



# NHA VOLUNTEER DATA PROVISIONING GUIDELINES

1. Short Title and commencement

- 1.1. These Guidelines may be called 'NHA Volunteer Data Provisioning Guidelines'.
- 1.2. They shall come into force with immediate effect.

2. Definitions

*Unless the Context requires otherwise, following words shall have the meaning attributed to them in these Guidelines for the purpose of these Guidelines.*

- 2.1. "Agency" means National Health Authority (NHA)
- 2.2. "Volunteer Party" means any person or a company who wants to give data to the Agency, with optional support services, either on a part time basis or on a full-time basis, without any remuneration from the Agency.
- 2.3. "Area of Expertise" means the subject or area in which the Volunteer Party possesses data and expertise.
- 2.4. "Data" means and includes a representation of information, facts, concepts, opinions, or instructions in a manner suitable for communication, interpretation, or processing by humans or by automated means.

3. Identification of Volunteer Parties

*The Agency may follow any of the processes given below to identify volunteer parties.*

- 3.1. The Agency may, whenever it has the requirement of data for any specific area, shall post an advertisement on its website and consider all qualified applications.
- 3.2. Any person or a company who wishes to provide their data and services on a voluntary basis to the Agency may apply to the Agency as per the application form prescribed by the Agency on their website, even without any specific advertisement.

4. Criteria and Methodology for Selection

*The Agency will adhere to the following methodology for deciding if an applicant can be recognized as a Volunteer Party of the Agency*

- 4.1. Based on the application for becoming a Volunteer Party, the Agency shall assess if the Volunteer Party's data and services are required. The Agency will then conduct an interview / demo (personal or telephonic).
- 4.2. If the Agency is satisfied that the Applicant possesses requisite datasets, relevant experience and qualifications, has satisfactory background and references and that there is no conflict of interest between the Applicant working as a Volunteer Party for the Agency and any other work the Volunteer Party may be engaging in either for gain or as a

Volunteer, then the Agency will issue an offer letter along with the specific role for the Volunteer Party and the reporting structure. The Volunteer Party will convey acceptance by signing the offer letter, and the non-disclosure, non-conflict and confidentiality agreement of the Agency

- 4.3. In case of applications received under Clause 3.2 of these Guidelines, the Agency shall first determine if the data and services of the volunteer party are needed. The Agency may choose to engage the services of more than one Volunteer Parties, based on its sole discretion
- 4.4. As part of its selection process, the Agency may also require disclosure of basic information from the Volunteer Party/Parties.

## 5. Code of Conduct

*The Volunteer Parties appointed by The Agency shall observe the following Code of Conduct, which shall include, but not be limited to, the following:*

- 5.1. The Volunteer Parties shall follow the confidentiality protocol of the Agency and shall not reveal to any person or organization confidential information of the Agency, its work, and its policies. Some Volunteers may specifically be authorized to interact with third parties on behalf of the policies as well as their work in the Agency.
- 5.2. In general, Volunteer Parties may not represent the Agency vis-à-vis third parties.
- 5.3. No Volunteer shall interact with or represent the Agency to the media (print, electronic and social).
- 5.4. Volunteer Parties will follow the advice given to them by the Agency regarding representations to third parties.
- 5.5. Any papers and documents written and/or published by a Volunteer Party/Parties should carry the caveat that the views are their personal views and do not represent or reflect the views of the Agency. Such papers and documents shall be written and/or published only after approval of the Agency.
- 5.6. The IPRs of publication/documents etc used/done by the volunteer during the course of this engagement shall vest with NHA.
- 5.7. Volunteer Parties shall develop strategic timelines and deliverable schedules in consultation with their coordinator at NHA and shall adhere to the same.
- 5.8. Volunteer Parties will conduct themselves professionally in their relationship with the Agency and the public in general.
- 5.9. Volunteer Parties will be required to submit a report of their work prior to leaving the Agency. This may be waived off as per requirements of the Agency.
- 5.10. Ownership and scope of data usage shall be mutually decided by the Agency and Volunteer Party/Parties.
- 5.11. Volunteer Party should undertake and represent that they are not in violation of any applicable laws (as may be amended and re-enacted from time to time) at the time of collection of data/ possession of data and that they are legally authorized to share such information with Agency and Volunteer Party shall indemnify NHA for such

loss/claims/damages that may be caused arising from sharing of such data.

**6. Conflict of Interest and Non-Disclosure requirements**

*Volunteer Parties and all their employees working with NHA are bound by the NHA's conflict of interest and Non-Disclosure Agreement documents. A declaration of No Conflict of Interest and Non-Disclosure Agreement between Agency and Volunteer Parties (including individual employees) must be executed before initiating any exchange of data and services.*

**7. Termination**

*Either the Agency or the Volunteer Party may terminate the relationship under any one of the following situations*

- 7.1. The Agency may disengage the Volunteer Party if the Agency is of the view that their services are no more required.
- 7.2. In general, the Agency may terminate the services of the Volunteer Party at any time without assigning any reasons and with immediate effect.
- 7.3. In general, if the Volunteer Party decides to disengage from the Agency, they should provide 30 days prior notice. However, notice period may be modified or waived by the Agency from time to time depending on the role of the Volunteer Party.
- 7.4. Upon termination, the Volunteer Party must hand over to the Agency, including but not limited to, any papers, equipment, or other tangible/intangible assets which might have been given to the Volunteer Party by the Agency in course of their work with the Agency. This will include any badges or ID Cards which may have been issued to the Volunteer Parties.
- 7.5. If it comes to the notice of the Agency that any person or company whose services have been terminated by the Agency continues to act in a manner which gives an impression that he is still working as a volunteer for the Agency, the Agency shall be free to take appropriate legal action against such person or company.