

CARE4U – Terms and Conditions

1. Introduction

- 1.1. The CARE4U platform offered for use via the <https://care4u.hi-iberia.es:4533/> web portal is an online platform with the aim of improving the skills and competences of current caregivers by means of knowledge exchange on daily practices better than theoretical classes; moreover it fosters employability and capacity to work at EU level thanks to the Country guides about methodologies and best practices in each country. This skills and competences exchange will be done based on ICT technologies, by an online learning platform.
- 1.2. The platform is owned and operated by a consortium of European research institutions from Spain, United Kingdom, Austria and Romania.
- 1.3. These general terms and conditions govern the use of the CARE4U platform. By selecting/flagging the appropriate box on the acceptance and by completing and submitting the registration form that refers to this agreement, the end-user declares:
 - accept and agree with the terms reflected in this document.
 - have read and understood the contents.
 - Accept, and be bound by, the content in all parts.

If there is anything that you do not understand, please feel free to contact us (contact details are provided further in this document).

- 1.4. The website made available online associated with the services are protected by copyright laws and international copyright treaties, as well as other intellectual property laws.
- 1.5. CARE4U may modify and/or update their T & C from time to time to reflect with precision their services and practices. CARE4U will only implement changes if provisions cease to be adequate or are incomplete, and always respecting the interests of end-users.
- 1.6. A mail will be sent to end-users 10 days before the update of the Terms and Agreements so they will be able to check the changes before they enter into force.

2. Key Definitions

- T & C: Terms and conditions of services provided by CARE4U to users
- User: Individual user testing CARE4U tool
- Service: service used by the users through CARE4U
- Personal Data: digital data and information provided by the user for the use of the CARE4U services. The personal data as defined by the EU Laws and Regulations and the local laws in the countries of the consortium institutions.
- Data Controller: person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.
- Data Processor: in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

3. Application of Terms

These Terms and Conditions apply to the use of the app for trial purposes regardless of the role in which they are using it at any time.

4. Registration Service

- 4.1. In order to use the CARE4U services, the user must obtain a valid account, which can be obtained by registering on the app by filling in the registration form and providing all the required information, including a valid e-mail address that is not already in use by another user but advice you in changes in the T&C or privacy policy.

4.2. Users are responsible for maintaining the confidentiality of account login information (username and password), and are fully responsible for all activities performed on their accounts. CARE4U strongly suggests that they keep their account's password secure and do not disclose it to anyone and will not be liable for any damage arising from the non-respect of confidentiality by users.

4.3. The user agrees to:

- Provide true, accurate, current and complete information as indicated by the registration form.
- Maintain and promptly update the registration data to keep the information true, accurate, current and complete.
- Never use another app user's account.
- Inform the Data controller immediately for any unauthorized use of his/her account or any other breach of security

4.4. Email verification reinforces the security of registration by sending an activation email with a verification code to the user. However, CARE4U undertakes no obligation to verify the additional information (e.g., first name, last name, job, etc.) provided by the user.

5. Information Collected About You

We may collect "Personal Information" about you – such as your name, surname, location, email address, language and role when you register for the first time or when you update your existing profile on CARE4U.

Your data will be held in a confidential way, ensuring that this Confidential Information is not used for any purpose other than the performance of these duties for the CARE4U project where you are involved.

This data, that will be stored in our servers in Spain, will only be accessed by authorized people previously signing Non-Disclosure and Confidentiality Agreement in order to respect to European Data Protection Legislation. This data will be kept till the project end (August 2019) or till the research outcomes of the project are fully published (whichever is longer). In the latter case, the data will be kept for no more than 5 years after the project end.

You are able to leave CARE4U whenever you consider it to be appropriate. If you explicitly request so, personal data will be removed from our servers within 14 days following the request date.

6. How Information Collected About You Is Used?

We may use information we collect about you to:

- Administer your account;
- Ensure a better and effective management of the contents in the platform
- Offer you occasional suggestions that are totally tailored to you and your preferences;
- Manage and provide you feedback and recommendations about contents.

7. How Can You Control The Information Shared with Others?

We enable you to decide which data is shared with the rest of the platform users, and so you are able to select the option "anonymous" for not showing your identity in the platform.

8. With Whom Do We Share Your Information?

CARE4U will only share the collected information within the platform boundaries, i.e., among platform users.

CARE4U will not disclose any Personal Information about you unless specially agreed to:

- Comply with legal requirements, such as law, regulation, search warrant, subpoena, or court order.

9. CARE4U right to suspend or terminate the user use of the CARE4U tool

CARE4U has the right to suspend or terminate the use of the user account and/or suspend the use of or remove any user content on the app, in case:

- User acted in violation of the T & C in relation to a service offered on the app
- User submitted or shared any content or material on the app in violation of the T & C, the intellectual property rights, the right to privacy of any other member of the CARE4U community.
- User used the app in violation of any applicable law or regulation, or in a fraudulent manner or otherwise contrary to the T & C agreement.
- User supplied false, misleading or deceptive information in connection with the registration, the profile, or any other use of the app, either to the Data controller or to another user.
- User used inappropriate language expressions such swearing, profanity, insults or teasing expressions to communicate against the CARE4U community members.
- User used the app services for any illegal purpose
- User uploaded, posted or shared any illegal contents
- User not respond to inquiries or not supplied the information requested by Data controller.
- User requests to be “forgotten” and remove his/her data

Given the above circumstances, CARE4U reserved the right to suspend immediately the user account according to the legal obligations and the urgency of the issue. However, CARE4U will usually strive to inform and hear the users before taking actions, especially if it involves the permanent termination of their accounts and/or contents.

10. Access to results

In case of interest from you as for the results of the research, you can contact care4u@hi-iberia.es. Only overall results of the study will be able to be transmitted.

Last Modification Date: 28th August 2019