

CORBEL INNOVATION OFFICE ASSISTANCE (INNOVATION HELPDESK)

OPERATING PRINCIPLES

Scope of assistance

This document sets out the operating principles and general conditions which will apply to and be followed in providing innovation assistance by the Innovation Helpdesk.

Assistance given by the Innovation Helpdesk consists of **non-binding guidance** on partnering, research collaboration, (business) models and, if applicable, intellectual property issues and regulatory issues, all with the aim to enhance the innovation process and provide a boost to knowledge exploitation. A team comprising experts with business development, regulatory and legal background will provide guidance, based on their experience in the field.

Binding legal and regulatory opinions are explicitly excluded from the scope. If these are required the client is referred to experts in his local organization, such as technology transfer offices, national competent authorities or to other initiatives.

The Innovation Helpdesk is available to the European biomedical research infrastructures (RIs) or to individual institutes on matters pertaining to the scope and objectives of the infrastructures. It is available free of charge for the duration of the CORBEL initiative (until September 2019).

Submission of requests for assistance

Requests can be submitted by email to the Innovation Helpdesk: innovation@corbel-project.eu

Each of the RIs has a contact person in the RI Coordination Unit who should be contacted and copied on the email request before submitting a request to the Innovation Helpdesk. Such contact person will check if the request meets the criteria for the Innovation Helpdesk in scope and objectives or if it is suitable for local assistance (e.g. the local technology transfer office), in which case the request will be redirected, and the Innovation Helpdesk will take no further action. A list of contact persons is provided on the CORBEL web portal.

A request template form needed for providing the Innovation Helpdesk with the information necessary for processing the request is available on the CORBEL web portal. The template form can be downloaded, filled in and sent electronically to the Innovation Helpdesk. The information provided in the template will help in identifying the type of assistance required and the probable extent and timing of a guidance. There is a section of the form for confidential information (see below).

The email for requests to the Innovation Helpdesk is password-protected. Only the members of Innovation Helpdesk have access to the password-protected Innovation Helpdesk email account.

Handling of requests

The Innovation Helpdesk will strive to give an initial response within three (3) working days to each request submitted via the Innovation Helpdesk email address. The response will normally indicate if the request is considered something which the Innovation Helpdesk can help with and if so, in what ways and with what likely timing an advice can be given.

Innovation Helpdesk experts

All requests will be processed by a team comprising experts with business development, regulatory and legal background employed/contracted by EATRIS-ERIC* and earmarked for (part of) their time to provide Innovation Helpdesk assistance. In the event of experts from other RIs or other external consultants being involved, this will be communicated in advance to the party requesting assistance.

* EATRIS-ERIC employees/consultants have signed contracts with EATRIS-ERIC covering confidentiality obligations

Confidentiality

The request template form for providing information (see above) contains a non-confidential part which contains project title and a non-confidential summary which provides nominal information needed for request review and for internal CORBEL reporting purposes. However, the main part of the request template form is provided for confidential information necessary to progress the request, and this confidential part will not be shared outside the Innovation Helpdesk and shall be safeguarded from unauthorized disclosure.

Information exchanged between the party requesting assistance and the Innovation Helpdesk will be kept confidential, except if otherwise expressly indicated that confidentiality is not required, which will then be indicated on the request template. Confidential information including, if appropriate, the advice of the Innovation Helpdesk, will be stored on a dedicated computer folder with password-controlled access limited to the Innovation Helpdesk experts. The information will not be shared with other employees of EATRIS-ERIC or other RIs.

If an additional Confidentiality/Non-disclosure agreement (CDA/NDA) will be required for a specific project on which advice is requested from the Innovation Helpdesk, such will be provided and signed. EATRIS-ERIC will be the party signing such CDA/NDA on behalf of the Innovation Helpdesk.

Intellectual property rights

Intellectual property remains the property of the party requesting assistance from the Innovation Helpdesk while copyright rights to certain template agreements and guideline documents remain the intellectual property of EATRIS-ERIC. Template agreements provided on Innovation Helpdesk portal are part of the services provided by the CORBEL Innovation Office and are therefore downloadable for free use.

Nothing contained in the submitted request by the party requesting assistance or in guidance provided by the Innovation Helpdesk shall be construed and deemed as granting or conferring any rights by license or otherwise in any intellectual property.

Liability

A party requesting assistance from the Innovation Helpdesk is free to accept the guidance from the Innovation Helpdesk but it is not obliged to do so. The guidance provided cannot be understood as a complete and/or authoritative advice, but as an opinion only. The information and guidance have been compiled to the best efforts of the Innovation Helpdesk. However, neither the Innovation Helpdesk experts nor EATRIS ERIC can be held liable for any information being inaccurate, incomplete or fit for purpose, and the party requesting assistance shall indemnify the Innovation Helpdesk experts and EATRIS-ERIC from any and all claims in relation to it. This applies to all guidance given as well as to guideline documents and template agreements posted on the CORBEL web portal and downloadable for use.

The Innovation Helpdesk and EATRIS- ERIC shall in no case be liable for any direct or indirect, incidental or consequential damages (including without limitation, lost business or profits, loss of data or loss of use of equipment).

Personal Data

All personal data collected through CORBEL Innovation Helpdesk will be processed in accordance with [CORBEL Privacy Policy](#) and in compliance with the General Data Protection Regulation (GDPR).