

# **CODE OF CONDUCT FOR THE USE OF DATA AND INFORMATION SYSTEMS**

*for HAN University of Applied Sciences*

<i>Subject</i>	<i>Code of Conduct for the Use of Data and Information Systems</i>
<i>Executive Board decision no.</i>	2020/1689
<i>Participation Council consent</i>	10-7-2020
<i>Adopted on</i>	10-7-2020

This HAN code of conduct contains the provisions regarding the use of HAN information systems by HAN students. The purpose of these rules is to establish the good order with regard to:

- systems and network security, including security against damage and misuse;
- prevention of sexual harassment, discrimination and other punishable offences;
- protection of confidential information belonging to HAN, its staff and students;
- prevention of negative publicity; and
- management of costs and capacity.

Students are required to comply with the provisions described in this code of conduct and based on this code of conduct to follow all orders and instructions given by an authorised person.

## **Article 1 Additional terms and definitions**

In addition to the general terms and definitions, the following terms and definitions apply in this code of conduct.

In so far as they deviate from the general terms and definitions, the definitions below take precedence.

### *Authorised person*

A member of the Executive Board, a school manager, a dean, a director or manager of the Central Policy Department (CPD) or the Services Department, or another person who has been appointed as a competent authorised person pursuant to either the Higher Education and Research Act or a decision or regulations of the Executive Board.

### *Student*

Anyone who is enrolled at HAN as a student, course participant or otherwise.

### *HAN data*

All data, in whatever form, created for or on behalf of HAN (email, documents, images, videos, databases, etc.).

### *HAN information systems*

The digital services and computer, communication and network facilities made available by or on behalf of HAN, including (but not limited to) PCs, laptops, telephones, printers, storage systems and Internet access.

## **Article 2 General use**

1. The student is entitled to use the HAN information systems intended for students.
2. Students may only use HAN information systems for carrying out study activities for the degree course in which they are enrolled, with the exception of the provisions under paragraph 3.
3. The student is entitled to use Internet access for non-education-related traffic, provided they comply with the provisions of this code of conduct.

4. The student must at all times handle their personal login details with care (including their HAN account), as well as any other additional means of authentication, such as text messages, authentication apps and tokens. Personal login details and additional authentication tools may not be transferred or shared.
5. It is not permitted to use another person's login details or to leave a HAN information system when logged in, in such a way that others are given the opportunity to use it. In case of suspicion of misuse of login data, HAN reserves the right to immediately block the account concerned.
6. On termination of the student's enrolment in the degree course, any HAN data and HAN information systems loaned to the student must be returned by the student to HAN no later than the date on which enrolment is terminated.
7. After the student leaves, HAN will destroy all of the student's personal data within a reasonable period of time, unless there is a legal obligation to retain these.
8. The student must report suspected or identified security flaws in the HAN information systems to the ServiceDesk (telephone 024 3531666 16 66 or email [servicedesk@han.nl](mailto:servicedesk@han.nl)).

### **Article 3      Activities and conduct**

1. The student is not permitted to use HAN data or HAN information systems for activities and/or conduct that are in contravention of the law, public decency, public order or this code of conduct. This includes, but is not limited to, the following activities and conduct:
  - a) infringing copyrighted work(s) or otherwise acting in violation of the (intellectual property) rights of HAN or third parties;
  - b) viewing, storing and/or distributing pornography or other offensive visual material;
  - c) intimidating or otherwise harassing people;
  - d) online gambling;
  - e) distributing malicious software;
  - f) breaking into or attempting to break into HAN information systems or gaining or attempting to gain unauthorised access to HAN data;
  - g) concealing your identity or posing as someone else;
  - h) unnecessarily occupying or unnecessarily burdening HAN information systems;
  - i) deliberately sending, posting or making accessible messages or statements that the student knew or should have known contained undesirable or incorrect content; and
  - j) posting data, photos, videos and the like of other students, staff or HAN contacts on social media without the express permission of the person(s) concerned.

### **Article 4.      Monitoring and control**

1. HAN is entitled to collect information about HAN-related activities for monitoring to prevent damage, as well as monitoring in relation to cost and capacity management.
2. The collected data referred to in paragraph 1 may only be accessed by the responsible administrators. In the event of suspected or discovered misuse, this may be deviated from based on article 5.
3. Prohibited use of HAN information systems, or specific behaviour that leads to high costs or causes nuisance is limited or prevented as much as possible by HAN.

### **Article 5      Misuse**

1. Suspicions or the discovery of misuse of HAN data or HAN information systems must be reported to the ServiceDesk. You can report this by email to [servicedesk@han.nl](mailto:servicedesk@han.nl) or by calling 024-3531666.
2. It is also possible to report anonymously to the ServiceDesk by calling +31 24 353 1666. Receipt of the report will be registered immediately and confidentially and, if possible, confirmed by email. Alternatively, you can contact a confidential counsellor, use the Whistleblower Regulations, or report the incident to the Code of Integrity helpdesk via:

Code of Integrity Helpdesk

The helpdesk is staffed by the CPD manager of HR (Human Resources) Services.

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3. The ServiceDesk, if necessary in consultation with the system owner, assigns a complaints processor who will investigate the suspicions or discovery of misuse. If they consider it necessary for the investigation, the complaints processor is authorised to secure evidence and take measures to prevent further misuse.
4. In the event of misuse the complaints processor will, depending on the situation, trace the identity of the suspected abuser and inform the relevant authorised person. The owner of the HAN information system and/or the HAN data in question will also be informed of the reported misuse.
5. The authorised person can ask the complaints processor to further investigate the incident. No later than two weeks following this request, the complaints processor issues a written report to the authorised person on the findings of this investigation.
6. If they consider it necessary for the performance of their tasks, the complaints processor is authorised to view and copy all the information about HAN-related activities and data, with due observance of the applicable legislation and HAN regulations.
7. After the complaints processor has issued the investigation report, the authorised person informs the student in writing, stating reasons, of the findings of the investigation, after which the student is given the opportunity to explain their point of view.

**Article 6 Measures**

1. The authorised person may take one or more measures against a student who acts in violation of the provisions in this code of conduct and/or fails to comply with a staff member's instructions to cease this behaviour, as set out in article 11 paragraph 3 of the Student Code of Conduct.
2. In addition, based on this code of conduct, the authorised person may immediately remove or block information (or have it removed or blocked) or take other (technical) measures deemed necessary for damage control.
3. Article 11 paragraphs 4, 5 and 6 of the Student Code of Conduct apply by analogy when imposing a measure in accordance with this article.

**Article 7 Rehabilitation**

If an investigation reveals a complaint to be unfounded and the investigation has disadvantaged the student, the student will be rehabilitated, unless the student indicates not to want this.

**Article 8 Unforeseen circumstances**

In cases not provided for by this code of conduct, the Executive Board will decide.