



University Service Policy on Google Suite for Education (G suite) for Teaching and Research Staff, Technical and Administrative Staff, Language Experts, PhD Students, Students with fixed term contracts with the University

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

UniTrento staff (anyone having a working relationship with the University, including students on fixed term employment contracts) have access to the main Google Apps listed here <https://www.google.com/edu/products/productivity-tools/> and to these additional Apps <https://www.google.com/edu/products/more-products/>. These services are subject to change and may be discontinued in the future.

All UniTrento Staff receive a personal University account (username + password) to access the University's IT services which include the Apps of G Suite for Education and a Gmail



account in the format [name.surname¹@unitn.it](mailto:firstname.lastname@unitn.it).

When receiving personal credentials and the new e-mail address, staff of UniTrento 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 staff 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.

Staff 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=3394144>

The mailbox and its content do not change. However, the email address and access mode do change if the status of the account holder changes (for example, staff accounts turn to "ex staff" when their contract expires; PhD candidates become "alumno" when they graduate).

Users will keep their e-mail accounts when they leave UniTrento; access to all other Google Apps will be disabled. Students with fixed term employment contracts with the University ("studenti 150 ore") will continue to use the Google Apps available in their student profile.

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 only available to people currently employed by the University. 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.

Google Classroom

Google Classroom is an e-learning platform for learning management and delivery.

¹ If there are users 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@unitn.it](mailto:firstname.lastname-1@unitn.it)). Users with middle names and double surnames can create shorter e-mail addresses.



UniTrento students can take classes, manage deadlines and assignments, view documents and videos attached to lessons, fill-in questionnaires, upload notes or dissertations, send feedbacks, 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 Drive is only available to current account holders. 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.

Google Calendar

Google Calendar is a time-management and scheduling calendar service. It allows users to quickly plan events and check the availability of colleagues or display the calendars on the same page; users can set personalized events and sync them on all their devices.

To encourage collaboration, all UniTrento users see when the other users are free/busy. The owner of a calendar can decide to share or unshare the calendar.

A guide to Google Calendar is available here:

<https://support.google.com/calendar/?hl=en#topic=3417969>

Google Calendar is only available to current account holders. It is up to the account holder to export and delete the information stored in Google Calendar within six months after they have left the University. Access to the service will be disabled after this term.

Google Hangout

Google Hangout is a communication platform which allows users to make calls, video calls, perform a video chat, send messages in the chat and have group conversations; all devices can be synced to use Hangout.

A guide to Google Hangout is available here:

<https://support.google.com/hangouts?hl=en#topic=6386410>

Google Hangout is only available to current account holders. It is up to the account holder to export and delete the information stored in Google Hangout within six months after they have left the University. Access to the service will be disabled after this term.

Google Group

Google Groups is a service that allows users to create groups of people or email addresses to discuss and plan team work, open discussion forums, organize conferences or special events.

A guide to Google Group is available here:

<https://support.google.com/groups/answer/46601?hl=en>

Google Group is only available to current account holders. It is up to the owner of the Google Group to delete the group and its content, when it has ceased to be interesting, or to assign the role of owner to another user, within six months after he or she has left the University. Access to the service will be disabled after this term.

Google Site

Google Sites is a service that allows users to collaborate and easily create a personal website, or a website for their team, a project or an event. The websites can be displayed on all devices, from desktop computers to smartphones and tablets.



A guide to Google Site is available here:

<https://support.google.com/sites/?hl=en#topic=6372850>

Google Site is only available to current account holders. It is up to the owner of the Google Site to delete the site and its content, when it has ceased to be interesting, or to assign the role of owner to another user, within six months after he or she has left the University. Access to the service will be disabled after this term.

Google+

Google+ is Google's social network through which users can create their profile, join an interest based community, explore contents they like and get in touch with other users or communities in a social environment.

A guide to Google+ is available here:

<https://support.google.com/plus/?hl=en#topic=6320376>

Google Site is only available to current account holders. It is up to the account holder to export and delete the information stored in Google+ within six months after they have left the University. Access to the service will be disabled after this term.

YouTube

YouTube is a service that allows users to share and view videos on the web. Users can create their channels to upload videos they like, vote and comment on other people's videos, subscribe to channels; the service also allows videos to be streamed through web links.

A guide to YouTube is available here:

<https://support.google.com/youtube/?hl=en#topic=4355266>

YouTube is only available to current account holders. It is up to the owner of a YouTube channel to close it and to delete its content, when it has ceased to be interesting, or to assign the role of owner to another user, within six months after he or she has 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 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.