

1. Guidance statement

- 1.1. Sovereign Housing Association provides public computers with internet access in our receptions for use by customers. This service is provided to support customers' information, education and recreational needs.
- 1.2. All customers agree to follow the terms and conditions, below, by using the Touch Points.

2. Terms and conditions

2.1. What we offer

- 2.1.1. Sovereign Housing Association provides free public access computers. We do this to support the information, educational and recreational needs of our communities.
- 2.1.2. We offer access to the internet and software applications such as word-processing, spread sheets and email. The internet access that we provide is a filtered service. Web filtering software is used to block a range of websites that are not appropriate for a public environment (including pornography, illegal download sites, violent and offensive material). However, Sovereign Housing Association cannot guarantee that all illegal and offensive sites will be blocked. We will consider unblocking specific filtered sites on request; however, Sovereign Housing Association will retain the final decision.
- 2.1.3. Sovereign Housing Association cannot guarantee that a web site will be available when you wish to view it. There are many reasons why a website may be unavailable or why it may not be possible to download / save information from a web site. The speed at which information is downloaded is beyond our control. We cannot guarantee that a particular site will be available or that information will transmit quickly.
- 2.1.4. We do not provide data storage and all our PCs are set to delete local user files and web history automatically on log-out to protect your privacy and data security. This means you will need to save your work to a portable data storage device (a CD-ROM or data stick) or to your cloud storage area. You can bring in your own portable storage device to use on any library public access computer. However the library service cannot guarantee that all devices will be compatible with library computers. Sovereign Housing Association does not accept any liability for the loss of, or damage to, any data saved by you. CDs and data sticks can be purchased from most libraries.
- 2.1.5. Regularly updated virus checking software runs constantly on the computers and checks files for computer viruses as they are opened.
- 2.1.6. Printing is available.
- 2.1.7. In no event will Sovereign Housing Association be liable for any loss or damage including, without limitation, indirect or consequential loss or damage, or loss or damages whatsoever arising from use of our computer services.

2.2. Support available

- 2.2.1. Computer services are provided on a self-help basis. Staff can assist within time constraints and the limits of their personal knowledge. Staff may not be able to help with every IT enquiry and

will explain this to IT users if they are unable to help. Staff will not assist users with online financial transactions, including banking and purchasing due to the sensitivity of the data involved.

2.2.2. Staff can direct you towards computer training both within and outside the service and suggest books and web sites which may assist you.

2.3. Conditions of use; customer responsibilities

2.3.1. You must act in a responsible, ethical and legal way at all times, displaying behaviour appropriate to a public library setting. We ask that all library users are considerate towards one another, do not disrupt others and follow library byelaws.

2.3.2. You must not alter the desktop display or any computer settings. The desktop has been designed for public use and is not intended to be customised for individuals, although it can be adjusted for visually impaired users.

2.3.3. You must not download / run / play program files which are not supported by Sovereign Housing Association. Some file types are blocked and cannot be downloaded, in order to prevent the spread of viruses and malicious software.

2.3.4. You must not watch live streamed television on our computers as Somerset Library branches do not hold television licenses. Catch up or on demand services are allowed.

2.3.5. You must not look at illegal information / web sites.

2.3.6. You must not use the computers to view, read, download, upload, distribute, circulate or sell any material which is pornographic, obscene, racist, sexist, offensive or intended to cause harassment, alarm, distress, to stir up or cause racial hatred. It is illegal to discriminate against others or to harass others by publishing or circulating discriminatory information.

2.3.7. You must have the consent of individuals featured before publishing information online, including photographs and video files. It is unlawful to publish untrue information which damages the reputation of a person or organisation, or holds them up to hatred, ridicule or contempt.

2.3.8. You must not break copyright law. All information on the Internet is subject to copyright unless specifically stated otherwise, including images, text, video, audio and all file types. Illegal download web sites which break copyright are blocked by the web filter.

2.4. What happens if I break the terms and conditions or misuse the computer services?

2.4.1. Depending on the circumstances and the type of misuse, staff may:

2.4.1.1. Ask you to stop your inappropriate behaviour.

2.4.1.2. End your session and ask you to leave the library.

2.4.1.3. Write to issue a warning that services may be withdrawn if you continue to misuse the service.

2.4.1.4. Write to inform you that services have been withdrawn due to misuse.

2.4.1.5. Inform the police and instigate an investigation.

2.5. Health and Safety

2.5.1. You are responsible for you own health and safety.