

# Data Governance in the healthcare Sector

UKCloud Health is proud to be supporting an important and diverse portfolio of cloud-based healthcare solutions, which are delivering significant improvements to the provision of healthcare services and streamlining the patient experience at all levels. This document is designed to demonstrate our skills and knowledge in this sector, in relation to governance and compliance and overall to help healthcare organisations improve their security posture.

To do this, we've developed and implemented a comprehensive information security and data protection framework which provides our customers and partners with credible assurance material, underpinning our commitment to keep their sensitive datasets safe and secure at all times. UKCloud Health has an experienced compliance team who help our healthcare customers to understand the risks in their solutions, and design and implement appropriate security controls.

## Why UKCloud Health?

At UKCloud Health the security of our platforms and cloud services is our number one priority. We've always been committed to adhering to exacting standards, frameworks and best practice. Everything we do is subject to regular independent validation by government accreditors, sector auditors and management system assessors. We also understand the need to willingly evidence our credentials and capabilities to our healthcare customers, so they can understand and be reassured by the levels of protection that are in place for their medical data.

## UKCloud Health at a glance

- ISO9001 certification for Quality Management
- ISO20000 certification for IT Service Management
- ISO27001, ISO27017 and ISO27018 certifications for Information Security Management
- Compliant with UK Data Protection Act 2018 (EU GDPR) and CISPE Code of Conduct Certified
- Operational personnel have a minimum of SC-level and NPPV3 security clearances
- "Multi-Cloud" provision utilising market-leading technologies
- Cloud platforms and services independently tested to ITSHC CHECK standard
- Fully-compliant submissions for the NHS IG Toolkit (DSP Toolkit from April 2018)
- Connections to PSN and N3/HSCN
- Declared position on HIPAA compliance
- Ready engagement with Caldicott Guardians
- UK sovereign, with secure and resilient government-grade UK data centres, located in Crown Campus
- Validated carbon offsetting provided free of charge to customers

# Challenges you face in delivering healthcare in the cloud

## How can I trust UKCloud Health with my life-critical systems?

UKCloud Health gives you 100% confidence in the security of your data. Being a UK sovereign cloud provider coupled with government-grade data centres, we guarantee that your data will remain in the UK, within a safe and trusted environment. Alongside our ISO27001 certification for information security, we have also achieved ISO27017 certification (for cloud security) and ISO27018 certification (for personal data in cloud environments), so you can be assured of the levels of protection in place for your patient and medical data.

## Can the use of cloud de-risk my current health IT systems?

Our multi-cloud platform utilises the concept of Sites, Regions and Zones to ensure resiliency and business continuity. It is delivered from two geographically separate campuses, both located in the UK and separated by over 100km for excellent geo-diversity and resilience. Regions are physically segregated parts of the UKCloud Health platform and Zones are implemented to remove any single points of failure.

We operate a 24x7 Network Operations Centre (NOC), providing proactive and protective monitoring of our cloud platforms, resolving issues at source where possible, or taking immediate action to escalate to specialist internal teams for further investigation and resolution.



## I have vast silos of data in my IT systems, if I move all of this on to the cloud, will I be sharing a platform with other people?

The UKCloud Health platform supports the effective integration of digital services from administrative systems and analytical services, to medical imaging, clinical software and digital health solutions for patients. This assists in enabling interoperability, supporting the storage and management of patient data whilst encouraging collaboration with open data sharing within the health community.

The volumes of NHS data is on an upward curve, and is showing no signs of letting up. The hope is that sophisticated analysis of such data may offer detailed insights into why, for example, a specific hospital's A&E department is under such pressure. Patients will need to be reassured that their personal information is going to be kept safe, particularly with cyberattacks being a real and present danger. We will ensure this information is stored cost-effectively, and in a way which allows secure but easy access to your authorised researchers across the country.

UKCloud's Health and Social Care Network (HSCN) connectivity gives you unlimited usage and unrestricted access to our multi-cloud platform, with further onward connectivity to other government networks and the internet. Providing a secure and reliable mechanism for healthcare organisations to access and exchange electronic information in close proximity to peers and third parties (such as Genomics England). This will become increasingly advantageous as we move towards a paperless, more integrated and intelligent future.

## I think my current systems are restricting innovation, can UKCloud Health help with this?

Spanning the healthcare sector, UKCloud Health brings communities together to promote and enable collaboration, innovation and digital transformation. You can use our scale, specialist capabilities and data-gravity to empower citizen-oriented healthcare, supporting the connected-care vision of the future.

Cloud is a genuine enabler of innovation. We hope that the endorsement of cloud will unlock a wave of innovation in the NHS, in particular Internet of Things (IoT) solutions. These solutions will generate a wealth of new and enriched data, to further inspire more specialist solutions to deliver new insights, reduce costs and improve patient outcomes.

# Assuring Health Services in the cloud

## Proactive Risk Management

UKCloud Health has a long-standing heritage in Information Governance (IG) and risk management. The earliest incarnations of our cloud services were designed in full consultation with CESG (now the National Cyber Security Centre), and we continue to commit to secure architectures, proven infrastructure components, system resilience and the latest guidance on personnel and technical controls.

Our commitment is not trivial: UKCloud Health specialists maintain and regularly review the detailed risk assessments at both the service level and also the components which make up the underlying cloud infrastructure. They encompass a comprehensive set of threats and vulnerabilities which target data or the personnel, systems and premises which are relied upon for its secure processing and storage.

