



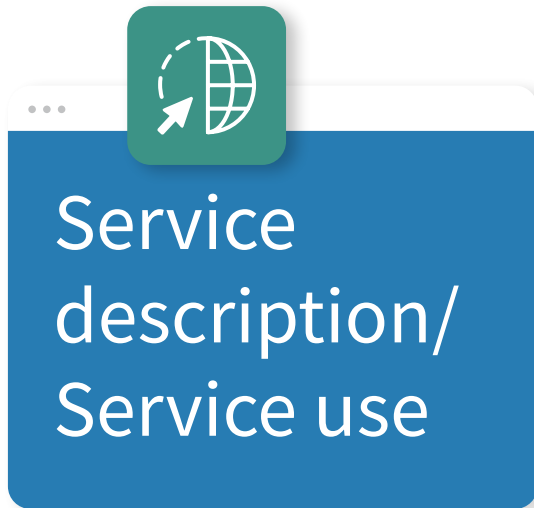
Terms of use for the intranet of the University of Vienna – based on u:wiki/Confluence

Table of contents

Service description/Service use	2
Safety	2
1. Legal information	3
1.1. Quality of information sources and contents	3
1.2. Conforming to social norms	3
1.3. Accessibility	4
1.4. Advertisement	5
1.5. Data protection	5
2. Recommendations for conduct on the intranet	6
2.1. Profile	6
2.2. Publishing contributions	6
2.3. Relevance	6
2.4. Clarity	6
2.5. Inclusion	7
2.6. Feedback, criticism and conflicts	7
2.7. Reporting violations	7
2.8. Avoiding spam	7
3. Contact information	8
Attachment	8

Welcome to the intranet of the University of Vienna.

The terms of use contain legal information and recommendations regarding collaboration and communication between users of the University of Vienna's intranet.



The intranet serves as an internal communication platform. It is based on the system environment by Atlassian/Confluence (Linchpin) and is an extension of u:wiki from a technical perspective.

It offers social features, such as the expert search (search by degree, publication date, author,...) and enables low-threshold communication and customisation options.

It is recommended to use Chrome or Firefox to access the intranet. However, it also works via the browsers Microsoft Edge and Safari (further information about supported browsers is available at <https://confluence.atlassian.com/doc/supported-platforms-207488198.html>¹). The Internet Explorer browser version IE11 is not supported since it is too old. To access the intranet on smartphones and tablets, we also recommend using a regular Internet browser as the Wiki app version only offers limited functionalities. After registering, users can access the intranet via the University's single sign-on system (u:account) via the web.



You can log in to the intranet using your u:account. Make sure to create an individual and secure password to protect your account. Please ensure that all devices on which you use the platform meet up-to-date security standards (updates, anti-virus programmes, etc.) and cannot be accessed by others. You can find further information in the [u:account terms of use](https://www.zid.univie.ac.at/en/uaccount/terms-of-use)². This should prevent others from acting in your name or publishing contents on the intranet that are not intended for publication. Please also make sure that any contents you share are safe.

1 confluence.atlassian.com/doc/supported-platforms-207488198.html

2 [zid.univie.ac.at/en/uaccount/terms-of-use](https://www.zid.univie.ac.at/en/uaccount/terms-of-use)

1. Legal information



1.1. Quality of information sources and contents

Before sharing external content, check the quality of the source and the accuracy of the information. Remain authentic and do not provide incorrect information about yourself. Distorting the truth, manipulating the opinion of others, misleading others and spreading conspiracy theories, rumours, propaganda and hate speech have no place on the intranet and are not allowed. Clearly identify any sources you use and provide further information such as links.

1.2. Conforming to social norms

Communication, the exchange of information and personal details on the intranet should be within the context of your activities at the University. The University of Vienna values [plurality and diversity](#)³ and wants to be a safe space for everyone. Make sure to interact in an appreciative manner, free from any form of discrimination, such as racism, sexism, ableism, homophobia, insults and verbal abuse. Our employees have different religions, cultural backgrounds, origins and opinions. Treat this diversity with respect.

Do not share any contents that

- contain personal attacks or libellous contents;
- are abusive, defamatory or unlawful;
- contain threats or incitement to violence;
- are pornographic or
- are aimed at bad-mouthing a person, a group of persons, a degree programme or an organisational unit.

Please note that there is no room for bullying, defamation, or the like on the intranet.

Consider that the contents shared on the intranet are targeted at a large group of persons. Therefore, contributions criticising something could cause damage at a wide scale. It is better to discuss personal issues or conflicts in private. An open discussion with the superior can also be effective sometimes.

