

General terms of use - University of Luxembourg



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Communications Department



The general terms of use set out the basic rules to be observed when using social networks. **Abiding by the law and respecting good social practices** are the fundamental elements of these rules. These terms of use are to be considered as supplementary to the terms of use set out by each of the media used: Facebook, Twitter, YouTube, etc.

Abide by the law

Respect good social practices

The University of Luxembourg on social networks

Protection of personal data

- GENERAL TERMS OF USE -

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1. About the University of Luxembourg

The University of Luxembourg, founded in 2003, is a multilingual, international research university.

To obtain more information about the University of Luxembourg, visit the web site: www.uni.lu as well as the university's presentation pages: [https://wwwen.uni.lu/university/about the university](https://wwwen.uni.lu/university/about_the_university)

2. Framework of the general terms of use

The aim of these general terms of use is to set out the legal and good conduct framework that the users must observe when they publish content on the interactive media on which the University of Luxembourg is officially present. These terms are to be used as a supplement to the terms of use set out by the media used.

Definition of the main terms used:

- **“User”** means the person who consults and posts content on the various platforms.
- **“Account”, “medium/media”, “interactive medium/media” or “platform”** are generic names used to refer to **“social networks”** (e.g., Facebook, Twitter, YouTube, etc.).
- **“Publication”, “post” or “contribution”** means the content published by a user.
- **“Moderation team”** means members of the University of Luxembourg who can intervene on the social networks on which the University is officially represented.

3. The objectives of an official presence on social networks

The University of Luxembourg wishes to use social networks for maximum proximity with students, future students, researchers, etc. The aim is to provide them with special access to useful information likely to be of interest to them.

On these social networks, the subjects covered by the University of Luxembourg shall concern (non-exhaustive list):

- the life of the University in general (general information, practical information and integration of students, etc.);
- research activities;
- the courses;
- consultancy;
- events;
- student life (encouraging the fostering of links between students, alumni, etc.);
- regional activities (Luxembourg and surrounding area);
- culture and sport-related activities;
- practical and useful information for students;
- courses and career advice for students;
- the labour market (in Luxembourg);
- new videos produced;
- etc.

The presence of the University of Luxembourg on these social networks is also aimed at providing an opportunity for interaction and encounters focused on the theme of university studies and student life. Students and future students can discuss between themselves but also submit their questions to the University's teaching and administrative teams.

4. Framework of intervention of the University of Luxembourg moderation team

The moderation team will gladly welcome your opinions, ideas and recommendations. Please contact them via private message (please refer to the section on contact – point 9 – of these general terms of use). It will be important to specify the nature of your intervention, the subject matter and the contribution you have made in detailed manner.

The main objective of the moderation team is to enforce the respect of the general terms of use. The moderation team reserves the right to notify the administrators of the social networks used in case of necessity and in case of failure to observe the general terms of use of the latter. The moderation team does not intervene in the discussions and interactions between users to give their opinion. In the case of questions submitted or subjects related to issues concerning the University, however, the moderation team will propose its assistance. Similarly, the team shall not intervene in a “conflict” between two internet users. It shall therefore not take sides between certain people or groups of people who clash on diverse and varied subjects. In certain cases, it may however make corrections if certain data presented is erroneous. The work of the moderation team has no link with any sort of censorship based on political or ideological criteria.

5. Rights and responsibilities of contributors – Rules of good conduct to be observed

By becoming a user on the social networks on which the University of Luxembourg is represented, the users undertake to abide by enforceable laws, observe the terms of use of the various social networks used as well as the general terms of use. All users must respect intellectual property rights and copyright. It is also requested to respect other users by avoiding infringing their rights and by adopting a courteous attitude. The users are duty-bound to participate in respecting these rules and are thus encouraged to notify, via private message, any failure to respect these rules or any abuse observed to the University of Luxembourg moderation team.

Below you will find a non-exhaustive list of contributions that are forbidden on the various social networks used by the University of Luxembourg:

- violence, threats, remarks that are derogatory, defamatory, vulgar, insulting, xenophobic, unlawful, etc.;
- self-depreciation – concerning questions of health and integrity;
- intimidation and harassment;
- any political message that is anti-Semitic, which incites hate or violence or failure to abide by the law;
- nudity, pornography, paedophilia;
- subjects or remarks that may upset minors;
- contributions supporting crimes against humanity or war crimes;
- the disclosure of confidential information concerning other users (personal contact details) without their prior agreement;
- failure to respect intellectual property; contributions must respect copyright and image rights (for brands, shops, etc.);
- phishing, spamming and any contributions that may be related to advertising or which include a link to other commercial media (applications, web sites, etc.);
- any violation of users’ security and attempted fraud.

This list is a supplement to the official documents and rules of use for social networks – Social Media Guidelines – used by the University of Luxembourg as well as the terms of use of the various social networks used (a non-exhaustive list of which: Facebook, Twitter, LinkedIn, Instagram, YouTube, Google +).

You also undertake to:

- respect good practices of social courtesy;
- write in a manner that can be understood by all;
- participate in discussions by remaining in tune with their initial topic;
- use substantive arguments that help to enrich discussions;
- not publish elements that are highly repetitive (e.g., excessive use of punctuation);
- not publish content that is advertising material or linked to commercial activity.

6. Managing your contributions

As users of the social networks on which the University of Luxembourg is present, the users are able to take actions on their own contributions in accordance with the functions of the media used. Similarly, it is possible to unsubscribe or modify user settings.

7. Limits of liability

The University of Luxembourg moderation team shall do its utmost to ensure the respect of the general terms of use. However, it should be noted that comments and publications shall be moderated after the event. A certain lapse of time may therefore be observed between the online publication of a comment and its possible moderation.

The University of Luxembourg shall therefore not be held liable for the content posted by the users nor the repercussions such comments may have. It cannot therefore guarantee the lawfulness, integrity, value or truth of the information published.

The authors of publications shall remain solely liable for what they publish. The University of Luxembourg shall thus not be held liable for these publications or their consequences.

The University of Luxembourg shall not be held liable for any technical malfunctions (a non-exhaustive list of which follows):

- problems linked to the internet network used;
- problems linked to the computer equipment used (desktop computer, telephone, laptop computer, tablet PC, etc.) as well as their storage systems (hard disk, memory cards, etc.);
- the functioning of the media used (Facebook, Twitter, LinkedIn, Instagram, YouTube, Google +, etc.).

8. Protection of personal data

In compliance with the modified Luxembourg law of 2nd August 2002 concerning the protection of people with regard to processing of personal data, you have the right to access, correct or delete the personal data that concerns you.

For any questions concerning this subject, please visit the [Data Protection page](#).

9. Contact

For any question related to these general terms of use, you can contact us at the following address: socialmedia@uni.lu