

1. Definitions

- 1.1 The term "PGTB" refers to the Bordeaux Transcriptome Genome Platform located at Bâtiment Artiga, 69 route d'Arcachon, 33610 Cestas, France.
- 1.2 The term "User" refers to all persons who ask the PGTB to produce and analyse data.
- 1.3 The term "project" refers to the analyses carried out by the PGTB on behalf of the User, or those carried out by the User in autonomy during the provision of equipment or workspaces, or the research and development (R&D) projects carried out in collaboration with the PGTB.

2. Project commitment

- 2.1 The User contacts the PGTB and specifies the type of project he wishes to carry out: number and type of samples, analyses, equipment, etc... After validation of the feasibility, the PGTB offers the User a technical solution accompanied by a price estimate.
- 2.2 If the User accepts PGTB's proposal, he/she is invited to complete the form 'Your project at PGTB'. The User undertakes to respect these general conditions of use and may formulate particular requests (samples, confidentiality, intellectual property...). Upon receipt of the form, PGTB will study the particular requests and will send the quote to the User.
- 2.3 For services and analyses in autonomy: the User sends the quote and, if applicable, the order form to the PGTB and its financial service, which validates and commits the project.
- 2.4 For R&D projects: the User and the PGTB jointly complete and validate the project specifications. If applicable, the User sends the quote and the order form to the PGTB and its financial service.

3. Samples

- 3.1 No sample representing a risk for the manipulators, the environment or the equipments will be accepted: radio-labelled samples or samples treated by a toxic chemical or CMR, samples of tissues or fluids of human and animal origin (blood, sputum, faeces, skin flakes...), samples with quarantine or emerging pathogens (*Xylella fastidiosa*, pinewood nematodes...) In case of doubt, the User must inform the PGTB before the validation of the project and the sending of the samples.
- 3.2 PGTB sends the User the requirements for the requested analysis, as well as the requirements for sending the samples and the 'Your samples' form.

- 3.3 For services and analyses in autonomy: the User prepares the samples in accordance with the requirements of the analysis. If this is not the case, the samples cannot be processed within the announced deadlines and PGTB may apply an additional cost or request a new sample shipment. For R&D projects: other requirements may be defined in the project specifications depending on the nature of the samples and the project.
- 3.4 Each time a sample is sent, the User completes the form 'Your samples' and sends to PGTB all the documents requested in the requirements of the analysis. As PGTB does not return samples, the User must only send aliquots.
- 3.5 Upon receipt, the PGTB stores DNA samples and PCR products at 4°C or -20°C and RNA samples at -80°C. If the samples require special storage conditions, the User must specify this in the "Your samples" form.
- 3.6 If the samples are damaged by the PGTB, the User will be informed and the PGTB will cover the costs of a new shipment of aliquots.

4. Procedure for a service project

- 4.1 Upon receipt of the samples, PGTB will validate them within an indicative period of 15 days. In the event of a problem with the samples, the User will be contacted. Samples that do not meet the quality criteria can be analysed after written agreement from the User, but PGTB cannot be held responsible if the analysis fails.
- 4.2 After validation of the samples, the analyses will be performed by the PGTB within 3 months and the "Ready-to-load" samples will be processed within 1 month (indicative deadline). The PGTB guarantees the quality of the manipulations carried out thanks to internal quality controls.
- 4.3 After validation of the samples, the analyses will be performed by PGTB within an indicative deadline of 1 month for ready-to-load analyses and 3 months for other analyses. These analysis times are only valid if all the elements necessary for the start of the project have been sent to the PGTB. In addition, in the event of equipment failure or for large-scale projects or projects requiring development, PGTB may announce longer lead times to the User.
- 4.4 The results will be transmitted to the User via a file sharing server or delivered in person (transfer to the User's hard drive). In the event of a problem, the User will contact PGTB as soon as possible.
- 4.5 The project will be closed 2 months after the last results have been sent and PGTB will dispose of the samples and results after this date.

5. Procedure for analyses in autonomy

- 5.1 On their first visit, the User must follow the PGTB welcome visit and be trained in the analysis or use of the equipment requested.
- 5.2 The User must inform PGTB and reserve the workstations and equipment on PGTB's reservation system at each subsequent visit. The User is responsible for the data he produces and must retrieve them at each visit.
- 5.3 The User may store his samples in the PGTB laboratory. The User is recommended to analyse samples that comply with the quality criteria given in the prerequisites for the analyses concerned and to carry out internal controls. PGTB can in no way guarantee the quality of the manipulations performed by the User.
- 5.4 Except with the exceptional agreement of PGTB, the User must only use consumables and reagents supplied by PGTB. In case of misuse of the equipment by the User resulting in repair costs, these will be charged to the User.
- 5.5 The project will be closed 2 months after the last analyses carried out by the User or if necessary after the sending of the last results by PGTB. The User must recover his samples, failing which, PGTB will dispose of the samples and results after this date.

6. Procedure for a R&D project

- 6.1 If the User must carry out analyses or use equipment in the PGTB laboratory within the framework of the R&D project, he will have to follow the conditions of paragraphs 5.1 to 5.4 above.
- 6.2 Project meetings may take place at the request of the User or the PGTB, and may give rise to project reviews to modify the initial specifications if necessary.
- 6.3 The results will be transmitted to the User via a file sharing server or delivered in person (transfer to the User's hard drive).
- 6.4 At the end of the project, an assessment will be made with the User during a project closure meeting.

7. Privacy

- 7.1 PGTB recommends that the User anonymize the name of his/her project, markers and samples. If the User declares in the form 'Your project to PGTB' that it involves personal data (DCP), PGTB will transmit the encrypted data via a file sharing server and the encryption key will be transmitted independently via the secure service recommended by INRAE.
- 7.2 To guarantee the confidentiality of projects, PGTB asks all Users present on its premises not to communicate about any project or result that they may have seen or heard on PGTB on a permanent basis.
- 7.3 The PGTB reserves the right to mention the name of the laboratory (unit, institute or company), the name of the User, the type and volume of activity in its presentations and activity reports.

- 7.4 For all particular requests for confidentiality, please refer to paragraph 2.2.

8. Intellectual property

- 8.1 The PGTB is the owner of the methods and the User is the owner of the results. The PGTB can therefore freely communicate on the methods, but can only communicate on the results with the written agreement of the User.
- 8.2 For R&D projects, the User and the PGTB define the intellectual property of the methods and results by mutual agreement in the specifications.
- 8.3 For all specific requests concerning intellectual property, please refer to paragraph 2.2.

9. Scientific promotion

- 9.1 For services provided and made available: the User must systematically mention the PGTB in the acknowledgements of all scientific valuations of the project (publications, oral communications, etc...).

For publications, the following sentence must be used: **Part of the experiments (specify which ones) were performed at the PGTB (<https://doi.org/10.15454/1.5572396583599417E12>) with the help of (specify with whom).** In the case of significant involvement of the PGTB (significant volume of analysis, methodological development, training, etc.), co-authorship will be required.

- 9.2 For R&D projects: the User and the PGTB define by mutual agreement and in the specifications the publication strategy and which members of the PGTB will be positioned as co-authors. This list may be reviewed at the end of the project depending on the involvement of each party.
- 9.3 Where the PGTB staff are included as co-authors, the User should note the following affiliation: "Univ. Bordeaux, INRAE, BIOGECO, F-33610 Cestas, France".