



ALMA MATER STUDIORUM  
UNIVERSITÀ DI BOLOGNA

## AlmaBike

### USEFUL FAQs

#### What does the free loan entail?

- It is a gratuitous loan for use of an *Almabike* bicycle, exclusively owned by the Alma Mater Studiorum – University of Bologna, to students selected through the call for applications, against a €99 deposit.
- The bike will be delivered ready to use in perfect working order, complete with all parts and accessories.

#### What are the obligations and responsibilities of the gratuitous bailee (student)?

- Students undertake to ride, use and keep the bike with the utmost diligence and care, in compliance with all regulations and laws, and to return it at the end of the loan period.
- Students must return the bike in the same condition it was when they loaned it out.
- Students may not loan the bike for any reason whatsoever, whether gratuitously or not.
- When parking the bike in an unattended public or private area, students must secure the bike frame to a fixed and stable object using the security system provided.

#### How does GPS work? What do I have to do to keep it working?

Students must make sure that the tracker is regularly charged by connecting a power bank to the USB cable that comes out of the saddle of the bike. Students will be informed of the need to charge the tracker when the location is no longer displayed on the GPS mapping system via the web app. The tracker should be charged approximately every 48 hours.

#### What is the purpose of GPS tracking?

- Tracking is one of the measures taken to implement anti-theft measures (if the bike is moved without authorisation from the student, an alert e-mail will be sent to the student who will be able to locate the approximate position of the stolen bike thanks to the GPS system).
- During the loan period, students can see the distance travelled each day.
- Students who will have covered the most kilometres with the Almabike in the first year of loan, as reported in the web app, will have priority access to another call for applications in the future.

#### How does the app work?

The web app displays the route covered on the city map, also in real time. Tracked routes and locations will be deleted every 15 days. It also allows you to view the number of kilometres travelled. Another feature is the option of enabling an e-mail alert to report unauthorised bike movements. For further information, please read the Instructions for Use of the app.

#### What should I do?

As soon as the app is active (approximately one week after collecting the bike), you must go on the website (specified in the Instructions of the App), LOG IN with your username (institutional e-mail address) and password (which you must create yourself and then change regularly on the app). When entering, students will be able to see the routes travelled and enable/disable the alarm.



### **How does the Alert system work in case of theft?**

When students park their bikes along the road, we recommend enabling the Alert. When logging into the app, students will be able to access the Alert enabling feature. If the bike is moved even slightly (the tracker picks up movement even if the bike is bumped into), an e-mail will be sent to warn the student. If bike movements continue, e-mails will be sent at 5-minute intervals. When riding the bike, or parking it, for example, at the end of the day in a safe place, the Alert should be disabled to avoid receiving e-mails that are only due to slight bike movements (for example, if someone accidentally touches it). Nevertheless, students must make sure they have their tracker charged.

### **Why am I not receiving notifications from the app?**

If you have completed the entire login process and your routes are displayed on the map, but you are unable to enable the Alert, you should notify the CUSB, which will then contact the University to solve the problem.

### **What should I do if my bike has a problem?**

- If the GPS isn't working, contact the CUSB ([cusb.comunicazione@unibo.it](mailto:cusb.comunicazione@unibo.it))
- If you have a structural problem, contact the bike workshops recommended by the CUSB, listed below:
  - [Dynamo Velostazione](#) – Via dell'Indipendenza, 71/I, 40126 Bologna BO (tel. 051-19900462; [info@dynamo.bo.it](mailto:info@dynamo.bo.it))
  - [BorgoCicli](#) – Via del Borgo di San Pietro 135/F 40126 Bologna BO (cell. 3701047886; [borgo-cicli@fastwebnet.it](mailto:borgo-cicli@fastwebnet.it))
  - [Almacicli](#) – Via Giuseppe Petroni, 16/C 40126 Bologna BO (cell. 3395330453)
  - [Demetra Social Bike](#) – Via Capo di Lucca, 37 40126 Bologna BO (cell. 051-248224; [bi-ci@opengroup.eu](mailto:bi-ci@opengroup.eu))
- In the event of maintenance work due to simple wear and tear (including by way of example, but not limited to: checking tyre inflation, repairing punctures, checking the gearbox, checking bike lubrication, checking that the screws and bolts are properly tightened, etc.), students can go to any bike workshop.

### **Who pays for maintenance?**

All maintenance, including maintenance required due to accidents or improper use, will be the sole responsibility of the gratuitous bailee.

### **What should I do if my bike is stolen?**

- If the stolen bike can be located via GPS, students must inform the CUSB and alert the police so that they can retrieve it.
- The report filed with the police must be submitted to the CUSB and the entire deposit will be withheld.

### **Can I get an insurance?**

- No, once you have collected your bike you will be solely responsible for all direct and indirect damage caused to third parties (people, things and animals) as well as to yourself, caused by the use of the Almabike and, as a result, you will have to pay compensation.
- If the bike isn't working properly, students must inform the CUSB.

### **How long does responsibility for the bike last?**

Students are responsible from the moment they collect the bike until they return it.



**Does the bike have a lock?**

The bike comes with an Ulock lock. Additional locking systems may be used in addition to the one supplied, but not as a replacement.

**When will I get my deposit back?**

At the end of the loan period

**How long does the loan last?**

The loan starts on the day the student collects the bike and lasts until 15 September 2021, after which students must return it.

**How can I return the bike?**

Students will be able to return their bikes from June onwards. Specific instructions will be provided on how to return the bike and where.

**What happens if the bike is damaged when returning it?**

The cost of any repairs will be deducted from the €99 deposit initially paid.

**Can the Almabike be used after the first year of loan?**

Students who will have travelled the most kilometres with the Almabike in the first year of loan, as reported in the web app, will have priority access to another call for applications in the future.

**I saw an abandoned Almabike. What should I do? Who should I contact?**

You should contact the CUSB ([cusb.comunicazione@unibo.it](mailto:cusb.comunicazione@unibo.it)).

**Who can I contact if I have any further questions?**

CUSB ([cusb.comunicazione@unibo.it](mailto:cusb.comunicazione@unibo.it)).

**What does the free loan entail in terms of privacy legislation?**

With this free loan, students accept the provision of a GPS tracking device, and the related web app system, which is useful for managing e-mail alerts in the event that the bike is moved without authorisation and for locating it on the map.

**What does acceptance of data processing entail?**

Students also agree for all trips made using the loaned bike to be monitored. Such data will be deleted every 15 days to ensure privacy protection.

**Is it compulsory to agree to data processing?**

The data processing authorisation form (privacy policy) is divided into two parts. In the first part, students must sign the Authorisation to Data Processing form and accept the tracking conditions specified, which are binding in order to be able to use the bike and are also necessary for the anti-theft security measures of the bike. The second part concerns the processing of data for scientific research purposes and, in this case, authorisation is not a binding condition for loaning the bike.

**When can I access the web app?**

The app will be released in early December, so just the time needed to register students' e-mails and nicknames on the platform.



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**For safe cycling, REMEMBER TO:**

- Use low-traffic roads as much as possible
- Keep a safe distance from other cyclists
- Stop at stop signs and traffic lights
- Use high-visibility clothing at night and in case of adverse weather conditions (e.g. fog).
- Do not use earphones while cycling
- Make sure you are not dazzled by the sun, especially around sunset
- Pay attention to road surface conditions
- Use bike paths as much as possible
- Turn on lights at night