

## **GENERAL CONDITIONS OF REGISTRATION TO STUDY AT BLANQUERNA-URL (Information given to students at registration)**

### **1. Education service delivery**

By means of the registration form, a contract for the provision of education services is entered into by the student and Fundació Blanquerna, which binds the student to agreed payment and complying with the requirements as established in the university access regulations (Organic Law 2/2006) and the regulations of Fundació Blanquerna (available in the following route after entering the website of each School: “services/academic information/-choose course-/academic rules”). It is every student’s responsibility to know the conditions of registration and the academic, administrative and economic regulations of Fundació Blanquerna.

The registration for the courses is annual with the right to expand, cancel or change it in the terms and conditions established in these General Conditions and the academic regulations of the corresponding School.

These general conditions of registration apply to the entire tuition period of the course enrolled for, and the contracting of services entered into by the student is understood to be for the entire course enrolled for (Royal Decree 822/2021, of 29 September).

Fundació Blanquerna hereby expressly mentions that, from the date of registration as recorded in the student’s registration receipt, a place is reserved in the name of the student to take the entire course enrolled for, without prejudice to the former’s faculty to terminate the contract as established in section 2.1 in case of failure to pay.

### **2. Enrolment administrative proceedings**

#### **2.1. Payment**

The first payment for registration has to be made within two natural days of the date of registration as recorded in the student’s registration receipt, in any agreed payment method. Payment includes the corresponding insurance and, for students under the age of 28, the mandatory student health insurance.

By accepting these conditions, the student authorises Fundació Blanquerna to set up a direct deposit corresponding to payment in instalments for this registration into the bank account reported in the registration process. Any failure to pay within the first two weeks of every month will be liable to €3 surcharge.

#### **2.2. Grounds for rescission of contract**

Fundació Blanquerna will have the right to terminate the student’s registration contract and cancel registration with no refund under the following circumstances:

1. Failure to pay for registration within two days of the date of registration as recorded in the student’s registration receipt.

2. Failure to pay for any of the instalments established in the registration contract within a month of the date of issue of deposit.

In these circumstances, Fundació Blanquerna will be able to exercise its rescission right by notice sent by email to the student's address as reported in the registration form or by any other means that puts on record that notice of rescission of contract has been given.

Finally, in the event that Fundació Blanquerna may not be able to provide the contracted service for causes attributable to it, Fundació Blanquerna will inform the student 30 days in advance and will give a refund consisting of the proportional part of all fees already paid corresponding to non-delivered services.

### **2.3. Distance learning in force majeure cases or unexpected circumstances**

If, due to force majeure causes or unexpected circumstances not attributable to Fundació Blanquerna, service delivery in face-to-face format should be cancelled or could not be provided in the initially expected conditions, Fundació Blanquerna will have the right to use distance learning, by means of telematic systems or other methods for service delivery without this implying a modification in the agreed fees or a refund of fees already paid by the student.

### **2.4. Cancellation rights**

The student can cancel this contract within 14 calendar days of the date of registration as recorded in the student's registration receipt, when place is reserved. This right can be exercised in writing by using the form that can be downloaded from the following link: <http://recursos.blanquerna.edu/SG/15-16/Formulari/Desistiment.pdf>. Apart from personal data, the student has to expressly inform about his/her cancellation rights in this form. This has to be delivered to the registered office of the Institution at the following address, to the attention of the General Secretary:

Fundació Blanquerna

Passeig Sant Gervasi, 47

08022 Barcelona

Fundació Blanquerna's entry stamp will confirm the submission of cancellation documents in person to the address of Fundació Blanquerna. Likewise, cancellation can also be confirmed by registered fax, certified letter or any other legally accepted method.

Once the cancellation right has been exercised by the student in due time and manner, Fundació Blanquerna will give a refund of fees paid for reservation of place as established in this contract using the same method used by the student to pay for registration or by bank transfer.

Once the cancellation period is over, if the student renounces to his/her place, any fee already paid will not be refunded, either partially or totally; Fundació Blanquerna may consider serious and exceptional situations, duly accredited, affecting the student in such a way as to make it impossible to start or continue studies, providing economic and/or academic solutions as appropriate, in accordance with what is regulated in point 2.5. In any case, cancellation rights are not applicable once the course has started.