Our experience in understanding, managing and mitigating risk is one of the core activities which contributes to UKCloud Health's enviable portfolio of certifications and validations. Our distinguished position is supported by the reassurance of regular, independent IT Security Health Checks (ITSHC), which examine every element of our cloud services at a depth which is rarely seen by other cloud service providers.

## Remaining Current

Technology continues to evolve at a pace, as do the risks which attempt to disrupt or compromise it. There is no place at the table for cloud service providers who do not keep pace with changing external factors. They must be able to understand and mitigate their effects through changes to cloud services, the way customers interact with them, or the security of the individual technology components.

UKCloud Health continues to evolve its cloud offerings, to provide the services our public sector customers need with the advanced information security and data protection controls, allowing them to significantly reduce their risks of using cloud. We're pleased to listen to our customers, including their risk managers, SIROs and accreditors, to ensure we continue to properly address their concerns. We understand and speak their language.

We're ahead of the curve. We maintain advanced awareness of changing government policies, standards and frameworks so we can respond to them. Key personnel are engaged with industry bodies such as techUK, CISPE and Digital Leaders, to contribute to developing best practice. Our membership of CERTs and technical groups ensure we have swift awareness of newly identified risks.

## Proven Expertise

UKCloud Health understands the invaluable knowledge and experience of each and every one of our colleagues, and the role they have in ensuring the confidentiality, integrity and availability of our customer's data entrusted to UKCloud Health's services. That's why we have implemented robust recruitment and selection procedures, to ensure our personnel have professionalism and integrity.

All UKCloud Health personnel are security cleared and have professional development objectives. Our information security, technical security and data protection specialists are supported and encouraged to maintain personal qualifications and certifications that support the company in delivering outstanding and trusted cloud services to public sector customers.

We're frequently asked to share our expertise at security-focused conferences and events, and our knowledgeable speakers have shared platforms with representatives from NCSC and the Information Commissioner's Office. Our public sector customers and partners also benefit from our knowledge through our regular programme of webinars, one-to-one briefings and TRT (trusted round table) events.

## Proudly Sovereign

UKCloud Health is proud to be a UK sovereign organisation with government-grade data centres, 24x7 support facilities and UK security cleared personnel. We're also the most connected cloud provider to the UK's secure government networks including PSN, RLI and N3/HSCN. Our customers can be assured of our compliance to the UK's legislative frameworks (we're not subject to any other international jurisdictions), and we proudly pay our taxes to the UK Government.

Our sovereign status removes the significant risks commonly associated with global cloud service providers. Their automated failover to another geographic region, uncertainty of which data protection frameworks are applicable, or the need to gain the specific consent of UK citizens to have their personal data processed outside of the UK are all examples of concerns that do not apply when using UKCloud Health.

For many of our public sector customers, the success of digital transformation projects is measured by the level of citizen participation. Removing the potential blocker of citizens having their personal data being processed or stored in overseas locations remains a key consideration, and is essential for building confidence and trust in the use of secure cloud services.

# GDPR. Done.

Data security has always had the highest priority at UKCloud Health, and most of the strengthened requirements mandated by GDPR were already in place. Building upon our ISO27001 certification for information security, we've successfully implemented the supplementary control sets to achieve ISO27017 certification for cloud security, and ISO27018 certification for the security of personal data in cloud environments. All of UKCloud's services have been certified by CISPE (Cloud Infrastructure Providers in Europe) as being compliant with the CISPE Code of Conduct for GDPR compliance.

All our cloud services and internal personal data processing activities have been subject to formal Data Protection Impact Assessments as required by Article 35 of GDPR. This provides our healthcare customers with additional assurance about the protection of their personal data under our care, and is an essential element of GDPR compliance. Our certified Data Protection Officer is always on hand to provide expert advice and guidance on data protection matters.

At UKCloud Health, minimising the risk of personal data breaches and associated penalties is paramount. Our cloud services are subject to real-time protective monitoring 24x7, and unforeseen incidents are investigated immediately and reported to our customers if applicable. We're also committed to transparency, and will always support our customers if they need to provide a timely response to data subject rights requests.

## About UKCloud Health

UKCloud Health powers healthcare communities. Providing a secure, but easy to use cloud platform that supports digital transformation and enables the optimisation of patient-oriented healthcare. UKCloud Health works with a community of partners to deliver digital health services underpinned by our cloud services. We help healthcare providers to deliver secure, agile and cost-effective solutions.

**We're focused on cloud.** Our easy to use platform offers an open, collaborative environment to help enhance the way you and your healthcare colleagues work.

**We're open. You are never locked in.** Giving you the choice and flexibility of a range of technology platforms as well as payment models in GBP to avoid currency fluctuations.

**Dedicated to the UK healthcare sector.** We support cloud and digital transformation of services across the healthcare sector, including health and care, research and life sciences and the pharmaceutical industry.

**We develop communities.** UKCloud Health is bringing healthcare communities together – enabling collaboration, innovation and digital transformation.

**Customer engagement.** With UKCloud Health you're never alone. Enjoy peace of mind, knowing we understand the challenges you face. Your success is our success.

Contact your **Account Director** for more information.

UKCloud Health is a division of UKCloud – a 2017 Queen's Award for Enterprise for Innovation winner – dedicated to the UK Public Sector. We provide assured, agile and value-based true public cloud that enable our customers to deliver enhanced performance through technology.

## Our certifications



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