

National Taiwan Normal University Information Technology Center

Microsoft 365 Education Version Usage Guidelines

Passed during the 259th Information Technology Center Team Leader Meeting on November 14, 2023

Amendment passed during the 262nd Information Technology Center Team Leader Meeting on February 20, 2024

Article 1 Purpose of the Guidelines

The National Taiwan Normal University Information Technology Center (hereinafter referred to as the “Center”) provides Microsoft 365 services (hereinafter referred to as the “Service”) to the University’s faculty and staff members and current students (hereinafter referred to as “Users”). These Terms of Use (hereinafter referred to as the “Terms”) were established to clarify the rights and obligations of Users.

Article 2 Revisions of the Terms

The contents of the Service will be adjusted according to changes or announcements of Microsoft’s Privacy Policy, Terms of Service, or other contracts. The Center may revise the Terms and announce them on the website of the Service at any time without notification, which shall have immediate effects on all users.

Article 3 Acceptance of the Terms

- I. 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.
- II. According to the Microsoft Terms of Service, Users under the age of 18 may only apply for 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.
- III. 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 will be deemed as agreeing and accepting the Terms and all of its revised contents.

Article 4 Eligibility for the Service

Current faculty/staff members and current students of the University are eligible to use the Service. The Center reserves the right to adjust the eligibility and scope of use of the

Service in coordination with adjustments to Microsoft's policies and scope of product licensing.

Article 5 Terms of Use

- I. Users must comply with the relevant policies and terms of service of Microsoft. The same shall apply to the amendments of the aforementioned policies and terms of services.
- II. Any violations will result in the suspension or termination of accounts without notification.
- III. Users shall comply with the current law, the "Taiwan Academic Network Management and Norms" of the Ministry of Education, 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.
- IV. In accordance with Letter Tai-Jiao-Zi (4) No. 1060006297 from the Ministry of Education, only the official business mailbox may be used for the sending and receiving of official business mails. Users shall avoid using the Service to store or send/receive official business mails and classified or sensitive information.

Article 6 Suspension and Reinstatement of the Account

- I. In the event of the following situations, the Center may suspend user accounts:
 - (1) The faculty or staff member is terminated or the student withdraws or graduates.
 - (2) The user applies for account suspension.
 - (3) Violation of Article 5 of the Terms.
 - (4) Interference with or disruption of servers and networks connected to the Service.
 - (5) Using the Service under the name of others, or users transfers the account to others.
 - (6) The user becomes ineligible for the Service due to a change of policy, and the Center will suspend the account a month after announcement and e-mail notification.
 - (7) Others notified or announced by the Center.
- II. The Center will not notify users whose accounts are suspended for reasons specified in Subparagraphs 1 to 5 in the preceding paragraph.

Article 7 Deletion of Account and Data

- I. The accounts of students who graduate or withdraw and faculty and staff members who retire or are terminated will be deactivated after they complete school-leaving procedures or at the deadline for completing school-leaving procedures.
- II. Deactivated accounts will be deleted one month after the deactivation date.

- III. Once the Service's 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 Microsoft. The Center does not backup or save any of the data. All data deleted by Users intentionally or by accident, and data deleted when administrators delete accounts cannot be recovered.

Article 8 Termination of Service

The term of the Service is based on the term of the contract signed between the University and Microsoft Corporation. In addition to termination by Microsoft, the Service may also be terminated when certain users become ineligible due to changes to the terms of service, scope of license, or payment method made by Microsoft, or the University no longer complies with the terms of the license or no longer purchases products of Microsoft. The Center has the right to terminate the Service and suspend, delete, or take corresponding actions on accounts of the Service in accordance with the policies or requests of Microsoft or the Terms and its revised contents.

Article 9 Disclaimer

- I. Microsoft will be liable for the privacy and security of the Service. The Center is neither able to interfere with the method of data use nor able to ensure privacy. Please read carefully and agree to the "[Microsoft Security & Privacy](#)" before using the Service. Once you begin using the Service, you will be deemed to have read, understood, and agreed to accept the aforementioned Terms and all of its revised contents.
- II. The stability and data storage of the Service are maintained by Microsoft. The Center cannot guarantee the stability of Service or the integrity of data. Users should back up data on their own to avoid data loss.
- III. The Center 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. Users should refer to Microsoft's user guides for instructions.
- IV. If you have any questions regarding the use, need to access records, apply for rights, or are involved in legal proceedings, please contact the dealer I-PLANET International Co., Ltd. (support@i-planet.com.tw).
- V. When receiving notice from Microsoft or its distributors regarding adjustments to Microsoft's business strategies, changes or discontinuation of various service contents, the Center will simultaneously make an announcement to teachers and students with Microsoft, and reserves the right to not notify users in advance.

Furthermore, the Center shall not bear any liability to Users or third parties for the suspension or change of the Service regardless of the situation.

Article 10 Approval of the Terms

The Terms have been implemented after approval by the Information Technology Center Team Leader Meeting. The same shall apply to subsequent amendments.