

X-PERT Data: storage & use of X-PERT Programme participant data

X-PERT Health is a charity dedicated to the provision of self-management education to people with long term conditions. A clinical trial has demonstrated that our education packages significantly improve both health and wellbeing and as part of our quality control, we want to ensure that we continue to make a difference and impact positively on the lives of people who access our education programmes.

Participants in the X-PERT Programmes (group or digital) are advised that health outcomes are collected for audit purposes in an anonymised form in order to monitor and benchmark the outcomes of the X-PERT Programmes to ensure that they continue to be effective and meet the NICE key criteria for structured education. The first time participants attend our group programmes or access our digital programme we will ask for consent for data collection.

For participants in group diabetes sessions X-PERT Educators are asked to collect and record participant attendance, evaluation, empowerment, medication and health outcomes at baseline, 6 and 12 months and thereafter annually and the X-PERT Audit Database provides a web-based vehicle for the storage of this data.

Participants of the Diabetes Digital Programme or Weight Web App will enter their own data into the App which is stored and automatically transferred into the Audit Database with consent only.

Data collected is used by X-PERT Health only for statistical purposes in order to evaluate delivery of the X-PERT programmes and to ensure that the programmes are being well received and that they continue to improve health and wellbeing.

Only approved X-PERT Educators and staff authorised by X-PERT Educators are provided with a username and password to access the Audit Database. Their access will be restricted to data associated with their organisation or to anonymous data for the whole X-PERT community. Login details are deactivated when an Educator leaves an organisation or stops delivering the programmes. Digital users (diabetes or weight) have access only to their own data and can change their preferences at any time within their App settings.

X-PERT Diabetes or Diabetes Digital Programmes

For participants of the Diabetes or Diabetes Digital Programmes the only identifiable information entered into the Audit Database is the participants' NHS number, however this not mandatory as long as an identifier is present. Within the Diabetes Digital App an NHS number and email address are required for registration, however the email address is not transferred to the Audit Database.

X-PERT Weight Programme and Web App

For participants of the Weight Programme their date of birth and postcode are required as an identifier for the Audit Database. If participants also use the Web App then their email address is required for registration, however this is not transferred to the Audit Database.

Audit Database Storage

Any personal data mentioned above is used solely for the purpose of retrieval of data for the organisations' use and to ensure there is no duplication. No name, address or contacts details are used. The data is used only in an amalgamated and anonymous form. X-PERT Health does not require access to any identifiable data and does not access any individual participant's data except at the request of an X-PERT Educator for the purposes of correcting data or to maintain the technical running of the Database.

Participant information is held whilst ever there is a need to evaluate the programme or until participants withdraw consent. Should a situation arise where this information is no longer required, then X-PERT Health will dispose of all data held on the Database securely and in accordance with best practice guidance pertaining at the time.

Audit Database security (all programmes)

The data is held in encrypted format by our partner CX Services Ltd <https://www.cxservicesltd.com/> in their data centres which are UK based (Manchester), operated and maintained by UKFAST which have the following security measures in place:

- Security accreditations: ISO27001:2013 (Information Security Management), ISO 9001:2008 (Quality) and PCI DSS
- Access control: Fully integrated access control management system, proximity card controlled access/egress
- On-site security: 24/7/365 by SIA accredited UKFAST staff
- CCTV: 760 cameras, both Internal and external
- Fencing: 2.8m prison fencing and razor wire perimeter fence
- Firewall: Site specific dedicated firewall technology

Diabetes Digital App security

The Diabetes Digital App is hosted by Pulse Digital Ltd <https://pulsedigital.co.uk/>. Data is held in encrypted format by AWS on the Amazon Elastic Computer Cloud (Amazon EC2). Security measures for this system can be found at the following link:

<https://d1.awsstatic.com/whitepapers/aws-security-whitepaper.pdf>

Weight Web App security

The Weight Web App is hosted by Magpie Creative Communications Ltd <https://www.wearemagpie.com/>. Data is stored on the Google Cloud Platform, in their Europe-West 2 data centre which is UK (London) based. Security measures for this system can be found at the following link:

<https://cloud.google.com/security/overview>