Usage Guidelines

Date: 01 Sep 2024

General

eduVPN is a service offered to users through institutions affiliated with SURF. With eduVPN, users can easily and securely connect to their own institution or use "secure internet" in places where public hotspots are not trustworthy. Users gain access to eduVPN by logging in with their own familiar institutional account.

Agreements on the use, availability and operation of eduVPN have been made with the various institutions. We ask the user to adhere to these usage guidelines.

eduVPN usage guidelines

1. An account for eduVPN is linked to the institution account and is strictly personal. It has been agreed with institutions that the user is not allowed to transfer or give use of his account and the resulting access to a third party.

2. The user will refrain from unauthorized use. This includes:

- Actions that are contrary to the law, morality, public order and rules for careful online communication;
- Actions that are unlawful towards third parties or that cause damage to third parties.

3. If SURF has reason to believe that certain information or communication by the user violates or threatens to violate rules or obligations as described above, the user is obliged to end the violation in consultation with SURF and the institution concerned as soon as possible and/or prevent it in the future.

4. SURF is authorised on behalf of the institution to terminate or suspend access to eduVPN, in whole or in part, or to impose additional conditions for its continuation, if:

- In the opinion of SURF, the user uses or threatens to use eduVPN in a manner that is in conflict or potentially in conflict with these rules and the user has not taken appropriate measures to stop or prevent the intended use after notification;
- That is necessary for SURF to comply with a legal obligation or a judicial decision, this at the discretion of SURF;
- The availability of eduVPN for other users could be prevented or limited by the manner in which the user uses eduVPN.

SURF is not liable for any damage suffered by the user or a third party as a result of eduVPN being taken out of service on the basis of this rule.

5. SURF also has the right to take other measures that are necessary to protect SURF, other users and/or third parties against damage, hindrance or infringements of rights.

6. SURF is entitled to (temporarily) disable eduVPN or limit its use without prior notice to the extent necessary for reasonably required maintenance or for necessary adjustments and/or improvements to eduVPN to be carried out by SURF.

Personal data and privacy

SURF processes (on behalf of affiliated institutions) personal data of users. SURF processes this personal data in accordance with the GDPR and other relevant laws and regulations. Agreements have been made with the institutions about this. More information about the processing of personal data by the various parties within eduVPN can be found in the Privacy Statement.

Support and questions

For any issues, users can refer to the HELP page of eduVPN or contact their institution's helpdesk. Users can contact their institution if they have any questions or requests regarding the processing of personal data.