

USER AGREEMENT NBIS Support

As decided by the NBIS board 20160602.

By applying for NBIS support, you also declare that you agree with the following terms and conditions:

- NBIS will review your support request and will then, if needed, contact you for further information. Support will be granted based on the prioritization principles as described on our homepage.
- NBIS will assign one or more experts to perform the support requested.
- For support projects, a signed order form must be submitted to the NBIS administration before work can commence.
- NBIS reserves the right to decline support requests due to limited resources, technically unfeasible requests, or research projects deemed to be of low quality or unethical.
- NBIS expects that contact person for the project answers promptly (i.e. within 2 business days) to e-mails and/or telephone calls by the NBIS expert. Conversely, NBIS staff assigned to the project will reply within 2 business days, unless this is not possible due to e.g. vacations or sick leave.
- Quality: NBIS will strive to provide support of highest quality, but can not be held responsible for the outcome of the project. Furthermore, NBIS reserves the right to terminate a support project in case of low data quality.
- Confidentiality: NBIS will not make your inquiries or data available outside of the organization, unless agreed upon, or required due to the principle of public access to official records (in accordance with the legal obligations in e.g. [SFS 1949:105 tryckfrihetsförordningen](#) (The Swedish Freedom of the Press Act) and [SFS 2009:400 offentlighets och sekretesslagen](#) (Public Access to Information and Secrecy Act)). Summaries of how NBIS resources are spent, including name of PI(s), organisation and project titles, will be included in reports.
- NBIS will not claim any rights to the result of the support project, but reserves the right to software and/or methods developed by NBIS staff in the course of support projects.
- It is mandatory that NBIS is mentioned in acknowledgements if the work results in a publication. If the bioinformatics personnel contribute with their scientific knowledge to solve scientific questions, they should instead be coauthor(s) according to the IMJE “[Recommendations for the Conduct, Reporting, Editing, and Publication of Scholarly Work in Medical Journals](#)”.