

REDCap Terms of Service

The REDCap service ("REDCap") at the St. Anne's University Hospital Brno (FNUSA) is support online or offline data capture for research studies. REDCap offers a free, easy-to-use, and secure method of flexible yet robust data collection. This implementation provides eligible research groups access to the software and is centrally managed by Department of Biostatistics (BST) and Department of Informatics (IT) at FNUSA.

The platform consists of the Standard version of the REDCap application, as well as an SQL Database. The platform is kept up-to-date with the current stable version of REDCap and latest features selected by BST a minimum of one time per annum. The servers hosting the platform are physically located in the Czech Republic at the FNUSA.

This user agreement ("Agreement") describes the terms under which you may access and use the REDCap service ("Terms of Service").

1. In order to become or continue as a user of REDCap, you must read and accept all of the Terms of Service of this Agreement. If you do not agree to be bound by this Agreement, you must not use or access REDCap.
2. REDCap must not be used for commercial or personal purposes.
3. We reserve the right to modify this Agreement at any time, and without prior notice, by posting amended Terms of Service on BST website. Your continued use of REDCap indicates your acceptance of the amended Agreement.
4. There are 4 types of user access to REDCap:
 - **REDCap System Administrators** (REDCap support) are the FNUSA Systems staff responsible for the administration and maintenance of the REDCap application, servers, and database.
 - **REDCap Project Administrators** are employees responsible (e.g., for development, production, inactive and archived) for a REDCap project and must see that a project is in production mode before actively collecting data. Regular audits of the system are in place to monitor all projects. The REDCap Project Administrator will be contacted if a project, still in development mode, appears to be engaged in active data collection.
 - **REDCap Users** are employees (e.g., doctors, nurses) who are granted roles on a REDCap project by the REDCap Project Administrator.
 - **Participant or Anonymous Users** are study participants who have been provided access to REDCap via an identifiable link or other project-specific information to enter data into the system. They do not have any account in the REDCap.
5. Users requesting access to REDCap must read, understand and agree to these terms and conditions before using the REDCap application. They are responsible for ensuring that their use of the platform complies with all applicable regulations, research requirements, FNUSA policies and ethical requirements.
 - In the case of FNUSA staff, you must request access using the NetEkman application (available at: <https://netekman.fnusa.cz/ZadostInformUI.aspx?Akce=master#li26>). Once

access has been granted, you must log in to REDCap before adding access to a specific project. Only then can the user be added to the desired project.

- If the user is a member of another institution, the account will be assigned by the REDCap System Administrators (redcap@fnusa.cz). The request must be made by the principal investigator (PI) of the project to which the individual is to be assigned. As part of the request the work (not personal) email of the individual and the institution where individual is employed is required. When logging in for the first time, the employee will be asked to set up a control question in case the password is forgotten.
6. It is the responsibility of every REDCap User to ensure that information is collected, used, or disclosed only in accordance with the FNUSA's obligations, national and EU legislation about data protection and data privacy for clinical registries, otherwise FNUSA are not responsible for lose, damage or abuse of the collected data.
 7. REDCap users must not collect more information than is necessary to achieve the legitimate goals of the project for which the survey is undertaken.
 8. REDCap users can use information collected in a project only for the purposes for which it was collected, moreover, or for a purpose that is consistent with or substantially similar to the original purpose for which it was collected.
 9. It is the responsibility of the study's PI to ensure that every user in the REDCap project have the appropriate study-specific and related training and have reviewed the required safeguards according to FNUSA policies and procedures. Training on the use of REDCap must be done through training videos in REDCap. Training for a given study is provided by the REDCap Project Administrator (or other designated staff member) in the form of a user manual. The data entry user guide should serve as a simple and detailed manual for each database user, providing information on how to use the database, suggesting tips on features of interest, and providing contacts to support if needed. It is also possible to use the in-person training offered by the BST.
 10. Users of REDCap must adhere to all FNUSA policies, regulations, rules and standards. It is the responsibility of the PI and the REDCap Project Administrator of each project to routinely monitor their REDCap projects.
 11. Users of Application Programming Interface (API) must understand the risks when using the API Token.
 12. REDCap Project Administrators hold responsibility for all data collected, its disclosure, and use, as well as ensuring adequate security and privacy training of all REDCap Users.
 13. In addition to their responsibilities as users, REDCap Project Administrators have the obligation to provision and de-provision users within their project. Due to the confidential nature of project information, REDCap Project Administrators and REDCap Users must be de-provisioned within 24 hours of no longer requiring access. Access to the project will normally end on termination of employment, end of data collection, end of the project or at the PI's discretion.
 14. Obligations of users:
 - must have a valid institutional email address in order to be provisioned access to REDCap
 - must protect their password and not share access credentials with any other individual. Users are required to use strong passwords and only cryptographic hashes of user

passwords. External users are obligated to change their password after first login and use it in accordance to security policy

- must ensure that endpoints (e.g., laptops, desktops, mobile phones, etc.) they use to access the REDCap service are in compliance with FNUSA Information Security Standards for endpoints
- are responsible for managing data retention including maintaining project data for as long as required. 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. REDCap Project Administrator should move a project to the Analysis/Cleanup status when no longer capturing data, and select “Mark 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 REDCap Support may contact the REDCap Project Administrator 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.
- must immediately notify REDCap System Administrators (redcap@fnusa.cz) 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.

15. User’s REDCap account will be automatically suspended when user have not logged into REDCap in the past 180 days. This means that user will no longer be able to log in to REDCap.

The account can be reinstated by REDCap System Administrators after sending a request via the REDCap support form: <https://redcap.fnusa.cz/redcap/surveys/?s=A7HP74YAR4FNMCIJ>

16. When a REDCap Project Administrator terminates their position, they must hand over their role in the project. If a project or collection is identified as not having a REDCap Project Administrator because the primary REDCap Project Administrator has left, the PI will be contacted to locate a new REDCap Project Administrator. If no new REDCap Project Administrator is not determined within 30 days of the invitation, the project or collection will be removed from REDCap.

17. By using REDCap, you agree to make your name and work email address available to REDCap administrators for support and system administration.

18. By using REDCap, you agree that following activities about Users must be logged and monitored:

- Login, logout, access to resource(s)
- Actions performed by User and the time they were performed
- Any access to or modification of records
- Simultaneous login
- Locations of users accessing REDCap

19. In using REDCap service, you consent to receive all communications including notices, announcements, feedback, support or other information from REDCap support. REDCap support may provide all such communications by email or by posting them as a notice on the BST website.

20. FNUSA will endeavour to ensure that REDCap is available 24 hours a day; however, access to this site may be suspended temporarily and without notice in circumstances of system failure, maintenance or repair or for reasons beyond the control of the FNUSA.
21. Support for REDCap, including all end-user and survey support, is provided by BST. BST provides support for product feature and capability questions, how to conduct surveys, technical issues, and advanced topics in using REDCap, and provides how-to documents. Any issues can be reported directly to BST via the REDCap support form:
<https://redcap.fnusa.cz/redcap/surveys/?s=A7HP74YAR4FNMCT>
22. REDCap is provided by REDCap Inc. and use of the service at the FNUSA is subject to the Agreement with REDCap Consortium. These documents may change without notice from the FNUSA or the REDCap Consortium.