Counselling services:

- [Work and Organisational Psychology](#)⁴ of the University of Vienna
- Conflict resolution counselling office: konfliktberatung.univie.ac.at (in German)
- Sexual Harassment and Bullying Counselling Office: <https://personalwesen.univie.ac.at/en/gender-equality-diversity/sexual-harassment-mobbing-counselling-office>

You can also find an overview of counselling offices on the intranet at: wiki.univie.ac.at/x/r60LCg

Be aware that the contributions and/or comments that you post on the intranet can be read and shared by other intranet users. The University of Vienna emphasises that its fundamental values, such as tolerance, mutual respect and recognition, are core values which are also expressed in statements on the intranet. If posts on the intranet of the University of Vienna compromise this principle, this could lead to consequences under labour and employment law. Further information can be found in the [Code of Conduct](#)⁵.

1.3. Accessibility

Please communicate in an accessible way that ensures the inclusion of employees who have a visual or hearing impairment.

Colours and accessibility

The [WCAG 2.1 standard](#)⁶ specifies, among others, reference values for colour contrast on the web. According to this standard, text and images presented on the web should have an optimal contrast ratio.

The following rules apply regarding the primary and secondary colours in the University of Vienna's corporate design:

Contrast ratio of the University of Vienna's corporate design colours (when using white as font colour)

• Primary colours:

University blue: high contrast

University grey: high contrast

• Secondary colours:

Wine red: high contrast

Mint green: medium contrast (should only be used for large fonts)

The secondary colours orange-red, golden yellow and light green have a low contrast and are not suitable for text on the web.

You can find further information about presenting contents in an accessible way at: [CD Manual](#)⁷ (p. 47, in German)

Structure of pages

- Adherence to a uniform, hierarchical structure using headlines
- Use of alt texts (Alt texts are brief descriptions of images / brief translations of visual content on the Internet into written text that allow blind users to listen to the content using devices such as screen readers.)
- Avoiding tables and elements that unfold

⁴ [Work and Organisational Psychology \(univie.ac.at\)](https://www.univie.ac.at/wo)

⁵ [Code of Conduct of the University of Vienna](#)

⁶ www.w3.org/TR/WCAG21

⁷ communications.univie.ac.at/fileadmin/user_upload/d_oeffentlichkeitsarbeit/Dokumente/CD-Manual/UniversitaetWien_CD_Manual_Jan2023_interaktiv.pdf

1.4. Advertisement

The platform is not intended for commercial purposes. Avoid content that exclusively serves the promotion of an external service or of an external company (product, etc.) or content of an advertising nature. Please note that the applicable legal regulations apply. This also applies to data protected by copyright, which may only be stored and/or shared if the user has the right to store or share them. The Vienna University Computer Center (ZID) only provides the technical infrastructure of the u:wiki/intranet service. The ZID is not responsible for the content stored on the platform. The [u:account terms of use](#)⁸ and the [Code of Conduct of the University of Vienna](#) apply⁹.

1.5. Data protection

The provisions that apply to the u:wiki service also apply to the intranet:

The ZID leaves it up to the users and the organisational units of the University of Vienna to select a suitable service for the storage of data for every individual task. However, the ZID points out that the services provided take different security measures to prevent the misuse of data. Protecting the stored data via a network firewall is not possible for the u:wiki/intranet service. Therefore, the security of data depends essentially on the quality of the passwords chosen (see [zid.univie.ac.at/en/password](#)) by the persons able to access the relevant information (such as spaces, pages, comments) on u:wiki/on the intranet. The configuration of user access permissions for spaces, pages, comments and other content by space administrators is a central feature of the service. However, lack of due diligence can compromise the confidentiality and integrity of the data. The space administrators are responsible for taking due care when granting permissions. If this is not possible, a different service to store the data must be used. Users are obliged to adhere to the legal provisions, especially regarding data protection, when processing personal data. In general, the ZID recommends dealing with sensitive or personal data carefully and sparingly and deleting any data that is no longer needed in case of doubt.

Please note that you must adhere to the applicable [legal framework](#)¹⁰.

Please consider in particular the regulations regarding data protection specified in the [GDPR](#)¹¹ (General Data Protection Regulation). Furthermore, we emphasise that the following aspects regarding the rights of third parties must be observed:

- Do not infringe copyright, producer rights, rights of exploitation and use, or personality rights of third parties.
- You may only post images showing strangers, if you obtained their consent ([rights to your own image](#)¹²).
- When using other people's property (images, text, videos, audio recordings, etc.), please pay attention to the rights of use and correct citation.
- When distributing/reusing third-party content/images/videos make sure not to change their content.
- Also note that content from e-mails is subject to the secrecy of correspondence and may not be shared.

