

Service Agreement Resolution | Health Research BC | BC Support Unit

first_name, last_name

contact_title

contact_organization

RE: *project_title*

Service Agreement

Dear *first_name, last_name*,

Health Research BC is pleased to offer you its data management services for the development of your REDCap project "*project_title*". According to your responses in our project intake form, your project qualifies for REDCap use and support. Please read through the agreement and accept by selecting "Yes" at the bottom.

The data management service team will provide secure data collection and data management services:

- Creation of the study in the REDCap platform, based on your description of the project
- Authorizing the access process as per your specifications
- User account set up for yourself and for your colleagues
- Up to four hours of in-person (or remote) REDCap training for the research team.
- Software updates and additional new functionalities when available
- Up to two hours of on-line help per 12-months
- Provision of a secure environment for your study data (encryption, firewalls, frequent backups and recovery plan).

Your responsibilities as the PI or responsible person include:

- Providing the responsible institution name and authorizing person/position if personal information and identifiers will be collected.
- Acknowledge REDCap in your publications and presentations (as part of the REDCap license agreement that Health Research BC holds with the REDCap consortium).
- Adherence to specific terms and conditions outlined in Annex 1 (REDCap Privacy and Security Agreement)
- Adherence to any additional Health Research BC Privacy and Security policies/approval conditions relevant to your work.