Studentenwerk Leipzig

Terms and Instructions concerning the Use of the Internet Access in the Student Residences of Studentenwerk Leipzig

As of August 1st 2021

studNET website:
https://www.studentenwerk-leipzig.de/en/studnet

studNET helpdesk:
https://studnet.studentenwerk-leipzig.de

Please find the Terms and Instructions concerning the Use of the Internet Access here:
https://www.studentenwerk-leipzig.de/en/studnet

1. Terms of Use

For the use of the connection/Internet access, the following terms shall apply:

a) As a matter of principle, the Internet access shall be used for training, studying and research purposes.

b) Establishing network services, such as FTP servers, mail servers, proxy servers, game servers, http servers, etc., for commercial or non-commercial purposes as well as the **use of file sharing programmes of any kind is expressly forbidden.**
It is also forbidden to use any tools for scanning the network and/or port, and any such action shall result in blocking of the Internet access. The same shall apply to applications the use of which involves automatic scans, for instance when initialising online games.

c) Any users who are, by gross negligence or deliberately, interfering with or inhibiting the operation of the network, changing the access data assigned to them without authorisation to do so or infringing the terms and conditions set out above will be immediately and permanently excluded from using the Internet via studNET. In the case of improper use of the resources, the user's personal data will be submitted to the university computing centre and/or, if required by the police or by any court, disclosed to the criminal prosecution authorities.

d) The Studentenwerk Leipzig will undertake all efforts to provide the service offered at all times in high quality. If, however, any faults disabling or impairing the use should arise, no claims of any kind can be derived therefrom. The Studentenwerk Leipzig neither guarantees a minimum bandwidth nor a minimum speed for the use of its services. The Studentenwerk Leipzig reserves the right to shut down any of its services without prior notice.

e) The user should protect his/her own computer by taking adequate measures, for instance by using an adequate antivirus program and his/her own software firewall.

2. General Instructions

a) Registration for Use of the Internet Access
The registration for the use of the Internet access is effected automatically on conclusion of the tenancy agreement.

b) Service: studNET Office and Service Employee
For enquiries of any kind concerning the studNET, there is a **studNET office** located in the student residence at Straße des 18. Oktober, Number 23. For further information regarding office hours and the hotline, please refer to the reverse of this booklet.

Our studNET service employee is responsible for on-site support at the student residences. This service is free of charge for you. The service employee helps to set up the network connection via a computer or WLAN router. The support is only an assistance. There is no claim and no guarantee. Please note that you are responsible for the setup and security of the WLAN router. Unfortunately, it is not possible, however, that the service employee also takes care of other computer or software problems not associated with the network access. No drivers are provided by the service employee either.
You can contact the service employee or report an Internet issue via **studNET hotline** or via our **studNET helpdesk** under https://www.studnet.studentenwerk-leipzig.de (for details for registration please refer to the reverse of this booklet).

For the **appointments arranged** with the service staff, please keep ready a data carrier containing the respective operating system, the drivers for the network card as well as your access data. Furthermore, the computer and the Internet connection socket have to be freely accessible.

For the service hours of the service staff and for current notices, please refer to our **website** under
https://www.studentenwerk-leipzig.de/en/studnet or to your **data sheet**.

3. Restrictions on Internet Traffic

The monthly data volumes are currently limited to **300 GB**. An extension or a transfer of the volume of data is not possible. If, during the permanent measuring of throughput, it is established that one user has exceeded this limit for the current calendar month, **the access is blocked**. This restriction will be lifted at the first day of the next calendar month. There is no exception for these settlements.

You can always see your current data usage (traffic) in the studNET-Login-Client (after successful login) or in the display of your terminal session (Login-Message).

4. Network Access

Please note that you carry the sole responsibility for any actions effected via your IP address! Furthermore, you are responsible for protecting your computer. We recommend you to always have installed the latest safety updates on your operating system, to always have a safe and up-to-date antivirus programme running in the background and to have a personal firewall protecting your computer. Furthermore, we recommend you to use the Internet via an account with restricted rights.

Instructions for Setting up the Network under Windows 10, Linux, macOS
You will find these instructions on our website under: https://www.studentenwerk-leipzig.de/en/studnet

5. Blocking of the Internet Access

a) due to the copyright infringements:
If the Studentenwerk Leipzig becomes aware of any copyright infringements, the Internet access of the user with the corresponding IP address will immediately be blocked. In this case, the Internet access will only be enabled again after a **written statement** by the user, that has to be checked by the studNET office. Internet access will usually be enabled again on the next working day. Any further legal action against the user in question shall remain unaffected by this.

b) due to other infringements of the terms of use:
If there are any infringements of the terms of use or of applicable law or if the network operation is seriously disrupted by a user, the Internet access will be blocked until the facts have been clarified. In that case, the user must give a **written statement** concerning the situation. The Internet access will be enabled again after the facts have been clarified. In particularly serious cases, re-enabling the Internet access can also be denied permanently. Any further legal action against the user in question shall remain unaffected by this.

