Protocol for CIC nanoGUNE nanoscience external services (self-service / service mode – equipment usage)

1. PURPOSE AND CONCEPTS

1.1. PURPOSE

The purpose of this document is to establish the rules for use of scientific equipment as an external service at nanoGUNE.

The aforementioned service will be provided according to the stipulations of this document and of any other specific conditions established for the use of equipment lent by nanoGUNE.

1.2. CONCEPTS

Designated user: the designated user is understood to be the natural or legal person who authorises and assumes the cost of the service provided.

Authorised user: the authorised user is understood to be the natural person authorised by the designated user to request and/or carry out the services in question.

Service system (service): all services exclusively carried out by nanoGUNE personnel. Authorised and/or designated users will have no right of uncontrolled access to the nanoGUNE installations.

Self-service system (self-service): all services whereby the authorised users have right of access to the nanoGUNE installations (with prior authorisation).

CIC nanoGUNE Consolider
Tolosa Hiribidea, 76
E-20018 Donostia – San Sebastian
+34 943 574 000· nano@nanogune.eu

2. SELF-SERVICE SYSTEM

To formalise the service request it is necessary to complete the form provided on the nanoGUNE website (https://externalservices.nanogune.eu/en/how-we-work).
This form must be completed indicating the name of the user making the application, the kind/s of equipment they wish to use, a description of the work, associated risks, and any other information considered necessary.
The personal details provided will be included in the nanoGUNE database according to Organic Law 3/2018, of December 5, on Protection of Personal Data and guarantee of digital rights.
Once the applicant has presented the request, nanoGUNE will have one month to study and either accept or reject it.
If it is accepted, nanoGUNE will convey to the applicant and to the designated user all of the information required to carry out the service in question (equipment to be used, quoted cost, maximum period permitted for carrying out the work, centre opening times, training... and all additional applicable conditions specific to each request).
The service will begin once the designated user has accepted the official proposal issued by nanoGUNE. "Registration Form" available on the nanoGUNE website (https://externalservices.nanogune.eu/en/how-we-work) must be filled out.

In the event that the request is rejected, nanoGUNE will duly explain the reasons for its decision.

2.1. EQUIPMENT USE

Before starting to work, the user shall meet the technician responsible for the equipment to be used, who will explain how it functions, its correct conditions of use and all of the risks associated to the laboratory in which it is located. The user undertakes to use all means of personal protection and safety made available to them.
Only when the technician considers that the new user has received sufficient training and has accepted the associated risks will they be permitted to autonomously go about their work. The user will be informed about how to proceed for equipment bookings and access procedure to nanoGUNE (key policy, schedule...)
All users undertake to make responsible use of the equipment loaned by nanoGUNE, and of the reagents or material involved. Any incidents, breakdowns or anomalies occurring during use of the equipment must be immediately reported to the technician in charge.
In the event of detecting irresponsible use of the equipment, nanoGUNE reserves the right to expel the authorised user from its installations.

The designated user is responsible for any damage they or the authorised user may cause, and for all damage caused to the equipment, other installations and/or third parties due to incorrect use of the equipment or failure to understand the risks associated with the work carried out. In the event of damage to the equipment and/or installations, the cost of repair will be charged to the designated user.

The designated user must hold a civil responsibility insurance policy with sufficient cover to provide compensation for any potential damage caused.

3. SERVICE SYSTEM

To formalise the service request it is necessary to complete the form "Request Form" provided on the nanoGUNE website (https://externalservices.nanogune.eu/en/how-we-work).
This form must be completed indicating the name of the user making the application, the kind/s of equipment they wish to use, a description of the work, associated risks, and any other information considered necessary.
Once the applicant has presented the request, nanoGUNE will have one month to study and either accept or reject it.
If it is accepted, nanoGUNE will convey to the applicant and to the designated user all of the information required to carry out the service in question (quoted cost, maximum period for carrying out the work, sample collection, procedure for delivery of results, delivery and collection of samples... and all additional applicable conditions specific to each request).
The service will begin once the designated user has accepted the official proposal issued by nanoGUNE. "Registration Form" available on the nanoGUNE website (https://externalservices.nanogune.eu/en/how-we-work) must be filled out.
In the event that the request is rejected, nanoGUNE will duly explain the reasons for its decision.

3.1. SAMPLE DELIVERY AND COLLECTION

Once the service proposal has been accepted, the nanoGUNE technician to carry out the service will contact the applicant to organise the sample delivery.
The user must inform nanoGUNE of all risks associated to the handling of these samples.
The samples must be delivered to nanoGUNE duly labelled and identified.
The samples will be the responsibility of nanoGUNE during the time that they remain at its installations.
Once the work has been done, nanoGUNE will accept responsibility for storing the samples during a maximum of 3 months, unless they are collected prior to this date by the user, in which case the latter will accept responsibility for them. After the 3-month period, nanoGUNE will destroy the samples and charge the cost of doing so to the user.

3.2. MONITORING OF THE WORK AND DELIVERY OF RESULTS

To be specified in the service proposal (access to the nanoGUNE installations during the service, consultation of documentation on the analyses being carried out...).

NanoGUNE will archive the records of the services provided for a maximum period of 3 years, unless a longer period is established on the signed proposal or the user makes an explicit request to this effect.

The Standard Operating Procedures (SOP) used by staff at nanoGUNE will not be provided to the user, unless not doing so limits the interpretation of results.

4. RATES AND INVOICING

The rates applied are approved each year by the nanoGUNE management.
The fees and final conditions for services will be established specifically for each offer/contract. NanoGUNE reserves the right to modify its prices at any moment.
Unless otherwise agreed, payment of fees shall be made within 30 calendar days from the date of issue of invoice.

5. CONFIDENTIALITY

nanoGUNE undertakes not to reveal or to disseminate information on the services provided or on the results obtained. It also undertakes not to reveal personal details provided by users during the request procedure in accordance with Organic Law 3/2018, of December 5, on Protection of Personal Data and guarantee of digital rights.

The users undertake not to reveal personal details of technicians, users or third parties obtained as a result of their relationship with nanoGUNE, in accordance with Organic Law 3/2018, of December 5, on Protection of Personal Data and guarantee of digital rights.

Unless they have received prior authorisation to do so from the "Head of External Services" (director of nanoGUNE?), the users undertake not to reveal, reproduce or make use of any information related to the activities carried out at the centre, their contents or any other information protected under the:
Law on intellectual property
Law on legal protection of industrial design
Law on patents for inventions and utility model