

Terms and Conditions of Use for "MonStrasbourg.eu"

1. Preamble

The City and Eurometropolis of Strasbourg offer a website, MonStrasbourg.eu, bringing together all the procedures that can be carried out online to simplify administrative processes for users.

Any use of the Service implies the consultation and acceptance of these terms and conditions of use (TCU). This acceptance occurs when creating a personal account.

Definitions:

Online Service / Online Procedures: services and procedures offered by the MonStrasbourg.eu website

User: user of the MonStrasbourg.eu website, user of online services and procedures

2. Purpose

These terms and conditions of use aim to define the terms of access and use of the following listed sites:

- <https://connexion.strasbourg.eu>
- <https://demarches.strasbourg.eu>
- <https://services.strasbourg.eu>
- <https://porte-document.strasbourg.eu>
- <https://espacefamille.strasbourg.eu>

These TCU apply in the relationship between the User, user of the MonStrasbourg.eu website, and the City and Eurometropolis of Strasbourg.

3. Means of Access to Online Services 3.1. "Non-connected" mode

The use of the online service can sometimes be done without the need for an identifier account. Thus, some procedures can be carried out online without prior connection to a personal account.

3.2. Creation of a personal account

The account is strictly personal to the User. 3.2.1. Account features

The personal account can, among other things, be used to:

- personalize the user's navigation,
- carry out certain procedures online,
- automatically fill in form fields,
- access the document holder,
- access the citizen platform,
- etc.

3.2.2. Account creation methods

This account can be created in two different ways:

- either by creating a MonStrasbourg.eu account using the email address
- or by using a FranceConnect account (ameli.fr; laposte.net; impots.gouv.fr)

3.2.3. Obligation to create an account

In order to access certain specific online services, Users are required to create an account (whether it is on MonStrasbourg.eu or on FranceConnect).

This notably applies to online services related to family and childhood. 3.2.4. Forms with required identification

Most procedures related to family and childhood services must be carried out using a MonStrasbourg.eu personal account.

This allows parents to carry out, among other things, the following procedures:

- School enrollment and payment services
- Enrollment in nursery school leisure services
- Application for waiting list for 2-year-old children
- Renewal of enrollment in school leisure services
- Renewal of enrollment in nursery school leisure services

3.2.5. Access to the family space

The MonStrasbourg.eu personal account allows access to a Family Space account shared by all individuals in a family. The Family Space account will only be accessible after the validation of a connection and the exchange of information between the personal account and the family account. This allows parents to make online reservations for school canteen meals.

4. User Responsibilities 4.1. Documents in the personal space / use of the document holder

The User is responsible for their personal storage space called the "document holder." The City and Eurometropolis of Strasbourg cannot access Users' personal files contained in the document holder. However, the City and Eurometropolis can send documents to a User's document holder.

It is reminded that non-compliance with applicable laws, especially those regarding the respect of intellectual and artistic property, may lead to legal action and convictions. Any violation or complaint from rights holders will inevitably result in the deletion of the relevant files.

4.2. Password creation

When creating an account, the User chooses a username and a password. The password must be composed of eight characters or more, including at least one letter and one number. The User must keep their identifier and password, which will be used for any access to their personal account and associated services.

The password must be chosen by the User in a way that cannot be guessed by a third party. The User undertakes to keep its confidentiality. The User agrees to immediately notify the City and Eurometropolis of Strasbourg of any unauthorized use of their information.

It is recommended to change the password once a year.

The City and Eurometropolis of Strasbourg cannot be held responsible for any damage potentially caused by the use of the password by an unauthorized person.

It is also recommended for the User, even in the case of a short-term suspension of use, to systematically log out.

4.3. Terminal use with other people

If a User's terminal is used by multiple people and when the same terminal has multiple browsing software, the City and Eurometropolis of Strasbourg cannot ensure with certainty that the services intended for the User's terminal correspond to their own use of this terminal and not to that of another user of this terminal. If applicable, sharing the use of a User's terminal with other people and configuring browser settings regarding cookies are the User's free choice and responsibility.

It is also recommended not to save the username and password when offered by the browser for automatic login (ANSSI recommendation).

4.4. Use as a Minor
MonStrasbourg.eu does not target minors as its audience. However, access is not prohibited to them as it does not contain content prohibited for minors under 18 years old. If information is collected about a minor, the legal representative of the minor will have the opportunity to contact the city to correct, modify, or delete this information.

5. Protection of Personal Data

The City and Eurometropolis undertake to take all necessary measures to guarantee the security and confidentiality of the information provided by the User. The City and Eurometropolis inform Users of the rights they possess: rights of access, rectification, erasure, portability, limitation of processing, and opposition provided by Law No. 78-17 of January 6, 1978, relating to information technology, files, and freedoms and Regulation (EU) 2016/679 of April 27, 2016, on the protection of personal data.

For the exercise of their rights, Users can write to the Data Protection Officer at the following address: dpo@strasbourg.eu or via the rights exercise request form.

The City and Eurometropolis of Strasbourg undertake not to carry out any commercialization of the information and documents transmitted by the User through the Service and not to communicate them to third parties, except as provided by law. Information transmitted by the User remains under their control. They can modify or delete it at any time. They can choose to delete all information from their account by deleting their account. Only information necessary to respond to potential disputes and the statistical needs of the service will be retained.

The City and Eurometropolis of Strasbourg undertake to take all necessary precautions to preserve the security of the data collected from the User, and notably prevent them from being distorted, damaged, or accessed by unauthorized third parties.

For more information on this privacy policy, please visit the "Personal Data Management Policy" page.

6. Intellectual Property

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7. Non-liability of the Eurometropolis

This website of the City and Eurometropolis of Strasbourg aims to allow Users to carry out their administrative procedures online. Our goal is to disseminate accurate and up-to-date information. We will strive to correct errors that are reported to us. However, the City and Eurometropolis of Strasbourg assume no responsibility for the information contained on this website.

This disclaimer is not intended to limit the liability of the City and Eurometropolis of Strasbourg contrary to the requirements of applicable national legislation or to exclude its liability in cases where it cannot be excluded under said legislation.

The information on this site:

- is exclusively of a general nature and does not concern the specific situation of a natural or legal person,
- is not necessarily complete, exhaustive, accurate, or up-to-date,
- sometimes refers to external sites over which the City and Eurometropolis of Strasbourg have no control and for which they assume no responsibility.

The City and Eurometropolis of Strasbourg wish to limit as much as possible the inconveniences caused by technical errors. However, some data or information on our site may not have been created or structured in files or formats free of errors, so we cannot guarantee that our service will not be interrupted or otherwise affected by such problems. The City and Eurometropolis of Strasbourg decline any responsibility for such problems resulting from the use of this site or any other external site to which it refers.

You can also consult the legal notices as well as the personal data management policy.