

# Terms of Service (EN)

## SURFconext Terms and Conditions of Use

*Version: December 2016*

### General

SURFconext is a service offered via institutions connected to SURFnet to their users. SURFconext offers users easy access to services from various providers. Users simply log in using their institution account and use single sign-on functionality to obtain secure access to the services provided by their institution.

Agreements have been reached with the various institutions regarding the use, availability, and operation of SURFconext. All we ask from the user is to comply with the rules described in the conditions set out below.

### Rules regarding the use of SURFconext

1. A SURFconext account is linked to the account of an institution and is strictly personal. The agreements in place with the various institutions specify that the user is not permitted to transfer his/her account and the associated rights to a third party or to allow a third party to use the account or associated rights.
2. The user must refrain from any unauthorised use. This includes the following:
  - Any actions that are contrary to the law, public morals, public order, or the rules that apply to responsible online communication;
  - Any actions that are unlawful towards third parties or that result in damage to third parties;
  - Any actions that infringe on the rights of third parties, including intellectual property rights and/or obligations of confidentiality.
3. If SURFnet has good reason to believe, as a result of specific information or communications, that the user is in breach of or is likely to be in breach of regulations or obligations as described above, the user must, in consultation with SURFnet and the institution concerned, put an end to said breach as quickly as possible and/or prevent a recurrence of it in the future.
4. SURFnet is entitled, after consulting with the institution concerned, to terminate or suspend all or part of the access to SURFconext or to impose additional conditions for its continued use, if:
  - The user, in SURFnet's opinion, is using or is likely to use SURFconext in a manner which is or could be contrary to the rules described here and, after being informed accordingly, the user has not taken any appropriate measures to block or prevent said use.
  - It is necessary to do so in order to enable SURFnet to comply with a statutory obligation or a judicial decision, at the discretion of SURFnet;
  - The availability of SURFconext to other users could be prevented or restricted by the way in which the user is making use of SURFconext.

SURFnet cannot accept liability for any damage suffered by the user or a third party as the result of SURFconext being disconnected due to the application of the above rules.

5. In addition, SURFnet has the right to take any other measures that may be necessary to protect SURFnet, other users, and/or third parties against damage, disruption, or unauthorised use of the rights of such parties.
6. SURFnet is entitled, without having to inform the parties concerned beforehand, to (temporarily) shut down or limit the use of SURFconext to the extent that it is necessary for carrying out maintenance activities, within reason, or to enable SURFnet to carry out any necessary modifications and/or improvements to SURFconext.

### Personal information and privacy

SURFnet processes personal information of the users of its affiliated institutions on behalf of these institutions. At the request of the institution or user, a set of personal information (attributes) will be released to a connected Service Provider in order to facilitate the use of the service provided by this Service Provider. SURFnet processes these attributes in compliance with the Personal Data Protection Act and other relevant legislation and regulations. Agreements have been entered into with the institutions in this regard. More information about how personal information is processed by the various parties within SURFconext (institutions, Service Providers and SURFnet) is available in the [Privacy Policy](#) of SURFconext.

If you would like to obtain more information about which attributes your institution has, about which Service Providers receive which attributes of yours, and about the various periods during which such information is stored, please consult the [Profile Page](#) of SURFconext.

## Support and questions

If users have any problems with SURFconext, they can refer to the [Support page](#) or they can contact the helpdesk: [help@surfconext.nl](mailto:help@surfconext.nl).

If users have any questions or requests regarding the processing of their personal information, they should contact their institution.