

UBC ARC REDCap Terms of Service

Version 1.4.0

ARC Advanced
Research
Computing



THE UNIVERSITY OF BRITISH COLUMBIA

UBC ARC REDCap Terms of Service

1. Introduction

1.1 Purpose

This document explains the terms of service for the REDCap platform managed by UBC Advanced Research Computing (ARC). It contains important information about the service and addresses eligibility, suitability, User responsibilities, access, support, and maintenance.

1.2 Background

REDCap offers a free, easy-to-use, and secure method of flexible yet robust data collection. It is especially popular for use in health research projects where data including personal information may be collected. This implementation provides eligible research groups access to the software and is centrally managed by ARC.

1.3 Platform Description

The UBC ARC REDCap platform consists of two independent instances of the REDCap application to support different target use cases:

UBC ARC REDCap Flex:

Primary Goal: Features. This instance runs the Standard version of REDCap. The target for this instance is to keep up-to-date with the current stable version of REDCap and latest features selected by ARC a minimum of two (2) times per annum. This instance is best suited for projects that would like to take advantage of the latest features available from REDCap and can accept changes over time based on updates to the software.

UBC ARC REDCap Solid:

Primary Goal: Stability. This instance runs the Long Term Support version of REDCap. Regular updates will only be implemented to address issues affecting security and stability. Feature updates will occur a minimum of one (1) time per annum, and aligned with the REDCap release schedule for long-term support. This instance is best suited for projects that require an invariable environment such as for clinical trials or where the sensitivity of the data being collected mandates additional controls and governance.

The two instances run on server infrastructure that is identical in all other respects. The servers are physically located in Canada at the UBC University Data Centre. See *ARC REDCap Security Statement* and *ARCS-11-REDCap Platform* standard for detailed technical specifications and security information.

1.4 Suitability

REDCap, as its name implies, is designed to facilitate data capture, primarily for health research. It is a useful self-service web application for the collection of simple tabular data such as intake forms, data collection instruments, and surveys. It is designed to be easy to use and to provide the technical controls necessary to allow for sensitive data capture. Like any tool, it has limitations. Despite its popularity, it is not the best tool for all projects. It is important to understand the limitations of REDCap to ensure it is suitable for project needs. ARC REDCap Support can help groups understand if the platform is appropriate for their project.

1.5 Caveats

There are no representations or warranties, express or implied, as to the description, quality, completeness or fitness for any purpose of any services or information provided hereunder or described herein. Further, there is no ongoing commitment to ensure the operation of the **UBC ARC REDCap** platform for any period of time. Should it become necessary to terminate the operation of the **UBC ARC REDCap** platform, best-effort will be used to provide sufficient advanced notice to all users. It is the responsibility of the **Project Owner** to locate an alternate service and transfer all data.

All **Users** agree to use this platform in compliance with and only for purposes permitted by *UBC Policy SC14 Acceptable Use and Security of UBC Electronic Information and Systems* and associated information security standards. For more information, please refer to: <https://cio.ubc.ca/information-security/policy-and-standards/information-security-policy-standards-and-resources>

2. Access

2.1 Eligibility

Eligible UBC Researcher or UBC staff may request a **Primary User** account; they may sponsor any individual who will be collaborating with them on a project as a **Sponsored User**.

All **Users** must have their own valid institutional email address in order to be provisioned access to the **UBC ARC REDCap** platform. Valid institutional email addresses include those from universities, hospitals, colleges, research institutes and centres.

2.2 User Types

There are four (4) types of **Users** that may access the **UBC ARC REDCap** platform:

2.2.1 Primary Users:

Are **Eligible UBC Researcher** or UBC staff. They may sponsor other **Users** (see **Sponsored Users**) to assist with their projects. **Primary Users** must agree to these terms of service and ensure their project(s), as well as any **Users** they sponsor, remain in compliance with these terms. They are the only type of user that may request **UBC ARC REDCap** projects, at which point they are classified as the **Project Owner** for the project(s) they request.

Project Owners: are responsible for the status of a project (Development, Production, and Analysis/Cleanup) and must ensure a project is in production mode before actively collecting data. They are responsible for the project and the data collected as part of the project. **Project Owners** may request a project restore if a deletion event occurs, in accordance with *ARCS-15 ARC REDCap Backup*.

2.2.2 Sponsored Users:

Do not have a staff or faculty appointment at UBC and perform the tasks specified by the **Project Owner(s)** that sponsored their access. They may not request new **UBC ARC REDCap** projects. **Sponsored Users** must agree to these terms of service.

