

EOSC Federation User Forum

Terms of Service

Effective date: 1 July 2026 | Last updated: 17 June 2026 | Version 1.0

These Terms of Service (“Terms”) govern your use of the EOSC Federation User Forum (the “Forum”), available at <https://user-forum.eosc.eu>, operated by the European Open Science Cloud (EOSC) Association (“we”, “us”, or “the EOSC Federation”). By accessing or using the Forum, you agree to be bound by these Terms. If you do not agree, you must not use the Forum.

These Terms contain important provisions affecting your rights and responsibilities, including disclaimers of warranty, limits on liability, your agreement to cover the EOSC Federation for damages caused by misuse of the Forum, and the governing law for any disputes. Please read them carefully.

Permission to Use the Forum

Subject to these Terms, the EOSC Association grants you a limited, non-exclusive, non-transferable, revocable permission to access and use the Forum. All users must agree to these Terms to use the Forum. The Forum is provided as a community space for the EOSC Federation community and is not a commercial service.

Conditions for Use

Your permission to use the Forum is subject to the following conditions:

You must be at least 16 years old, or the age of digital consent applicable in your country of residence if higher.

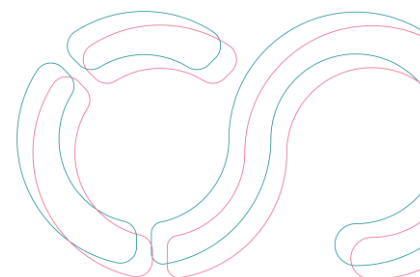
You must authenticate using a recognised federated identity credential, such as your institutional account via MyAccessID or eduGAIN, or another accepted identity provider.

You must use the Forum in accordance with the Acceptable Use (Section 3) and Content Standards (Section 4) set out in these Terms.

Your permission to use the Forum ends immediately if the EOSC Association contacts you to say that you may no longer use it.

Acceptable Use

When using the Forum, you must comply with all applicable laws and regulations, including EU law and the laws of your country of residence. In particular, you may not:

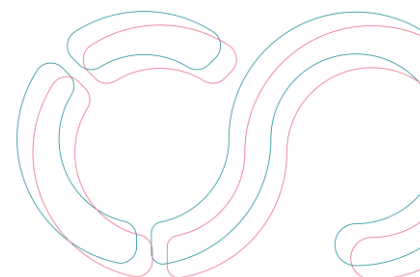


- **Account and identity:**
 - Use or attempt to use another person's account without their explicit authorisation.
 - Buy, sell, or transfer usernames or other account identifiers.
 - Falsely imply that you are affiliated with, endorsed by, or acting on behalf of the EOSC Association, any EOSC node, or any institution you are not genuinely affiliated with.
 - Impersonate any person, organisation, or institution.
- **Technical misuse:**
 - Automate access to the Forum using web crawlers, bots, browser plug-ins, or other non-browser tools, except for publicly available search engine indexing with prior notification to the Forum administrators.
 - Disable, circumvent, or attempt to bypass any security or access controls of the Forum.
 - Place an unreasonable or disproportionate load on the Forum's infrastructure.
 - Display any part of the Forum within another website using frames, iframes, or similar embedding techniques without prior written consent.
 - Hotlink to images or non-hypertext content hosted on the Forum from external websites.
- **Commercial and communications misuse:**
 - Send unsolicited commercial messages, advertisements, chain letters, or solicitations through the Forum.
 - Use the Forum to harvest email addresses or other personal data for commercial mailing lists, marketing databases, or similar purposes.
 - Use the Forum to send bulk messages to distribution lists, mailing lists, or group aliases.
- **Content and intellectual property:**
 - Remove or alter any proprietary ownership notices from materials you access or download through the Forum.
 - Encourage or assist any other person to violate these Terms.

Content Standards

All content you submit to the Forum must comply with these standard practices. You may not submit content that:

- Is unlawful, defamatory, harassing, abusive, threatening, hateful, discriminatory, or otherwise harmful to any person or group.
- Violates any applicable law or regulation, including EU law and the laws of your country.
- Infringes any intellectual property rights, including copyright, patents, trademarks, or database rights, belonging to any third party.



- Violates any person's privacy rights or discloses personal data in breach of the GDPR or other applicable data protection law.
- Breaches any confidentiality obligation, non-disclosure agreement, or other contractual duty you owe to a third party.
- Contains malicious code, viruses, spyware, ransomware, or other harmful software.
- Is submitted merely as a placeholder to reserve a username, address, or other identifier.
- Discloses confidential, proprietary, or unpublished research information that you are not authorised to share publicly.

The Forum is a public community space. Treat all content you post as publicly visible. Do not post personal data of third parties, embargoed research findings, or any information you are not authorised to share.

