

Data Exchange

4 May 2018



People at the centre

Understanding wellbeing starts with putting people at the centre of the approach.

Part of SIAs role is to make it easier for social sector agencies to develop a better understanding of what works for people.

What is the social sector?

The social sector is about more than government agencies. It includes community partners, service providers, Non-Governmental Organisations (NGOs), charities, Crown Agencies, local government, district health boards ... the list continues.

An integral part of our society, the social sector supports all Kiwis by investing in their education, health and wellbeing so they can live fulfilling and productive lives.

Why the Data Exchange?

Information collection, sharing and use play an important role in the health, education, justice and welfare sectors by helping the most effective services be provided to the people who need them. This can mean personal information, or summary/aggregate information being shared amongst those organisations with a legitimate purpose to do so. It's about connecting people with the information they need.

Transmitting this data in a secure and timely way can be difficult, especially for the smaller organisations. It requires secure processes and systems that may be hard or expensive to run, and involves a high volume that is difficult to administer and track.

We've been working with social sector organisations to develop a cloud-based Data Exchange platform that is easy for everyone to use.

This platform enables social sector organisations to exchange information safely and easily whilst retaining full control of their client's data.

Personal information can only be shared when the organisations exchanging it are confident that it's legally appropriate and they have permission to do so, for example supported by client consent practices or other statutory provisions.

Ensuring the security and privacy of data is a key feature of the Data Exchange.

Organisations participating on the Data Exchange can:

- Fully determine and manage what data they share, with whom and when
- Receive only the data that other organisations explicitly make available to them

The Data Exchange doesn't store any information that organisations choose to share. It's not a database, it's a "safe pipe" to make it easier for information to travel to where it's needed, whilst ensuring organisations retain full control of their information.

Benefits of the Data Exchange

With increased levels of security over current methods of data sharing, the Data Exchange will:

- provide a **safe and secure** exchange of data between social sector organisations
- **connect social sector organisations** in a way that's easy, consistent and efficient
- help front-line staff **improve service delivery** by providing better information about the people they work with
- promote **standardised approaches** to privacy, data management and data standards

How it works

The Data Exchange platform enables two-way, privacy centric, fully controlled and secure automatic transmission between any two parties connected to the Exchange, in near real-time.

It is a cloud-based platform, which will clean, structure and manage the exchange of data.

The Data Exchange will automatically collect and deliver data to participating NGOs and service providers to support their service delivery, based on configuration settings defined by each participating organisation.

Every organisation retains full control over what is shared with whom, and when, with a full audit trail of all changes made to those configuration parameters.

The typical installation relies on a small piece of software (an agent) running on a server in each participant organisation. This software "agent" handles the automated, specific collection of data (using a very strong level of encryption), and sends it to the cloud-based platform, where it's sent on to the receiving agent.

We can also enable organisations to gain the benefit of the exchange with no software installation required.

The platform can handle many "agents" sending lots of data to multiple destinations simultaneously.

Version 1 is already working

The first 'live' transfer of data across the Data Exchange was successfully tested in December 2016, when anonymised data was transferred between the [Ministry of Social Development](#) and the [Methodist Mission Southern](#).

What's next?

We are now working with a wide range of organisations to connect them to the exchange for a range of uses, with a number of government agencies and NGOs already successfully connected and suggesting more ways in which they can use this “pipe” to help them be more effective.

Security and privacy

New users are carefully on-boarded and fully supported onto the Data Exchange.

A number of mechanisms exist to ensure Kiwis' privacy is protected, including legislation, contractual and information sharing arrangements and Memoranda of Understanding.

Security and privacy principles and methods have been designed in conjunction with a range of social sector organisations, to ensure the Data Exchange is robust and works for everyone.

'Privacy by design' principles have been used to develop the Data Exchange to protect privacy (and, by association, security), by embedding design features, protocols and processes that improve and optimise privacy and security.

Encryption ensures data is only seen by those who are authorised to do so.

To ensure the proper protocols are in place for data sharing, the SIA works closely with:

- [Office of the Privacy Commissioner](#)
- [Government Chief Privacy Officer](#)
- [Government Chief Information Officer](#)
- [Ministry of Justice](#) on the privacy approach being taken

- [Data Futures Partnership](#), an independent group funded by government to work with Kiwis to create the right systems, settings and conditions to allow data to be used to help make New Zealand a better place.

Disclosure statements

To make sure social sector organisations can legally share clients' personal information – and that it can be used for analytical purposes – a series of common disclosure statements have been drafted for government agencies to use with their clients. This includes overarching statements that can be used in written or verbal privacy disclosure statements.

Typical Uses?

Access to any data that is exchanged using the Data Exchange will be controlled by the receiving organisation's systems and processes.

Common uses that the Data Exchange will help to enable will include:

- **NGO client on-boarding** – making it easier for NGOs to retrieve core information about new clients (with client consent) from relevant organisations, including government agencies.
- **NGOs and contacted service providers** – monitor the delivery of services and fine-tune their programmes and how they're tracking against expected results.
- **Government agencies** – inform investment and policy decision-making decisions to deliver more targeted services.
- **Referrals** – organisations can more easily and automatically refer customer's to service delivery organisations to give them the support they need.

- **Automated contract reporting** – through a standardised approach

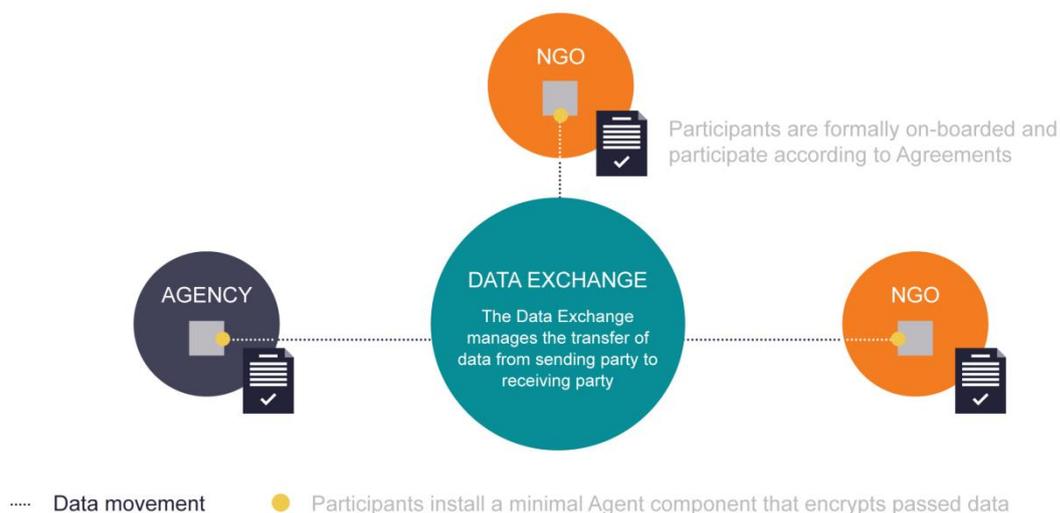
purpose, including managing and monitoring participants and the way it is used.

SIA's role as the operator of the Data Exchange

When authorising organisations to use the Data Exchange, we will ensure that organisations understand their responsibilities when using the Data exchange to transmit information.

We (the SIA) are accountable and responsible for ensuring the Data Exchange is fit-for-

What the Data Exchange looks like



More information

For more information, please visit www.sia.govt.nz

Email the SIA at info@sia.govt.nz