2.2.3 Participant Users:

Study participants who have been provided access to **UBC ARC REDCap** via an identifiable link to a specific project to enter data into the system. They do not have any administrative roles in **UBC ARC REDCap**.

2.2.4 Anonymous Users:

Individuals who access **UBC ARC REDCap** instruments without authentication. Typically, these are anonymous study participants but depending on the project design, they may also be part of the research team.

2.3 Before Requesting an Account

The **UBC ARC REDCap** platform is integrated with UBC's **Campus Wide Login (CWL)** system. All **Primary Users** and **Sponsored Users** requesting access to REDCap will require a **CWL** in advance. For **Sponsored Users** on the **UBC ARC REDCap Flex** instance who do not already have a **CWL**, it is easy to create one (self-serve) online at: <https://activate.id.ubc.ca/iamweb/>. **Sponsored Users** on the **UBC ARC REDCap Solid** instance where multi-factor authentication is required, will require a **Sponsored Guest CWL** that must be requested on their behalf by the **Project Owner**.

2.4 Account Suspension

Inactive **User Accounts** are automatically suspended by the system after **180 days** of inactivity. To maintain an active account **Users** must login to the system at least once during this interval. There is no requirement to interact with the system apart from logging in. For further information regarding re-activation of a suspended account refer to the *ARCS-22 ARC System Access Control* standard.

In the event that a User's **CWL** is suspended for any reason, access to the **UBC ARC REDCap** platform will not be possible until the **CWL** has been re-enabled.

2.5 User Responsibilities

All **Users**:

- Must not share any access credentials with any other individual.
- Must notify **ARC REDCap Support** in addition to following regular institutional procedures immediately in the event of a suspected privacy breach, in the event their access credentials are compromised or believed to have been compromised, or any other security incident.

Primary and **Sponsored Users**:

- Must read, understand, and agree to these terms before using the **UBC ARC REDCap** platform. **Users** are responsible for ensuring their use of the platform corresponds to all applicable regulations, research requirements, policies, and ethical requirements.
- Must notify **ARC REDCap Support** in the event their **CWL** username changes in order to maintain access to **UBC ARC REDCap**.

2.6 Project Suitability

The REDCap software was designed as a secure data collection tool that meets HIPAA compliance standards for clinical research in the US, and meets British Columbia's FIPPA compliance standards. Projects that do not involve clinical data, potentially containing personal identifiers, are frequently served better by a different tool.

By requesting a project and through the use of the **UBC ARC REDCap** platform, **Primary Users** agree to ensure that their use of the **UBC ARC REDCap** platform is consistent and remains in compliance with all applicable institutional policies, regulations, laws, ethics requirements, and agreements.

2.7 Requesting a New Project

The procedure for requesting a new project depends on the instance.

UBC ARC REDCap Flex:

New projects are requested directly through the REDCap user interface by **Primary Users**.

UBC ARC REDCap Solid:

Creation of projects is more tightly controlled. Project creation in **REDCap Solid** requires institutional approval from an authorized individual as specified in Appendix A or their designate.

2.8 Project Use

In all cases: projects may be used for testing while in development mode but it is the responsibility of the **Project Owner** to move the project into production before commencing active data collection. Regular audits of the system are in place to monitor all projects. The **Project Owner** will be contacted if a project, still in development mode, appears to be employed in active data collection.

Projects are limited to two (2) gigabytes (GB) in total file size (eg: attached files, PDFs, images etc). The **Project Owner** is responsible for ensuring the projects for which they are responsible are kept within this limit. The **Project Owner** will be notified if their project has exceeded this limit, and will be given 30 days to reduce their project size below this limit. Projects that exceed this limit beyond the 30 day window will be moved to offline status.

2.9 Project Archive

Once data capture is complete, it is expected that projects will be moved to the Analysis/Cleanup status. This protects the project data without deleting it. **Project Owners** should move a project to the Analysis/Cleanup status when no longer capturing data, and select marked as "Completed" when the study is complete, removing the project from the "My Projects" list of all **Users** associated with the project. Periodic audits of the system are in place to monitor all projects and **ARC REDCap Support** may contact the **Project Owner** responsible for project(s) that appear to be inactive but have not yet been moved to Analysis/Cleanup status or marked as Completed to suggest changing this status.

3. Support

3.1 Support Commitment

ARC offers support for the **UBC ARC REDCap** platform as a service during regular UBC business hours on a best effort basis. Support is available for the use of the platform, technical questions, and guidance regarding appropriate use of the platform and instrument configuration. ARC is not resourced to directly assist research projects with the design and configuration of their projects.

3.2 Accessing Support

Request support by contacting **ARC REDCap Support**. Support is provided on a best effort basis and by a team of individuals with distinct skill sets. The individual(s) that respond may change based on the nature of the request.