Enforcement

The EOSC Association takes violations of these Terms seriously and reserves the right to:

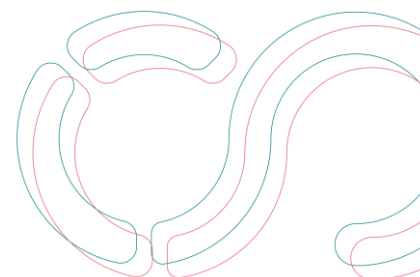
- Investigate suspected violations and take appropriate action, including removing content, issuing warnings, and suspending or terminating accounts.
- Change, redact, or delete content on the Forum for any reason, including content that violates these Terms or that the EOSC Association considers harmful to the community.
- Notify and cooperate with law enforcement and regulatory authorities in connection with violations of applicable law.
- If you believe content on the Forum violates these Terms, please report it to the Forum administrators immediately using the contact details in the Contact section below. The EOSC Association will investigate reports in good faith but does not guarantee removal of any particular content.

Your Account

To access most features of the Forum, you must authenticate using a recognised federated identity credential via MyAccessID, eduGAIN, or another accepted identity provider. Where local account registration is also available, you must provide at minimum a valid institutional email address and keep it current.

By creating or using an account, you agree to:

- Provide accurate and up-to-date information about yourself.
- Select a secure password (where applicable) and keep it confidential.



- Be responsible for all activity carried out under your account, whether or not authorised by you, until you close your account or notify the EOSC Association that your account has been compromised.
- Notify the Forum administrators immediately if you suspect unauthorised access to or use of your account.

You may close your account at any time by contacting the Forum administrators at admin@user-forum.eosc.eu. The EOSC Association may restrict, suspend, or close your account if it reasonably believes you have breached these Terms, or where required by applicable law or a competent authority.

Your Content

Ownership and licence:

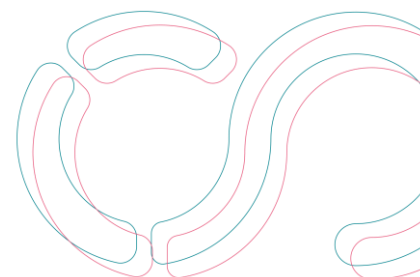
- You retain all intellectual property rights in content you submit to the Forum, such as posts, replies, and attached materials. Nothing in these Terms transfers ownership of your content to the EOSC Association. By submitting content, you grant the EOSC Association a non-exclusive, royalty-free, worldwide licence to store, copy, publish, and display that content solely for the purpose of operating and providing the Forum to its users.

Responsibility for content:

- You remain solely responsible for all content you submit. You agree not to represent that your content is sponsored, endorsed, or approved by the EOSC Association unless you have received explicit written confirmation to that effect. These Terms do not oblige the EOSC Association to store, maintain, or provide copies of your content.

Removal of content:

- When content you submit is removed from the Forum – whether by you or by the EOSC Association – the licence granted above ends when the last copy is removed from the EOSC Association servers, backups, and caches. Any open licence you applied to your content (for example, a Creative Commons licence) may continue to apply to copies distributed before removal.



Third-party licence violations:

- Others who receive content you submit may use it in ways that violate any licence terms you applied. You agree that the EOSC Association will not be liable to you for such violations or their consequences.

Your Responsibility

You agree to indemnify, defend, and hold harmless the EOSC Association and its officers, employees, and contractors from and against any claims, damages, losses, and costs (including reasonable legal fees) arising from:

- Your breach of these Terms.
- Any breach of these Terms by another person using your account.
- Your content, or any claim that your content infringes the rights of a third party.

Both you and the EOSC Association agree to notify the other party of any legal claim covered by this indemnity as soon as reasonably practicable. If the EOSC Association fails to notify you promptly, you will not be required to indemnify it for damages you could have defended against or mitigated with timely notice. You agree to allow the EOSC Association to control the investigation, defence, and settlement of any such claim, and to cooperate with that process. The EOSC Association will not agree to any settlement that admits fault on your part or imposes obligations on you without your prior agreement.

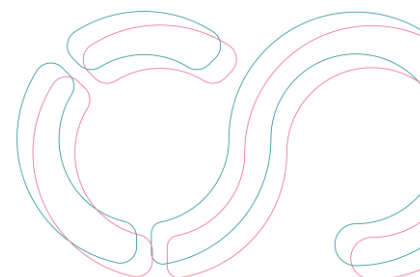
Disclaimers

The Forum is provided on an “as is” and “as available” basis. To the fullest extent permitted by applicable EU law, the EOSC Association and its service providers make no warranties, express or implied, regarding the Forum, including but not limited to:

- Warranties of merchantability, fitness for a particular purpose, or non-infringement.
- Any warranty that the Forum will be continuously available, free of errors, or free from viruses or other harmful components.
- Any warranty as to the accuracy, completeness, reliability, or suitability of content posted by users.

The Forum may contain links to or integrations with third-party websites and services. The EOSC Association makes no warranty about those third-party services or any content they provide. Your use of third-party services is subject to the terms and policies of those services.

Content posted by users represents the views of those users only, and does not represent the views, positions, or endorsements of the EOSC Federation, the EOSC Association, the European Commission, or any EOSC node or partner organisation.



