



## University Service Policy on Google Suite for Education (G suite) for students V. 2.2

### What is G Suite

G Suite is a free cloud platform that enables users from schools and educational institutions to use a series of services offered by Google Inc. (Google).

The University of Trento (UniTrento) has signed an agreement with Google Ireland Ltd (service provider) to provide its community (end users: teachers, researchers, technical and administrative staff, language experts, students, PhD candidates, alumni, former employees) with a series of applications.

The list of services available to account holders depends on their role within the University of Trento.

### Scope of the Policy

The present service policy regulates the relationship between UniTrento and the end users who use the services available through G Suite.

End users are required to read the present service policy and Google's policies (<https://www.google.com/intl/en/policies/>), which supplement but do not replace the national, European and local laws in force.

### Information on the processing of personal data

The University of Trento is the data processor and must therefore collect and store the end users' authorizations in order to allow Google to access, monitor, manage and/or transfer their account data to provide and enable the services.

Google, in line with its service and privacy policy, being in charge of the processing of personal data, is committed to ensure a high level of protection of end users' personal data.

You can read Google's privacy policy here:

- <https://www.google.com/intl/en/policies/privacy/>

The reference standards are Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation); Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector; and Decree-law 196/2003 (Code on the protection of personal data).

### Services

Students of UniTrento will have access to basic services: Gmail, Google Drive, Classroom. These services are subject to change and may be discontinued in the future.

At the time of enrolment, students receive a personal University account (username + password) to access G Suite for Education, which includes a Gmail account in the format [nome.cognome<sup>1</sup>@studenti.unitn.it](mailto:nome.cognome<sup>1</sup>@studenti.unitn.it).

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<sup>1</sup> If there are students with the same name, to avoid conflicts with pre-existing e-mail addresses, a number or other symbol will be added to the personal e-mail address (for example [nome.cognome-1/1@studenti.unitn.it](mailto:nome.cognome-1/1@studenti.unitn.it)). Students with middle names and double surnames can create shorter e-mail addresses.



Students receiving personal credentials and the new e-mail address implicitly agree to comply with:

- the regulations established by the present document and Google's privacy policy (see above);
- all laws in force.

### Gmail

Through Gmail, UniTrento students will get a personal e-mail account for all official communications with the University (to send and/or receive internal and external communications, official communications, and information on deadlines, training opportunities, cultural and sport events organized by the University) and for personal communications too.

Students are required to use this address exclusively in all communications with the University.

Each user account has unlimited storage space.

Mailboxes are protected by Gmail anti-spam and virus protection service.

A guide to Gmail can be found here:

<https://support.google.com/mail/?hl=en#topic=7065107>

When students will end their studies and graduate, they will keep their e-mail account, but their address will turn to the format [name.surname<sup>2</sup>@alumni.unitn.it](mailto:name.surname<sup>2</sup>@alumni.unitn.it); access to all other Google Apps will be disabled.

Students who move to another university, suspend their studies or leave university, and who have not obtained a degree, will keep their e-mail account for three years and their address will turn to the format [name.surname<sup>3</sup>@ex-studenti.unitn.it](mailto:name.surname<sup>3</sup>@ex-studenti.unitn.it); access to all other Google Apps will be disabled.

### Google Drive

Google Drive is a cloud storage service that allows end users to file, modify, transfer and share files and to work together with other end users on documents, spreadsheets, and presentations.

Google provides account holders with unlimited storage.

A guide to Google Drive is available here:

<https://support.google.com/drive/?hl=en#topic=14940>

Google Drive is available to currently enrolled students. It is up to the account holder to export and delete the information stored in Google Drive within six months after they have left the University. Access to the service will be disabled after this term.

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<sup>2</sup> If there are students with the same name, to avoid conflicts with pre-existing e-mail addresses, a number or other symbol will be added to the personal e-mail address (for example [name.surname-1/ 1@alumni.unitn.it](mailto:name.surname-1/1@alumni.unitn.it)). Students with middle names and double surnames can create shorter e-mail addresses.

<sup>3</sup> If there are students with the same name, to avoid conflicts with pre-existing e-mail addresses, a number or other symbol will be added to the personal e-mail address (for example [name.surname-1/ 1@ex-studenti.unitn.it](mailto:name.surname-1/1@ex-studenti.unitn.it)). Students with middle names and double surnames can create shorter e-mail addresses.



## Google Classroom

Google Classroom is an e-learning platform for learning management and delivery. UniTrento students can take classes, manage deadlines and assignments, view documents and videos attached to lessons, fill-in questionnaires, upload notes or dissertations, send feedback, all on a single platform; all course materials are filed automatically in a set of Google Drive folders.

A guide to Google Classroom is available here:

<https://support.google.com/edu/classroom/?hl=en#topic=6020277>

Google Classroom is available to currently enrolled students only. It is up to the account holder to export and delete personal information stored in Google Classroom, which is based on Google Drive, within six months after they have left the University. Access to the service will be disabled after this term.

## Users Obligations

End users agree to:

- keep their password secret; passwords must never be disclosed to third parties;
- immediately notify the University of Trento in case their password becomes known to others;
- never disclose confidential information concerning other users;
- do not upload, transfer, use, disseminate any files that cannot be legally distributed via e-mail. End users are fully responsible, also in a criminal sense, for the data they transfer and manage through the apps.

## Limitation of liability and duties of the University of Trento

The University of Trento shall not be liable for any damage, loss, duty, expense which may arise from actions, facts, illicit behaviors or events caused by the end user while using the services.

The University of Trento may temporarily suspend the account in case of:

- non-compliant use of the account in relation to the present policy and regulations in force;
- suspected third party access;
- breach of [Google terms of service](#).

The University of Trento can restore suspended user accounts that were automatically suspended by Google for security reasons for up to five times in one year.

The University of Trento cannot restore a suspended user account if it were suspended for violating [Google terms of service](#).

The University of Trento may decide to change its offer of services for reasons of technological advancements or service management.