4. Maintenance

4.1 Maintenance Windows

To facilitate required upgrades and patches the **UBC ARC REDCap** platform has a pre-set maintenance window the fourth (4th) Tuesday of every month starting at 0800h Pacific Time. **Users** will be notified in advance when the maintenance window will be required in a given month and its estimated duration. Regular upgrades and patches will only be performed during this window.

4.2 System & Software Upgrades

Regular upgrades to the **UBC ARC REDCap** platform will be performed based on the targets of the respective **REDCap Flex** and **REDCap Solid** instances as follows:

UBC ARC REDCap Flex:

This instance will deploy the REDCap Standard package and will be upgraded at least two (2) times per annum to the latest stable release provided by the REDCap project as selected by ARC.

UBC ARC REDCap Solid:

This instance will deploy the current REDCap Long Term Support package as selected by ARC, at least once every year.

The underlying platform of both instances, including operating system and server software will be maintained at the same release and patch levels independently of REDCap software deployment.

4.3 Add-On Modules

The REDCap architecture supports software add-ons in the form of modules to extend the functionality of the system. Some add-ons are created by collaborating development teams outside the core REDCap project. UBC ARC REDCap may include limited add-ons of this nature, based on special request and careful review. Any included add-ons are listed on the UBC ARC REDCap web page: <https://arc.ubc.ca/redcap>.

Projects intending to use features provided by these add-ons should consider that these are not provided by the REDCap project and may not continue to be maintained by their respective development team. UBC ARC prioritizes maintenance of the core REDCap software, should an add-on module no longer function following a REDCap software upgrade, it may be disabled or removed until such time as a new version is released. Security, Stability, and Urgent patches will also be prioritized in this manner. If an add-on is found to present a security or privacy vulnerability, it may also be disabled or removed.

Support for add-on modules is provided on a best-effort basis only.

4.4 Security & Stability Patches

In cases where non-critical security patches or significant bug fixes are required, REDCap software, system software, or other platform upgrades may be conducted outside the standard upgrade schedule and during the regular maintenance windows in accordance with the *ARCS-21 ARC Systems Maintenance* standard.

4.5 Urgent Patches

An urgent patch may be required to address a defect in the software, platform, or operating system; or a critical security patch. When an urgent patch is required, it may be necessary to perform maintenance to the platform outside the standard maintenance window. **Users** will be given as much notice as possible in such cases.

5. Backup

5.1 Backup Procedure

Both instances of the **UBC ARC REDCap** platform follow the same general procedure for backups as described in the *ARCS-15 ARC REDCap Backup* standard. A complete database extract is performed; this extract is encrypted and maintained per the database retention schedule. In addition to this extract, the entire REDCap application server is also captured via a system snapshot, which is retained following the Virtual Machine (VM) retention schedule.

5.2 Schedule & Retention

UBC ARC REDCap servers are backed up through UBC's EduCloud and follow UBC IT's business practices for backup, retention, and security.

The **UBC ARC REDCap** database is backed-up twice daily to a GnuPG 4096-bit key encrypted database to a disk in the Production environment. Encrypted database backups on the local disk are then backed up and replicated through EduCloud backup.

5.3 Restoration Requests

Restoration from backup is only available at the project-level. It is designed to protect against significant data-loss/corruption events. Restoration of individual records or groups of records is not possible. The existence of backups should not be considered as a mitigation for record-level errors or data entry/deletion incidents.

The **Project Owner** responsible for a project may request restoration of the project from backup by submitting a request to redcap.support@ubc.ca. Restoration requests will be handled on a best-effort basis and are subject to the availability of data under the schedule defined in section 5.2.

6. Data Retention and Destruction

6.1 Active Storage

Data stored on the platform will be managed in accordance with the *ARCS-05: Data Retention and Destruction* standard. Projects that have been marked as Completed will be subject to deletion after 1 (one) year. The **Project Owner** may request data destruction of a project for which they are responsible.

6.2 Backup Storage

No facility exists to request the deletion of data stored in backups of the **UBC ARC REDCap** platform. Data stored on backup systems is deleted automatically based on the retention schedule defined in section 5.2 and as mandated by the *ARCS-15: ARC REDCap Backup* standard.

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Approved By:	ARC Management Team		
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Appendix A:

Authorized Institutional Roles

The following roles are authorized to approve the creation of projects in the **UBC ARC REDCap Solid** instance:

Vancouver Coastal Health

Director, Data Release Management and delegate(s)
drmo@vch.ca

Providence Health Care

Leader, Information Access & Privacy and delegate(s)
privacy@providencehealth.bc.ca