



Cardholder Agreement

The ONEcard is your official University of Alberta identification card, issued to you as part of the items to which you are entitled as a member of the University community, under the following terms and conditions of use. Please read all terms and conditions as these constitute legal obligations between you and The Governors of the University of Alberta (the "University"), which is the University's formal legal name.

Issuance of the ONEcard

In many circumstances, the ONEcard is issued without charge to the cardholder or with a fee charged to an appropriate University department. However, there are some circumstances in which the University may, at the time of issuance, charge a fee to an individual cardholder as a means to recover costs. For more information on whether these circumstances would apply to you, please contact the ONEcard Office or visit the website at <https://www.ualberta.ca/onecard>

Use and Ownership of the ONEcard

Your ONEcard is non-transferable. It may be used solely by you for the purposes that it was issued. Your ONEcard is the property of the University of Alberta. It may be cancelled or revoked by the University at any time and must be returned to the ONEcard Office upon request. You are expected to retain your ONEcard until such time it is revoked by the ONEcard Office.

Lost or Stolen Cards

If your ONEcard is lost or stolen, you must notify the ONEcard Office in order to permit its cancellation. Such notification may be made online at www.ualberta.ca/onecard, by visiting the ONEcard Office in person or by calling the ONEcard Office at (780) 492-7924 during office hours. Until such notification has been received, you will be responsible for all use of your ONEcard, whether or not such use is authorized by you. There is a replacement fee for lost or stolen cards.

Debit Function

You may use your ONEcard as a debit card where accepted, provided funds are available in your account. Specific purpose ONEcard accounts may be accessed by you in accordance with the restrictions applicable to such accounts. The ONEcard is a debit card only and does not provide credit arrangements. **Cash withdrawals are not allowed.**

You are responsible for use of your ONEcard. Debits resulting from your failure to properly utilize the ONEcard are your responsibility as the cardholder. The University is not responsible for any loss, inconvenience, or embarrassment to you or to others arising as a result of lack of funds in your account.

Debiting your Account, Refunds, and Deactivation

The University will debit your ONEcard account in accordance with transactions authorized through the use of your ONEcard or as permitted under these terms. Refunds of any account balances will be made only if a request is made by you in person and your relationship to the University is terminated.

Upon your request your ONEcard account will be closed or rendered inactive by the ONEcard Office. A refund will be mailed to you by cheque. Refunds on meal plan accounts are subject to the restrictions contained in the Residence Services Agreement. Refunds on any departmental accounts will be directed to the originating department. Any reactivation of your ONEcard account will be allowed only after the replacement fee is paid in full. If your ONEcard has no activity for a period of two (2) years, it will be deactivated by the University. Funds will be credited back in full to the ONEcard account if the deactivated ONEcard account is reinstated. ONEcard accounts do not expire.



Freedom of Information and Protection of Privacy

The University of Alberta creates and collects information under the authority of section 33(c) of Alberta's *Freedom of Information and Protection of Privacy (FOIP) Act* and may use and disclose such information for the purpose for which the information was collected or compiled or for a use consistent with that purpose including production of the University's official personal identification card, official University department identification badges and photo directories/rosters. This information will be made available through the University's official campus-wide electronic directory for authorized purposes including authenticating identity for University functions and for authorizing access to services, systems, and facilities of the University (examples follow). Under this authority the ONEcard Office will collect the following personal information:

- Photograph – captured electronically
- Signature – captured electronically
- Mobile Device Unique Device Identifier (UDID) - captured electronically

Examples of authentication and authorization for services, systems and facilities may include but are not limited to the following:

- University Administrative Information systems
- University Access Control Systems
- University Learning Management System
- University class rosters and directories

At the University's discretion, information may be hosted on the University campus or in an off-campus data centre, including at a location outside Alberta or Canada. Information that is gathered for the above purposes is subject to the University's [Privacy Policy](#) and will be protected and disclosed in compliance with Alberta's *FOIP Act*. Individuals who are applying for official University Identification acknowledge the use of their digital image and signature for the above purposes. Information requests about the above should be directed to:

ONEcard Manager, Campus Services
9104 HUB Mall
University of Alberta
Edmonton, Alberta, T6G 2H6
Phone (780) 492-3572

Changes to the terms

The University has the right to amend these terms at any time and from time to time by posting or displaying such amendments in the ONEcard Office or online at www.ualberta.ca/onecard, and from the time of such posting or display, you shall be bound by such amendments.

Entire Agreement

The terms in this Cardholder Agreement constitute the entire agreement between you and the University of Alberta with respect to the subject matter and supersede and replace all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. If for any reason a court of competent jurisdiction finds any provision or portion of this Cardholder Agreement to be unenforceable, the remaining provisions of the Cardholder Agreement will continue in full force and effect.

Governing Law

This Cardholder Agreement will be governed by and construed in accordance with the laws of the Province of Alberta, Canada, without giving effect to its conflict of laws provisions. You agree to submit to the personal and exclusive jurisdiction of the courts located in the Province of Alberta, Canada.

Cardholder's Consent

By accepting a ONEcard, you are agreeing to the terms and conditions of the Cardholder's Agreement.