Executive Council , the Board of Trustees, our Constitution, our Humanitarian Accountability Framework
Audited finances and performance	This appears in our annual reports and annually in selected daily English newspapers
Complaints and Feedback	How to let us know what you think and how to complain if you need to
Project and event updates	Information about the projects we carry out locally and globally. Updates on the events that we organise, like our annual dinner and humanitarian conferences.
Our Collaborations	Basic information about the organisations that we collaborate with, from the government, corporate and non-governmental sectors. This includes our donors and implementing partners.

On the field, besides making known their right to complain, MERCY Malaysia also provides information to our beneficiaries in a manner accessible to them. As a member of the Humanitarian Accountability Partnership, MERCY Malaysia is required to make available the information listed below to the beneficiaries. While providing this information, we take into consideration the language and method in which the information is shared with beneficiaries.

Organisational background	This includes contact details of MERCY Malaysia HQ and the implementing partner
Humanitarian Accountability Framework	This indicates clearly our commitments to the project, who the person responsible for them is and what our project objectives are
Humanitarian Plan	This indicates the timing of the project, financial information, how the beneficiaries are chosen and where the project sites are
Progress Reports	This indicates how far along we are in achieving our objectives at a given period of time
Complaints Handling Procedures	Information for the beneficiaries, international staff, implementing partners and local government agencies to provide feedback

We will however take into consideration the security and safety of the beneficiaries and the staff on the field when displaying this information. As such, any information (not limited to the items in the above list) that could be considered a threat to the safety and/or security of the beneficiaries and/or staff, will not be disclosed publicly. Depending on the situation, some information may be disclosed to beneficiaries verbally, (rather than on posters or signboards) and some information may not be disclosed at all.

This practice of non-disclosure of information due to various reasons is practiced not just on the field, but in the organization as a whole. Information that remains confidential includes, but is not limited to, the following:

- Intellectual property or other information provided to us under obligation of confidentiality
- Legal matters or issues under negotiation
- Information concerned entirely with internal administration or operating systems
- When necessary, we will not disclose the names and details of our partners, donors, volunteers and staff

Any information that:

- could compromise our abilities to raise funds,
- is deemed too sensitive or harmful to us,
- could be misused and/or
- could seriously damage our reputation or interests

will not be disclosed.



Our website also has a privacy policy which can be viewed online.

We retain the right to say how much or how little information we are able to provide in response to queries, as we can only work within our capacity to respond to requests.

This document is subject to periodic review at the management's discretion.

We welcome you to write to us, if you have question with regards to the policy or any other queries with regards to MERCY Malaysia. Please contact us at info@mercy.org.my