



# BFHcard guide

## 1 The BFHcard

The BFHcard is your personal ID card with many practical additional functions:

### Proof of identity

Identification within and outside the BFH.

### Library

ID card for the libraries of the BFH and the associations of swiss libraries.

### Means of payment

Can be used for cashless payment at public printers and photocopiers, a range of vending machines and some BFH canteens.

### Building access

Out-of-hours access to BFH buildings and parking areas with electronic access control.

Different functions are available depending on the location. Access to buildings is determined by the holder's personal authorisations. For details on the functions, support offices, locations of the validation and charging stations, useful tips and FAQs, go to: [www.bfh.ch/card](http://www.bfh.ch/card)

## 2 Contact

### Empolyees/Lecturers:

Bern University of Applied Sciences  
HR Service Centre  
Falkenplatz 24, 3012 Bern  
[hr@bfh.ch](mailto:hr@bfh.ch)  
T +41 31 848 48 48

### Students (Bachelor/ Master):

Bern University of Applied Sciences  
Student Administration  
Falkenplatz 24, 3012 Bern  
[studadmin@bfh.ch](mailto:studadmin@bfh.ch)  
T +41 31 848 43 80

### Further education students:

Please apply to the relevant secretariat.

## 3 Terms and conditions of use

With the first use of the BFHcard the cardholder accepts the following terms and conditions:

### 1. General information

All students registered at the Bern University of Applied Sciences (BFH) receive an ID card in the form of a BFHcard. For lecturers and employees, the BFHcard serves as an employee ID card. The BFHcard contains a chip that allows a range of additional functions.

### 2. Activation

In order to use all of the BFHcard's functions, it must be activated prior to use by the cardholder at a validation station.

### 3. Validation

Students receive a BFHcard, which is valid until the date shown on the card. This card must be validated each semester. Lecturers and employees are not required to validate the BFHcard regularly. The card remains valid until the end of the period of employment.

### 4. Credit

For the BFHcard to be used as a means of payment, cardholders must top it up with credit (min. CHF 10.- / max. CHF 500.-) at a charging station.



#### 5. Remaining credit

Remaining credit may be reclaimed within 30 days of graduation or the end of the employment relationship at the support offices provided. Remaining credit will be paid out in cash. All credit expires after 30 days.

#### 6. Authorised cardholders

Anyone who has been issued with a BFHcard is entitled to use the functions of the card, e.g. make payments using the card.

#### 7. Due diligence

The BFHcard must be signed by the cardholder in the space provided immediately upon receipt of the card. The card must be treated like cash and kept in a particularly safe place. If a card is lost, it must be blocked immediately by the cardholder (see section 10). When the BFHcard is returned, it will be disposed of in a manner that prevents it from being misused.

#### 8. Assumption of risk

The risks associated with misuse or loss of the card shall be borne solely by the cardholder. Misuse can be avoided by blocking the card immediately. The BFH shall assume no liability for damages as a result of loss or misuse of the BFHcard. The BFH shall also assume no liability for damages as a result of forgery or counterfeiting of the card.

#### 9. Technical malfunctions and operational failures

The cardholder shall not be entitled to claim compensation following technical malfunctions or operational failures that preclude the use of the BFHcard.

#### 10. Blocking

If the card is lost or stolen, the cardholder is obliged to block it immediately online at <https://selfhelp.bfh.ch>. Access to the cardholder's personal user account shall be possible following authentication with the BFH username and password. Once it has been blocked, all of the card's chip functions will be deactivated immediately.

#### 11. Reactivation

Blocked cards can be reactivated. To reactivate a blocked card, the cardholder must take the BFHcard to the responsible support office personally

#### 12. Defective cards

Defective cards must be reported to the support offices. In the event of a technical defect, the card will be replaced free of charge. The BFH shall not be liable for damage caused to the BFHcard by the cardholder as a result of a defect.

#### 13. Replacement cards

After blocking of a lost card or notification of a defective card, a new card must be ordered from the relevant support office (see 2. Contact). If the defective/lost card has remaining credit, this will automatically be transferred to the replacement card. A replacement card is usually issued within 48 hours.

#### 14. Charges

The first card is free. Having the card blocked or reactivated is likewise free of charge. In the event of loss, theft or damage to a card as a result of improper use, a fee of CHF 30.- will be charged for the issuing of a replacement card. The BFH reserves the right to amend these conditions at any time.

#### 15. Data protection

No particularly sensitive personal data under the terms of Article 3 of the Cantonal Data Protection Act of 19 February 1986 (KDSC; BSG 152.04) is stored on the card chip or in the BFHcard system. The card number saved on the card is the only means of identifying the card and its holder.

#### 16. Period of use and return

Students: The period of use shall end with the termination of matriculation. The BFHcard shall remain the possession of the student. The additional functions of the BFHcard may be used by the student from receipt and activation of the card until automatic blocking of the user account (max. three months after completion of the period of study) or until the end of the discretionary period (two weeks) following the biannual validation date (see section 3).

Lecturers/employees: The period of use shall end upon termination of the employment relationship. Lecturers and employees must hand in their BFHcard on the day they leave. The additional functions are available to them from receipt and activation of the BFHcard until the end of the employment relationship.

#### 17. Applicable law and place of jurisdiction

The sole place of jurisdiction shall be Berne. The legal relationship shall be governed by Swiss substantive law.