

Terms and Conditions

Roles and Responsibilities

Access to Computerome 2.0 is granted as a part of the agreement between DTU and a **CUSTOMER**, and is structured in groups and group members who share a scientific purpose. A CUSTOMER can have one or several groups within the same agreement, managed by following roles and responsibilities on a daily basis:

- **Legal group owner** (mandatory for all groups) is a person legally and financially responsible for the group, and has the following responsibilities:
 - Ensuring the users in the group follow the terms of use on this page
 - Performing user management, including granting, modifying and removing access rights to regular users, as well as performing periodic user reviews

...and the following permissions:

- Permission for creating new directories in the project's root directory (1st directory level)
- Permission to access regular users' home directories upon request to Computerome helpdesk
- Permission to ask Computerome helpdesk to transfer data in or out of a group, or delete data stored in that group

- **Technical group owner** (optional) is the person appointed by the legal group owner in writing, in order to take over the mentioned permissions and responsibilities on a daily basis.

- **Regular user**, also called "user" is a person with access to an account in Computerome 2.0, who can use the system resources as agreed with the legal group owner, and can (only) create directories and add files on the 2nd directory level or below.

User Accounts

The above roles can obtain a user account in Computerome 2.0 and shall adhere to the following rules:

- A user account can only be used for the agreed purposes with DTU in the user agreement, and cannot be used for personal or private purposes. The accounts are time limited and will be terminated when the user's affiliation to a group is ended.
- The user account and password are strictly personal and shall not be shared with any other person.
- Passwords must be kept secret and not transmitted over insecure channels.
- For security and user management purposes, the users shall immediately inform Computerome helpdesk of any changes to project status or personal contact information.
- The users must not engage in sabotage or disruptive activities against DTU facilities or other users, nor attempt to gain unauthorized access to Computerome systems, including but not limited to circumventing accounting mechanisms to use more resources than allocated.
- Any indication of security issues, intrusion or suspicious activities by users shall be reported to Computerome helpdesk immediately.
- User activities are logged and analysed to detect unauthorised attempts to access data or system configurations, and to provide the CUSTOMER with information about user activities.
- Violation of the terms mentioned above are considered breach of the contract and will result in termination of accounts and/or contracts effective immediately.

Acknowledgement to Computerome

- The user **has to acknowledge use of the Computerome 2.0** when publishing articles or scientific papers, proprietary research results or issuing any other public news, if the user has directly or indirectly, partially or fully used Computerome 2.0 resources for obtaining the published news or results. The user shall submit a copy of the released paper to Computerome team on demand.
- Computerome team reserves the right to refer to the published results in press news or websites, if the user has partially or fully, directly or indirectly used Computerome 2.0 to obtain those results.

Personal Data

Computerome acts as data processor in relation to processing data for the CUSTOMER, and the CUSTOMER acts as the data controller. Hence, the users and data subjects shall contact their legal group owner or DPO in their organisation, who is the competent entity to process queries regarding the data subjects' rights, or answer questions related to GDPR.

DTU users shall contact their legal or technical group owners, who then can contact Computerome for GDPR-related queries.

Invoicing

- If payments are not made according to the agreements, the accounts and groups will be deactivated.
 - Requests on reservation of nodes must be notified at least 14 days before planned use.
 - Monthly storage usage is the peak usage of the month.
 - Usage of computing and storage is invoiced quarterly.
 - Monthly usage reports are sent to legal or technical group owners on the second day of the following month. One report is generated for each group.
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Limitations of Service

- Service is provided on a best effort basis. Although Computerome strives to maintain a high level of service, no guarantees are made for system uptime or data integrity unless specified in contracts with DTU.
 - Operational support is provided during business hours, 09:00-17:00 CET on working days.
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Software Licensing and User Support

- Software installed and delivered through the Environment Module system in Computerome 2.0 is provided on free, open source or academic licensing terms.
 - The groups that download and make use of the software packages are fully responsible for the **performance** and **security** of the provided software, as well as **license agreements** with the software company, especially if they use the software for commercial purposes.
 - DTU holds no liability whatsoever for the available software in Environment Module system, including but not limited to the performance or security for the software, nor guarantees the software is, or will be updated in the future.
 - Computerome team does not provide end-user support for individual software in the Environment Module system.
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Regular Scheduled Maintenance

- Regular, scheduled maintenance is performed in Computerome 2.0 every **first Tuesday of the month**.
 - This maintenance is done on the running system and should be unnoticeable to users. However, occasionally some users may notice a slight performance drop during updates.
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