Limits on Liability

To the fullest extent permitted by applicable EU law, the EOSC Association and its service providers will not be liable for:

- Any indirect, incidental, special, consequential, or punitive damages arising out of or related to your use of, or inability to use, the Forum.
- Any breach-of-contract damages that could not reasonably have been foreseen at the time you agreed to these Terms.
- Loss of data, loss of revenue, loss of opportunity, or reputational harm.
- The aggregate total liability of the EOSC Association to you for all claims arising from or related to the Forum, regardless of the form of action, shall not exceed €50 (fifty euros).

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot lawfully be excluded under applicable EU law.

Feedback

The EOSC Association welcomes your feedback and suggestions for improving the Forum. Please use the contact details in Section 15 to share your views.

By submitting feedback or suggestions, you grant the EOSC Association the right to use them freely, without any obligation to notify you, seek your approval, or compensate you.

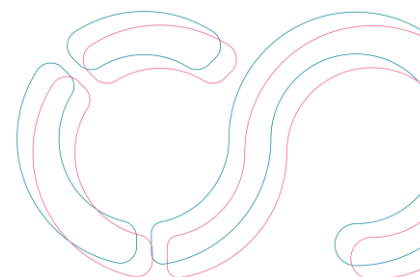
Please do not submit feedback that contains information you consider confidential or proprietary to you or any third party.

Termination

Either you or the EOSC Association may end the agreement constituted by these Terms at any time. Upon termination, your permission to use the Forum ends immediately.

The following provisions survive termination of this agreement and continue to apply: Your Content (Section 7), Your Responsibility (Section 8), Disclaimers (Section 9), Limits on Liability (Section 10), Feedback (Section 11), and General Terms (Section 14).

Upon account closure, your profile data will be handled in accordance with the Forum's Privacy Policy. Public posts may be retained in anonymised form to preserve the integrity of community discussions.



Disputes and Governing Law

These Terms are governed by and construed in accordance with the laws of Belgium, without regard to its conflict of laws rules.

Any dispute arising out of or in connection with these Terms or your use of the Forum that cannot be resolved through good-faith negotiation shall be subject to the exclusive jurisdiction of the courts of Brussels, Belgium. Both you and the EOSC Association consent to the jurisdiction and venue of those courts and agree not to object to proceedings brought there.

Where you are a consumer resident in an EU Member State, mandatory consumer protection provisions of the law of your country of residence may also apply and are not affected by this clause. The European Commission's Online Dispute Resolution platform is available at <https://ec.europa.eu/consumers/odr>, although as the Forum is not a commercial service this mechanism may not apply in all cases.

General Terms

Severability: Severability: If any provision of these Terms is found to be invalid or unenforceable, it shall be modified to the minimum extent necessary to make it enforceable. If it cannot be modified, it shall be removed. The remaining provisions shall continue in full force and effect.

No assignment: No assignment: You may not assign your rights or obligations under these Terms without the prior written consent of the EOSC Association. The EOSC Association may assign these Terms to any successor organisation, any entity that acquires control of the EOSC Association, or any entity that acquires the assets related to the Forum.

No waiver: No waiver: Failure by either party to enforce any right or provision of these Terms shall not constitute a waiver of that right or provision, nor of any other right or provision.

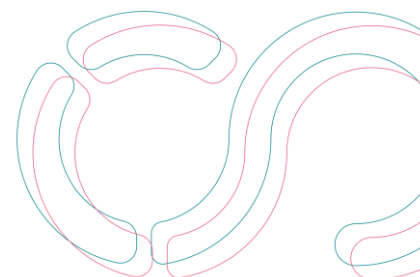
Entire agreement: Entire agreement: These Terms, together with the Forum's Privacy Policy, constitute the entire agreement between you and the EOSC Association regarding your use of the Forum and supersede all prior agreements, whether written or oral.

Language: These Terms are drafted in English. In the event of any inconsistency between the English version and any translation, the English version shall prevail.

Contact

You may send notices, questions, and other communications to the EOSC Federation under these Terms using the following contact details:

Forum administrators	admin@user-forum.eosc.eu
Legal / compliance	gdpr@eosc.eu
Abuse reports	gdpr@eosc.eu



Privacy / DPO	gdpr@eosc.eu
Forum URL	https://user-forum.eosc.eu

The EOSC Federation may contact you under these Terms using the email address associated with your account, or by posting a notice on the Forum homepage or your account page.

Changes to These Terms

The EOSC Association may update these Terms from time to time to reflect changes in the Forum's operation, applicable law, or community needs. All updates will be posted to the Forum.

For updates containing material changes, the EOSC Association will:

- Notify registered users by email at the address associated with their account, at least 30 days before the changes take effect.
- Post a prominent notice on the Forum homepage.
- Update the "Last updated" date at the top of this document.

Continued use of the Forum after the effective date of any updated Terms constitutes your acceptance of those Terms. If you do not agree to the updated Terms, you must stop using the Forum and may close your account by contacting admin@user-forum.eosc.eu.