⁸ [u:account terms of use: zid.univie.ac.at/en/uaccount/terms-of-use](#)

⁹ [Code of Conduct of the University of Vienna](#)

¹⁰ [www.ris.bka.gv.at](#)

¹¹ [General_Data_Protection_Regulation_\(GDPR\).pdf](#)

¹² [www.ombudsstelle.at/faq/mein-bild-im-netz/was-ist-das-recht-am-eigenen-bild](#)

2. Recommendations for conduct on the intranet



2.1. Profile

For an optimal user experience, we recommend completing the required profile fields on the intranet. Consider which information you want to share with your colleagues (e.g. software skills, subject-specific knowledge).

2.2. Publishing contributions

The intranet of the University of Vienna enables networking and interactive exchange among employees. When sharing content, please consider who has permission to view your contributions. Depending on the permissions granted, this can also be a large group of people. In this case, only publish content that is suitable for a wide audience. Your content might also be read by superiors. The administrators can only remove contents in exceptional cases, depending on the permissions granted.

2.3. Relevance

Please ensure that your contributions and comments are relevant, up to date and add value. Ask yourself how your colleagues may benefit from your contribution? This helps ensure good quality on this internal platform.

2.4. Clarity

Make sure that your contributions are as clear and comprehensible as possible. Make use of headlines, various layout templates in the Blueprint Creator and colour schemes. Feel free to use different media (images, text, videos, illustrations, audio, etc., taking into account their accessibility as specified under item 8) to complement your content and make it more interesting. However, these should serve as valuable complements and should not distract from the key message of your contribution. Make sure that the language you use is simple and comprehensible and does not contain any abbreviations, ambiguities and contradictions. Be especially careful with the use of sarcasm.

2.5. Inclusion

Communicate in an inclusive way. This means that your content should address all people regardless of their socio-demographic background. Of course, some content is more interesting for certain groups of people than for others. However, it should be equally accessible to all employees, depending on the permissions granted. Therefore, make sure to use gender-fair language by using the asterisk (*) in German texts. For example: "Liebe Kolleg*innen" (Dear colleagues)

2.6. Feedback, criticism and conflicts

It is often more appropriate to address feedback and/or criticism in a personal conversation. Phrase criticism in a constructive way and on an equal footing. Argue and discuss objectively based on your expertise, without attacking others personally. Reflect whether your opinion is actually relevant and provides added value to this person in this particular context. Consider that criticism (even with the best intentions) can stir up negative emotions in others.

Avoid fuelling existing conflicts. If you are involved in a conflict, consider whether it is reasonable. Move the conflict to a personal interaction to avoid that camps are formed or seek assistance by contacting the [Work and Organisational Psychology team](#)¹³.

2.7. Reporting violations

If you are personally affected by any form of discrimination, such as racism, sexism, ableism, homophobia, insults and verbal abuse on the intranet or if you witness any form of discrimination, you can either contact the contact person specified in the relevant space or report the incident to: uni.intra@univie.ac.at. The space administrators and/or editors responsible for the space can then react to the relevant post (by commenting on and/or deleting it).

In the event of a data protection incident (e.g. unintentional publication of personal data on the intranet, unauthorised access after a hacker attack), please report the incident immediately to the Data Protection Officer of the University of Vienna at dsba@univie.ac.at. This ensures that the incident can be reported to the Data Protection Authority within a period of 72 hours.

2.8. Avoiding spam

Posting the same or almost identical content repeatedly has a negative effect on the appearance of the platform. Please note that it takes a little while until posts and comments appear on the intranet and until messages are sent. Adhere to the principle of quality before quantity. Respect other person's opinions and do not flood them with content.



3. Contact information

In case of technical difficulties, please submit a ticket via the [ServiceDesk¹⁴](#). Enquiries regarding communication sent to uni.intra@univie.ac.at are processed by the responsible administrators.

Enjoy with us the good atmosphere and valuable exchange on the intranet of the University of Vienna.

Attachment

Further applicable provisions and recommendations



- [CD Manual \(PDF\)](#)
- [Code of Conduct of the University of Vienna](#)
- [Data Protection Declaration of the University of Vienna \(PDF\)](#)
- [Data Protection Guideline of the University of Vienna \(PDF\)](#)
- [Web Single Sign-on Policy](#)
- [u:account terms of use](#)
- [u:wiki terms of use](#)
- [Guideline on the use of gender-inclusive language in administration of the University of Vienna \(in German\)](#).
- [Guideline and recommendations for implementation \(PDF, in German\)](#)
- [Social media guidelines for employees \(PDF\)](#)
- [Blog netiquette](#)