### **2.5 Extraordinary circumstances:**

The following shall be considered, illustratively but not limited to, as situations of a serious and exceptional nature:

- Severe illness or accident
- Unavoidable duty of a public nature
- Visa denial
- Unexpected and serious family circumstances
- Other causes of force majeure

In these cases, without prejudice to the right of cancellation regulated in point 2.4 above, the Fundació Blanquerna, upon submission by the student of relevant documentation proving any of these circumstances, may, at its sole discretion, consider offering the already registered student the possibility to allocate the mentioned amount to an account in their name linked to their academic record. This amount will remain as a payment on account for a new registration in any of our programs, once the circumstances allow the student to resume their academic activities.

As part of their justification, along with their written request addressed to the Secretary General, the student must provide, depending on the specific case, a copy of the medical report accrediting their health condition, an administrative or judicial document in their name, the administrative resolution denying the visa, along with a copy of the bank receipt for the registration fee, and their ID card.

### **3. Process to enter into the contract**

To formalise the registration contract of education service delivery, the student has to fill in all the boxes marked as obligatory.

Fundació Blanquerna will issue the contract in a digital file, and this can always be consulted by the student on his/her intranet: <http://scala.blanquerna.edu>

In the event that the student makes mistakes in the registration process, he/she is asked to contact the academic secretary's office of the centre of registration by some of the following methods as quickly as possible:

School of Psychology, Education and Sport Sciences

- Telephone: 93 253 31 15. Email: [fpceesecretariaacademica@blanquerna.edu](mailto:fpceesecretariaacademica@blanquerna.edu)

School of Communication and International Relations

- Telephone: 93 253 31 32. Email: [secretariafcri@blanquerna.edu](mailto:secretariafcri@blanquerna.edu)

School of Health Sciences

- Telephone 93 253 31 13. Email: [bsalutsecre@blanquerna.edu](mailto:bsalutsecre@blanquerna.edu)

Any modification of subjects enrolled for has to be carried out in accordance with the academic regulations corresponding to the course enrolled for.

The registration contract of education service delivery is available in Catalan, Spanish and English.

Once the contract has been formalised, the student will receive an email to the address reported in the registration process, confirming the contracting of services.

The student recognises having been informed prior to the formalisation of the registration of procedures needed to enter into the contract by electronic means.

#### **4. Data protection**

The responsible agent for processing personal data of this registration is Fundació Blanquerna, with address at Passeig de Sant Gervasi, 47, Barcelona (CP 08022), CIF R5800622B, telephone 932 53 30 00, [info@blanquerna.url.edu](mailto:info@blanquerna.url.edu).

Data will be processed with the aim of developing the student's academic management. This includes management of academic records, processing and issuing certificates, employability programmes, intranet identification, management of grants, scholarships, bonuses and fee waivers, mobility programmes, issuing Fundació Blanquerna's member card, and developing the electoral register needed for student participation in managing bodies. Profiles can be made to guide students, and they can be given personalised information always concerning their academic education.

Data will be kept permanently to comply with the obligation to file certificates and academic records. Data not used to this aim will be deleted once they are no longer necessary for the aim for which they were collected, as long as Fundació Blanquerna does not have the legal obligation to keep them.

Personal data processing is legitimised by the contractual relationship established in the registration form, in accordance with Organic Law 2/2023, of 22 March, on the University System, and Act 1/2003, of 19 February, on Catalan Universities.

The student's data may be transferred only, as a general rule, when there is a legal obligation. Nevertheless, the student expresses consent so that his/her data can be made available to institutions in Fundació Blanquerna group.

Data transfer can be carried out outside the European Union (international transfer) to manage the student's international mobility and to reply to job offers from non-European companies. In both cases, the student gives his/her consent.

The student grant Fundació Blanquerna (FB) permission to capture, reproduce and publish his/her image in photographs, films or any other media, including IT means, and to use it for information, communication and dissemination purposes concerning the university activities developed in FB centres indefinitely and for free in FB's entire physical scope of action, in accordance with Organic Law 1/82, of 5 May.

