

Third Party Access To Information Technology Resources Procedure

Please note: This Procedure is currently under review by ISG as part of a Transalpine approach to policy alignment with the CDHB. If you have any questions regarding this document please contact the Chief Information Officer in the first instance.

1. Purpose

This Procedure establishes the rules for granting Vendors and other third-parties access to the West Coast District Health Board (WCDHB) Information Technology Resources and support services, and defining Vendor and other non-affiliated third-party responsibilities once access to these resources has been provided.

2. Application

This Procedure is to be followed by all staff members of the WCDHB.

3. Definitions

For the purposes of this Procedure:

Information Technology Resources: Any data or information stored in digital form and the computer systems or other means used to access that information.

Non-Publicly Available: Information that an individual knows or reasonably should know has not been made available to the general public.

Publicly-Available: Any information that is either published on one of the Official WCDHB webpages, or other official WCDHB publication.

WCDHB Data: Items of information that are collected, maintained, and utilized by the WCDHB for the purpose of carrying out organisational business subject to contractual or statutory regulations. WCDHB Data may be stored either electronically or on paper and may be of many forms (including but not limited to: text, graphics, images, sound, or video).

Data Steward: The entity/entities or office/offices that are delegated by the Chief Executive Officer and/or his designee(s) with the *policy-level responsibility* for establishing definitions of the data assigned to him/her (i.e. defined portions of WCDHB Data) and developing general procedures and guidelines for the management, security and access to those data sets, as appropriate.

4. Responsibilities

For the purposes of this Procedure:

All **WCDHB staff members** are required to:

- ensure they abide by the requirements of this Procedure.

5. Resources Required

This Procedure requires no specific resources.

Third Party Access to Information Technology Resources Procedure	Page 1 of 4
Document Owner: Chief Information Officer	
WCDHB-ISG#15 Version 3, Updated June 2019	Master Copy is Electronic

6. Process

- 1.00 The WCDHB recognises that there is often an operational need for the WCDHB to provide Vendors and other non-affiliated third parties access to the WCDHB's information technology resources. Vendors and other third parties often play an important role in the support of WCDHB information technology resources. In some cases, these entities access (or have access to) non-publicly available data.
- 1.01 It is therefore important for the WCDHB to initiate safeguards to reduce the security and privacy risks and liability associated with granting Vendors and other non-affiliated thirdparties access to the WCDHB's Information Technology Resources.
- 1.02 Prior to granting a Vendor or other non-affiliated third-party access to Non-Publicly Available WCDHB Information Technology Resources, each impacted Services/Departments/Units within the WCDHB that maintains a relationship with a product or service Vendor or other non-affiliated third-party that may intentionally or unintentionally be given access to Non-Publicly Available data will ensure that the Vendor or other third party non-affiliates has formally agreed to protect the security of that data.
- 1.03 The level of access to be granted to a Vendor or other third-party non-affiliates is to be limited to those WCDHB information technology resources that are required to carry out the specified business need of the WCDHB.
- 1.04 Vendor access must be enabled for specified tasks and functions, and limited to specific individuals and only for the time period required to accomplish approved tasks.
- 1.05 Vendor access must be uniquely identifiable, and password management must comply with WCDHB Password Security Standards.
- 1.06 Appropriate procedures for terminating access must be followed upon the departure of a Vendor (or their employee/representative) from the contract/agreement or upon the termination/completion of the contract/agreement.
- 1.07 Prior to granting a Vendor or other third-party non-affiliate access to WCDHB information technology resources, the Vendor will be required to sign an agreement/contract with the WCDHB that specifies:
 - a) The WCDHB information technology resource(s) to which the Vendor will be granted access; and
 - b) The business purpose for which access is to be granted and limiting access to that purpose; and
 - c) The information the Vendor may have access to; and
 - d) A statement indicating that the Vendor agrees to comply with all applicable laws and WCDHB policies with respect to preserving the confidentiality of the information to which they may have access and that they will not disclose in any way the information or the existence of the information, and that in the event any person(s)

Third Party Access to Information Technology Resources Procedure	Page 2 of 4
Document Owner: Chief Information Officer	
WCDHB-ISG#15 Version 3, Updated June 2019	Master Copy is Electronic

Third Party Access To Information Technology Resources Procedure

seek to access protected and confidential data or information, that such access shall be through the WCDHB, and that the Vendor shall only retrieve such data or information as identified by the WCDHB or as otherwise required law or regulation; and

- e) The safeguards that the Vendor intends to utilize to protect the WCDHB's information; and
- f) The acceptable method(s) for the return, destruction or disposal of the WCDHB information in the Vendor's possession at the end of the contracted period or completion of the service; and
- g) A statement indicating that any information acquired by the Vendor in the course of the contract/agreement cannot be used for the Vendor's own purposes or divulged to others; and
- h) That the Vendor will restrict access to WCDHB data/resources to only those Vendor employees who are required to provide the service; and
- i) That the Vendor agrees to hold the WCDHB harmless for any legal action resulting from their negligence or failure to abide by terms of the contract; and
- j) That the Vendor will take all reasonable steps, based upon relevant industry standards to protect the WCDHB's data/resources from corruption, tampering, or other damage; and
- k) That the Vendor agrees that in the event that a security breach of its systems or processes exposes the WCDHB's non-publicly available data to a third party, that the Vendor will take immediate steps to limit and mitigate such security breach as well as provide immediate notification and full information, if known, regarding the breach to the WCDHB.

- 1.08 Vendors and other third-party non-affiliates are expected to adhere to all applicable statutes and WCDHB policies and must follow all applicable WCDHB change control processes and procedures.
- 1.09 The WCDHB will provide a single point of contact for the Vendor. This contact person will work with the vendor to make certain that the vendor is in compliance with these statutes and policies.
- 1.10 Each Vendor must provide a list of employees working on the contract/agreement. This list must be updated and provided to the WCDHB within 48 hours of staff changes.
- 1.11 Each Vendor employee with access to non-publicly available WCDHB information must be approved to access that information by the WCDHB Manager responsible for that information.
- 1.12 Any Vendor employee who is required to be on site at the WCDHB order to carry out the terms of the contract/agreement is expected to be able to provide adequate identification if requested, and the Manager of the specific information technology resource is expected to take the appropriate steps to verify the authorization for the vendor employee to access that specific resource.
- 1.13 Vendor personnel must report all security incidents directly to the WCDHB IT Manager.

Third Party Access to Information Technology Resources Procedure	Page 3 of 4
Document Owner: Chief Information Officer	
WCDHB-ISG#15 Version 3, Updated June 2019	Master Copy is Electronic

7. Precautions and Considerations

- ➔ The level of access to be granted to a Vendor or other third-party non-affiliates is to be limited to those WCDHB information technology resources that are required to carry out the specified business need of the WCDHB
- ➔ Prior to granting a Vendor or other third-party non-affiliate access to WCDHB information technology resources, the Vendor will be required to sign an agreement/contract with the WCDHB
- ➔ Each Vendor must provide a list of employees working on the contract/agreement

8. References

There are no references associated with this Procedure.

9. Related Documents

WCDHB Access To Information Systems Procedure.

WCDHB Agreement For Third-Party Access To Information Technology Resources Form.

Revision History	Version:	3
	Developed By:	Information Technology Manager
	Authorised By:	General Manager – Corporate Services
	Date Authorised:	January 2009
	Date Last Reviewed:	June 2019
	Date Of Next Review:	June 2020

Third Party Access to Information Technology Resources Procedure	Page 4 of 4
Document Owner: Chief Information Officer	
WCDHB-ISG#15 Version 3, Updated June 2019	Master Copy is Electronic