

*first\_name, last\_name*

*contact\_title*

*contact\_organization*

RE: *project\_title*

### ***Service Agreement***

Dear *first\_name, last\_name*,

The BC Academic Health Science Network is pleased to offer you its data management services for the development of your REDCap project "*project\_title*". 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:

Acknowledge REDCap in your publications and presentations (as part of the REDCap license agreement that BC AHSN holds with the REDCap consortium).

Adherence to specific terms and conditions outlined in Annex 1 (REDCap Privacy and Security Agreement)

Adherence to any additional BC AHSN Privacy and Security policies/approval conditions relevant to your work.