6. Information on Data Privacy regarding the Internet Usage at Student Hall of Residences of Studentenwerk Leipzig

Information pursuant to article 13 General Data Protection Regulation (GDPR)

a) Who is controlling the data processing?
Controller in terms of the data privacy law is

Studentenwerk Leipzig – Anstalt öffentlichen Rechts (institution under public law)
Goethestr. 6
D-04109 Leipzig

For further information on our Studentenwerk, details of the representatives, and further contact options, please refer to the imprint on our website at: https://www.studentenwerk-leipzig.de/impressum

b) What data do we process? And to what purpose?

As soon as you communicate with internet services via the studNET access (e.g. open websites), your personal private IP address will be translated into a public IP address by one of our so-called NAT gateways. For analysis purposes and to ensure that the maximum monthly data volume is not exceeded, Studentenwerk Leipzig saves the following data: date, time, private source IP, source port, target IP on the internet, target port on the internet, protocol, and the data volume transferred in bytes. Furthermore, the given data will be analyzed in case of network failures or to evaluate and correct errors, if necessary. Studentenwerk Leipzig as the operator of studNET is subject to the statutory requirements of EU GDPR. The data collected with regard to the internet usage will be collected, processed, and used in strict line with the legal provisions. User data will be disclosed only upon application or request by the competent authorities after consideration of the individual case and after verification of the legal foundation given by the respective authority.

c) What is the legal basis for processing your data?

The legal basis for processing your personal data is the performance of the tenancy agreement (article 6, section 1, clause b GDPR).

d) How long will the data be stored for?

The connection data as given above obtained while using studNET will be deleted after 35 days. Such data will not be contained in back-up files or other redundant memory locations afterwards.

e) Whom are the data passed onto?

The data will be exclusively saved internally at Studentenwerk Leipzig. Data will not be transferred to third parties and in particular not to other countries.

f) Where are the data being processed?

The data will be processed exclusively in the Federal Republic of Germany.

g) Your rights as the person concerned

You have the right to be informed about the processed personal data that regard you.

You need to request information always in writing and at the same time provide evidence of your personal identity (ID card or passport).

Furthermore, you have the right to rectification or erasure or to restriction of processing to the extent permitted by law.
Furthermore, you have the right to object to the processing pursuant to the statutory provisions. The same applies to the right to data portability. Please note that the non-provision of the personal data or their restriction causes the shutdown of the studNET access.

h) Our data protection officer

We appointed an external data protection officer for Studentenwerk Leipzig. You can reach him through the following contact details:

Kevin Peter
Corinthstr. 19
D-04157 Leipzig
E-mail: kevin.peter@was-ist-datenschutz.de
Telephone: 0800 63003061 (free of charge)

i) Right to object

You have the additional right to contact the supervisory authority, if you hold the view that your personal data are not being processed unlawfully. The address of the supervisory authority of Studentenwerk Leipzig is as follows: Der Sächsische Datenschutzbeauftragte, Bernhard-von-Lindenau-Platz 1, D-01067 Dresden, telephone: 0351 493-5401, fax: 0351 493-5490, e-mail: saechsdsb@slt-sachsen.de

7. Fault Reports / studNET Office

Do you have any questions or issues concerning registration?
Please contact our studNET service staff.

→   studNET helpdesk:

https://www.studnet.studentenwerk-leipzig.de

As username type your six digit tenant number (Mieternummer) and your date of birth (ddmmyy), e.g.:

date of birth: 02.11.1993
tenant number: 123456
username: 123456021193

The password is: ***studnet***

Important:
If possible, please add a screenshot (or text document) of your network settings (IP address / manual settings / Internet Protocol Version 4) of your LAN / ethernet adapter to your detailed problem description. Please provide us with specific information about your operating system and the type of network connection (cable / USB ethernet adapter / WLAN) as well as possible error messages.

→   studNET office:

Hotline: 01761 / 96 59 818
Monday to Friday (except on public holidays): 8.30-9.30 a.m.

Office hours: at the student residence
Straße des 18. Oktober 23, room 211
Tuesday 2.00-4.00 p.m.