

## **General Terms and Conditions of Use:**

**of the electronic purse on the CampusCard for cashless payment at the acceptance points of the universities and the Studentenwerk Oldenburg.**

The following terms and conditions apply to cashless payments with the electronic purse at the points of payment (acceptance points) of the universities or university-related institutions in Oldenburg, Wilhelmshaven, Emden/Leer and Elsfleth, as well as in the refectories, cafeterias, at the coffee, vending and washing stations, and in the Studentenwerk Oldenburg. The use of the payment function is limited to the above locations and institutions. The cashless payment function (electronic purse) is a voluntary, additional function of the CampusCard. Functions of the CampusCard are not legally binding in connection with the use of the other functions of the CampusCard.

### **1. User status of the cardholder:**

In accordance with the applicable legal regulations, the electronic purse is managed with the status groups "student", "university employee", "university guest". The card issuing office of the university assigns the corresponding holder status for a limited period of time when the card is issued. Changes in status must be proven to the card issuing office of the university.

### **2. Card upgrade:**

The revaluation of the electronic purse with cash in notes of 5,00 €; 10,00 €; 20,00 € or 50,00 € can be done at the **machines provided for this purpose (Aufwertern)** or at the **cash desks of the Studentenwerk Oldenburg**. An EC card can be used at the Studentenwerk Oldenburg's EC cash machines from 15€. Upgrading is only possible with all payment methods up to a maximum card balance of 55,00 € is possible. **There is no entitlement to an upgrade.**

Ticket upgrading is possible at the following locations:

## **Wilhelmshaven/Oldenburg/Elsfleth/Emden/Leer.**

Cashless payment with the electronic purse is possible at the points of acceptance (cash desks or at the acceptance points (cash registers or machines) of the universities and university-related institutions as well as in the canteens, cafeterias and vending machine stations (see above) of the Studentenwerk Oldenburg, as long as the appropriate technical requirements are available (diverter). **There is no entitlement to cashless payment.**

### **3. Period of validity:**

Each card has a validity date. If this date is exceeded, there is no entitlement to the reduced prices (e.g. student rate in the refectories). After the expiry date, there is no entitlement to use the card beyond its validity. Students whose CampusCard is past its expiry date should contact the card office to update the period of validity. If the CampusCard is valid again, it will be reassigned to the then valid tariff the next time it is used.

### **4. Duties and obligations of the cardholder:**

If the card is lost, the cardholder undertakes to inform the university's card office immediately in order to have the card blocked. As a rule, the card will be blocked as soon as possible.

The implementation of a card blocking takes a minimum period of time due to the technical interrelationships, that cannot be determined exactly (approx. 48 hours).

Remaining credit balances of €3.00 or more from defective, lost or invalid cards will be refunded **at the request** of the cardholder. For this purpose, the cardholder submits a request for verification to the Studentenwerk (online procedure). The Studentenwerk Oldenburg attempts to determine the last balances of the card. The final determination of the balance can only be carried

out in connection with the monthly statement. Therefore, a processing time of 6 weeks is to be expected. The result will be reported back to the cardholder.

Once the balance has been successfully determined, the Studentenwerk will issue the cardholder with a certificate, which is to be presented at the Studentenwerk Oldenburg's revaluation points (cash desks). The Studentenwerk pays out the determined credit balance. From a remaining balance of €10.00, payment is to be made by transfer to an account of the applicant/cardholder in euros is possible, but only within the SEPA area. A transfer to third-party accounts is not possible. If the credit balance cannot be determined disproportionate effort, there is no entitlement to repayment. Devaluations caused by the unauthorised use of the card will not be reimbursed.

#### **5. Payout of credit balance:**

Credit balances of valid cards can be paid out at the cash desks of the cafeterias, café bars and canteens of the Studentenwerk Oldenburg. Payment is only possible with the CampusCard. The person presenting the card is not subject to an authorisation check. Claims arising from the usage relationship of the CampusCard and its termination for a payout of the remaining balance on the card must be made within 48 months after the deactivation/invalidity or defect of the card, or the completion of the last loading process, otherwise it expires.

#### **6. Data privacy:**

The data of the cashless payment transactions with the electronic purse are stored by the university's points of acceptance and transmitted to the Studentenwerk in pseudonymised form for accounting purposes. Only the ID number of the card (pseudonym), the debit or revaluation amount and the debit or revaluation amount and the current card balance are processed. The name or address of the cardholder are not transmitted. The pseudonym cannot be dissolved by the Studentenwerk. Further personal data will only be transferred between the card office of the university and the Studentenwerk Oldenburg only with the prior express consent of the cardholder. This data is expressly not passed on to third parties. After expiry of the legal retention period, the data will be destroyed.

#### **7. Information:**

For information on cashless payment with the chip card, please contact the Studentenwerk Oldenburg. Information on the other functions of the CampusCard can be obtained from the card offices of the universities.

Oldenburg, 11.10.2022