The student can exercise his/her rights to have access, modify, delete, transfer, limit or object to data processing by written notice addressed at Fundació Blanquerna, at the postal or electronic address reported at the beginning of the registration form. Moreover, if the student considers that his/her rights have not been properly met, the student has the right to make a complaint to the Catalan Data Protection Authority. In any case, whether to make a complaint, ask for clarifications or make suggestions, the student can write to the Data Protection Delegate by email to the address [dpd@blanquerna.url.edu](mailto:dpd@blanquerna.url.edu).

Further information on data protection on the link: <https://www.blanquerna.edu/en/data-privacy-policy>

The student declares to know and accept the conditions and terms of use of Blanquerna IT Services detailed below:

## **5. IT services offered**

### **5.1. Computers**

Blanquerna-URL provides students, faculty and administration staff with computers equipped with appropriate software depending on the task to carry out.

All computers are connected to the corporate network, with access to Internet and corporate servers necessary for every user and task. There are computers in faculty offices, classrooms, work spaces, and so on.

### **5.2. Wireless Internet Service. Wi-Fi or Wireless**

Blanquerna-URL buildings have Wi-Fi connection in all spaces. Blanquerna-URL is connected to the Eduroam network, which means that any Blanquerna-URL student, teacher or staff member can use the Wi-Fi service of any other university connected to this network; there are more than 6,000 institutions connected to this network in the world.

### **5.3. Email address**

This email address is for personal use. The address is [NomUsuari@blanquerna.url.edu](mailto:NomUsuari@blanquerna.url.edu), and is managed by Google.

The manager is Gmail with address <http://correu.blanquerna.url.edu>. There is also a link to this email on SCALA.

### **5.4. SCALA, Fundació Blanquerna's Virtual Campus**

SCALA is an environment restricted to Fundació Blanquerna's educational community and gives access to the other services offered:

1. Personal services: consultation of academic record and qualifications, personal email address (Google), identification data, etc.
2. Public services: library catalogues, people browser, etc.
3. Virtual learning environment: list of classmates, notice board, forums, notices, websites, shared disk spaces, subject programmes, assignment submission methods, etc.

The SCALA address is: <http://SCALA.blanquerna.edu>

### **5.5. A corporate environment in Google**

Besides the email address, Blanquerna-URL provides students with other Google services included in a corporate environment which facilitate collaboration in the different academic fields. Descriptions of such services can be consulted on Google Apps websites.

### **5.6. Conditions of these services**

The aforementioned services are provided under the following conditions:

- For students, they will be still available at least after a year of their course completion. Nevertheless, the email address can be kept indefinitely as long as the contractual conditions with the provider are the same and/or Blanquerna-URL considers the conditions of service to

be appropriate.

- The email address will be used as a means of communication between Blanquerna-URL and the user.
- Cancellation of any service will be notified by email to the same email address at least a month in advance.

### **5.7. Terms of confidentiality**

To have access to any service managed by Blanquerna-URL, the user has to identify him/herself with the previously provided user name and password.

The use of passwords is personal and guarantees privacy of information and resources that they give access to. The information posted by a user on spaces of Blanquerna-URL's internal network is confidential. In the case of content managed by third institutions (Google, UPCNET, SIGMA, etc.), Fundació Blanquerna guarantees its confidentiality by means of the corresponding contracts that comply with requirements of the Organic Law on Data Protection.

By express order of the centre's dean or Blanquerna-URL's General Directorate, a password can be modified in order to have access to a user's information. The user has to be informed of this act. Modification has to be performed by Blanquerna-URL IT Service.

### **5.8. Conditions of use**

Students can use Blanquerna-URL services for academic activity exclusively.

Blanquerna-URL services can neither be used to violate intimacy or dignity of people or institutions, nor to invade safety or privacy of other people or institutions. Any use connected to pornography, any kind of illegal trade and apology of terrorism or violence is particularly prohibited.

Every Blanquerna-URL user promises not to disclose their passwords and not to reveal information that is not about oneself coming from information services at their disposal to third parties.

Users have tools to personalise their profile in the Google corporate environment. Particularly, they can modify the characteristics of their identity: name, photo, etc. Tampering with these characteristics with the aim of hiding one's own identity or supplanting another person's identity is prohibited.

Users also have some Google services at their disposal with which they can disseminate information under the corporate environment such as websites, images, videos, etc. No information about third parties can be disclosed without their consent or any other information that goes against the previous points in this section.

## **6. Validity of this document**

This document is valid from February 2024.