

# AGENDO TERMS OF SERVICE

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## Welcome to Agendo

Agendo is a service developed and provided by CKLO Lda (Cirklo), located at Rua dos Lusíadas, 4A, 1300-370 Lisbon, Portugal. By using Agendo, you are agreeing to these terms. **Please read them carefully.** For additional information, please contact Cirklo at [info@agendoscience.com](mailto:info@agendoscience.com).

## Terms of Service and Privacy Policy

By using Agendo or any content in it, you acknowledge to understand and accept the respective Terms of Use and the Global Data Protection Regulation (GDPR), as follows:

### User accounts

You are fully responsible for any action that take place using your account. Your Agendo user account is personal and intransmissible: you are responsible for maintaining your password secret and secure. You cannot solicit, collect or use the login credentials of other Agendo users. If any unauthorized breach of your account occurs, you must notify us immediately to [support@agendoscience.com](mailto:support@agendoscience.com). We are not responsible for any misconduct regarding the usage of Agendo.

### Updates to your account

You are free to modify your personal information at any time. Any changes in user accounts are recorded and logged.

### Right to be forgotten

Your right to be forgotten is dependent of the contractual clause with Cirklo and your institution. If you wish your user account to be erased from our records, please file a request in our [helpdesk](#). We will then contact your institution for approval. Simple user inactivation can be performed directly by internal account manager. We cannot inactivate accounts due to contractual reasons.

## Data Protection and Privacy Policy

You are the owner of any content uploaded by you to Agendo. This content may be shared with other Agendo users, at your choosing, if such option is available. You must not upload content that violates copyright agreements with third parties. All information provided by you upon registration is to be used by other registered Tampere University database users only, for identification, contact, scientific and functional purposes.

### Third party applications

We use a third party application ([SendinBlue](#)) to relay emails from Agendo, with whom email data are shared (email addresses, subject and content). We will never share your personal information with other third parties without your consent.

### Data encryption

All personal information is recorded in an encrypted format following industry standards. Private communications between users using our chat tool are also encrypted.

## **Real usage monitoring**

In case real usage monitoring is activated for a given resource, the IP address of the associated computer is stored at each log in procedure.

## **Cookie Policy for Agendo**

Agendo uses cookies to improve performance, accessibility and user experience.

### **What Are Cookies**

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or break certain elements of the sites functionality.

### **How We Use Cookies**

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

### **Disabling Cookies**

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies may affect the functionality of Agendo and other websites that you visit. Therefore it is recommended that you do not disable cookies.

### **The Cookies We Set**

- Login related cookies  
We use temporary cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.
- Permanent cookies  
We set up permanent cookies the first time you log in to remember your host institution. This improves navigation and performance in case your log in session expires or when you try to access an Agendo page without logging in.

### **Third Party Cookies**

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

- This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.  
For more information on Google Analytics cookies, see the official Google Analytics page.

### **More Information**

If you have any questions regarding our cookie policy, please email us at [support@agendoscience.com](mailto:support@agendoscience.com).

## Server and backups

Our live and backup servers are located within European Union (EU) territory. At the customer's demand, live and/or backup data may be hosted in a non-EU country.

## Updates to the service

Non-critical updates to the service are announced in advance to the Tampere University database administrator. During the time required for updating the software, the service may be down for no more than 1 hour/month. We reserve the right to perform critical updates or corrections to the software without any notice

**Note:** Agendo tries to follow W3C protocols and guidelines. Therefore, some browsers, such as older versions of Internet Explorer, may not be fully supported. Preferred browsers are Mozilla Firefox, Google Chrome or Safari. Touch interfaces are not yet fully supported.

## Changes to Terms of Use

Should the Terms of Use of Agendo change, a notification will be displayed for acceptance in your Agendo homepage.