

National Taiwan Normal University Information Technology Center Terms of Use for Google Workspace for Education

Passed during the 176th Information Technology Center Team Leader Meeting on October 15, 2015
First revision during the 187th Information Technology Center Team Leader Meeting on October 6, 2016
Second revision during the 234th Information Technology Center Team Leader Meeting on August 17, 2021
Third revision during the 247th Information Technology Center Team Leader Meeting on November 15, 2022

Article 1 Purpose of the Terms

To introduce the Google Workspace for Education (original name: Google Apps for Education or G Suite for Education) service (hereinafter referred to as the Service) to NTNU faculty, staff, and students, the NTNU Information Technology Center (hereinafter referred to as the ITC) has formulated these terms (hereinafter referred to as the Terms) to state the rights and obligations of users.

Article 2 Revisions of the Terms

The contents of the Service will be adjusted according to changes in Google Privacy Policy, Terms of Service, or other contracts, and the ITC may revise the Terms and publish them on the website of the Service at any time without notification, which shall have immediate effects on all users.

Article 3 Terms of Acceptance and Account Application

- I. An application must be filed for the usage of the Service. Users may choose to apply for an account according to their eligibility for the Service (hereinafter referred to as the Service Account).
- II. Users may only apply for the usage of the Service after reading, understanding and agreeing to the full contents of the Terms. If users use the Service, they are deemed to have read, understood, and agreed to all revised contents of the Terms.
- III. According to the Google Terms of Service, users under the age of 18 may only apply for the usage of the Service after having their legal representatives read, understand, and agree to the full contents of the Terms. If users under the age of 18 continue to use the Service after the Terms are revised, they are deemed to have had their legal representatives read, understood, and agreed to all revised contents of the Terms.
- IV. When users do not agree to the content of the Terms or the revised contents of the Terms, they shall immediately apply to suspend the Service Account, or they are deemed as agreeing and accepting the Terms and all of its revised contents.

Article 4 Eligibility for the Service

Current or retired faculty/staff and current students of National Taiwan Normal University. The Eligibility of the Service shall be adjusted based on the changes in Google policies.

Article 5 Terms of Use

- I. Users must comply with the relevant policies and terms of service of Google. The same shall apply to the amendments of the aforementioned policies and terms of services. Any violations will result in the suspension or termination of accounts without notification.
- II. Users shall comply with the current law, the “Taiwan Academic Network Management and Norms” of the Ministry of Education, “Taiwan Academic Network Management and Norms Terms of Use” and the “National Taiwan Normal University Guideline for the Use and Management of University Network”. The ITC may suspend or terminate accounts in the event of any violation of laws and regulations.
- III. According to the letter from the Ministry of Education Tai-Jiao-Zi (4) No. 1060006297, it is not allowed to use non-official mailboxes for sending and receiving the official business

mail. Users should avoid using this Service to store or send and receive official and confidential sensitive information.

Article 6 Suspension and Reinstatement of the Account

- I. In the event of the following situations, the ITC may suspend the accounts of users:
 - (I) A month after the termination of employment of Faculty/Staff. Or a month after the dropout/graduation of students
 - (II) Users apply for account suspension
 - (III) Violation of Article 5
 - (IV) Inactivity for over a year
 - (V) The user becomes ineligible for the Service due to a change of policy, and the ITC will suspend the accounts a month after publication and e-mail notification.
 - (VI) Other users that ITC notified via notification or publication.
- II. The ITC will not notify those who were suspended due to No.1 to 4 in the previous paragraph.
- III. Users may apply for account reinstatement during the suspension period, and the reinstatement period is limited to one week upon the approval of the ITC. Users may apply for an extension of the reinstatement under unusual circumstances. Reinstatement for the same account is limited to one time only.

Article 7 Deletion of Account and Data

- I. The accounts of the graduating students of the current year shall be deleted one year after graduation, and any other accounts shall be deleted three months after suspension.
- II. Users may apply to retain the accounts during the suspension period by stating their reasons, and ITC must approve the applications before the retainment. However, the retained account only offers mail forwarding services during the retainment period.
- III. Once the Service Accounts have been deleted, all data belonging to the accounts will also be deleted.
- IV. The data generated by users through the Service will be kept and maintained by Google, and the ITC has not backup or save any of the data. All data deleted by users, mis-deleted by users, and/or deleted by the manager due to accounts removed cannot be recovered.

Article 8 Termination of Service

The period of the Service is based on the period of free service provided by Google. In addition to termination by Google, the Service may also be terminated when certain users become ineligible due to changes to the terms of use, scope of license, or payment method made by Google, or NTNU no longer complies with the terms of the license. The ITC has the right to terminate the Service and suspend, delete, or take corresponding actions on the Service Account in accordance with the policies or requests of Google or the Terms and its revised contents.

Article 9 Disclaimer

- I. Google will be liable for the privacy and security of the Service. The ITC is neither able to interfere with the method of data being used nor security privacy. Please read carefully and agree to the "[Google Security & Privacy](#)" before using the Service. Once you begin using the Service, it is deemed that you have read, understood, and agreed to accept the aforementioned Terms and all of its revised contents.
- II. Google will maintain and offer the stability and data storage of the Service for free. the ITC cannot guarantee the stability of service or the integrity of data. The user should back up data on their own to avoid data loss.
- III. The ITC cannot provide consultations on the use of all of the applications provided by the Service and may only assist with the interfacing and management of accounts due to the wide variety of applications covered by the Service. The user should refer to Google's user guides for instructions.

- IV. If you have any questions about usage, access to records, claims for rights, or legal proceedings, please contact Google directly.
- V. The ITC reserves the right to change or suspend the content of service at any time due to the adjustments of operational strategies with no further notification to the users beforehand. Furthermore, the ITC shall not bear any liability to any users or third parties for the suspension or change of service regardless of any situation.

Article 10 Approval of the Terms

The terms including the amendments were implemented after being approved by the Team Leader Meeting of ITC.