

Service Level Agreement for ESA GRID Processing on Demand (G-Pod)

G-Pod Description

The European Space Agency (ESA) provides an on-line platform, called *GRID Processing on Demand* (G-Pod), to support the development, test and hosting of Processing Services provided by Institutions and Researchers for the access and processing of Earth Observation (EO) data.

The infrastructure is located at ESRIN, the establishment in Italy of ESA.

For questions, problems, complaints, special requests, comments or recommendations about G-Pod, users can contact the:

G-Pod Support

E-mail: eo-gpod@esa.int

G-Pod Support will answer to the user within 5 working days from receipt of request.

Disclaimer

Access to, and use of, G-Pod constitutes acceptance of the following general terms and conditions.

Neither ESA nor any other party involved in creating, producing or delivering the services on G-Pod shall be liable for any direct, incidental, consequential, indirect or punitive damages arising out of Users access to, or use of, the website. G-Pod does not guarantee the accuracy of information provided by external sources and accepts no responsibility or liability for any consequences arising from the use of such data.

Though ESA uses the best technical standards to control its site, material on this website may inadvertently include technical inaccuracies or other errors. We should be grateful if users could notify us of any errors or inaccuracies they may find. Please note that users browse and use the website at their own risk. ESA does not warrant that the functional aspects of the website will be uninterrupted or error free or that this website, or the server that makes it available, are free of viruses or other harmful components. ESA may change material on the site without prior notice.

Third-Party Processors

G-Pod services are frequently based on third party processors. These processors are provided for the convenience and interest of users and on the part of ESA this implies neither responsibility for, nor approval of, processing results. ESA makes no warranty either express or implied, as to the accuracy, availability or contents of processing results.

Personal data privacy

By accessing G-Pod website, certain information about users, such as internet protocol (IP) addresses, navigation through the site, software used and time spent, as well as other similar information, will be stored on G-Pod servers. These will not

specifically identify users and the information will be used internally for website traffic analysis only. If users provide unique identifying information, such as name, address and other information on forms stored on this site, this information will be used for statistical purposes only and will not be published or made available for general access. User information may be provided to Service Providers when accessing the relevant service on G-Pod.

ESA does not sell or rent its website users names, addresses, email addresses or other personal information.

If you are registered on the G-Pod database and would like your name to be removed, please send a message to eo-gpod@esa.int and this will enable you to remove your details from G-Pod's database.

Use of cookies

Cookies are pieces of information that a website transfers to an individual hard drive for record-keeping purposes; passwords are not saved in cookies. Cookies help G-Pod to know if you are performing a set of interactions within a specific session.

If you do not wish to receive a cookie, or if you wish your browser to notify you when you receive a cookie, you may use the option on your web browser to disable cookies. Click on the help section of your browser to learn how to change cookie preferences. However, please note that if you disable all cookies you may not be able to take advantage of all the features available on this website.

ESA does not use personal identification details transferred through cookies either for promotion or marketing purposes, nor will such information be shared with a third party.

Children's privacy

G-Pod does not address children's use. ESA encourages parents or guardians to stay with children under 13 when the children are online and to participate in any interactive activities offered on the website. ESA will not process any personal data of a child under 13 without the previous consent of a parent, guardian, teacher or other person exercising control of the child. No personal data or information will be used for promotional or marketing purposes.

Fees

It is absolutely free to register and to use services available on G-Pod, unless otherwise stated.

G-Pod Service Quality

The service is provided through an infrastructure provided by ESA/ESRIN in support to Third-Party Processors. Service Quality and Support related to specific different processors is not assured by ESA/ESRIN.

Users are encouraged to submit to the G-Pod Support comments, which might lead to improvements in the quality of the service or of the Output Product.

Availability

During the ESRIN working days, the service is always active, except when network or servers maintenance activities are being performed or due to circumstances beyond ESRIN control. The service is monitored on a daily basis, during ESRIN working days. When the service fails during non-working hours, it will be restarted after the next monitoring activity.

Warranty on G-Pod Services

ESA doesn't provide any warranty for the services available on G-Pod. ESA shall not be deemed liable in respect of a defective Service output. All other conditions, warranties of any kind, written, oral, statutory, expressed or implied by statute or common law with respect to any output product including but not limited to the implied warranty of satisfactory quality, merchantability and fitness for purpose are hereby excluded.

Service Termination

ESA reserves the right to terminate each of the services at any time without prior notification.

If the user defaults in or commits any breach of any of his obligations, ESA shall have the right forthwith to terminate the provision of the services. In no case any refund shall be due to the user.

Any termination shall not prejudice or restrict the rights or remedies of ESA.

Trademarks

All brand names and product names are trademarks or registered trademarks or services marks of their respective owners.

Unauthorized Access

Users shall not disclose or share their password with any third parties or use their password for any unauthorized purpose. Users shall not provide access to the G-Pod to other persons through use of their password. Users are solely responsible to ensure that no action or omission takes place which results in any other person utilizing their password.

Malicious Intent

Users shall not use any device, software or routine to interfere or attempt to interfere with the proper working of the G-Pod. Users shall not take any action which imposes an unreasonable or disproportionately large load on our infrastructure. Users shall not tamper in any way with the software or functionality of G-Pod.