

LibraryPlus Wi-Fi Service - Public Wi-Fi Access Terms and Conditions

This agreement sets out the terms and conditions on which wireless internet access and also known as LibraryPlus WiFi Service ("the Service") is provided free of charge to you, a guest of Northamptonshire Libraries and Information Service ("us") in consideration for your custom, your agreement to these terms and conditions

1. Extent of the Service

1.1 We do not recommend in particular the use of any websites (or other internet related services) ("Internet Services") and your use of Internet Services is carried out entirely at your own risk.

1.2 We have no responsibility for, or control over, the Internet Services you access and do not guarantee that any services are error or virus free.

1.3 We have no responsibility for, or control over, the information you transmit or receive via the Service.

1.4 Save for the purposes of network diagnostics we do not examine the use to which you put the Service or the nature of the information you send or receive.

1.5 We do not guarantee:

1.5.1 The availability of the Service;

1.5.2 The speed at which information may be transmitted or received via the Service;

1.5.3 That the Service will be compatible with your equipment or any software which you use.

1.6 Whilst we take reasonable steps to ensure the security of the Service and to prevent unlawful access to information transmitted or received using the Service we do not guarantee the security of the information which you may transmit or receive using the Service or located on any equipment utilising the Service and you accept that it is your responsibility to protect your information and have adequate security (in terms of equipment and procedures) to ensure the security, integrity and confidentiality of your information and data.

1.7 We reserve the right at all times to withdraw the Service, change the specifications or manner of use of the Service, to change access codes, usernames, passwords or other security information necessary to access the service.

2. Your Use of the Service

2.1 You must not use the Service to access Internet Services, or send or receive e-mails, which:

2.1.1 Are defamatory, threatening, intimidating or which could be classed as harassment;

2.1.2 Contain obscene, profane or abusive language or material;

2.2 Northamptonshire Library and Information Service does not have a TV licence. You will need to have a valid TV licence to watch or record live TV online and on-demand programmes from BBC iPlayer on our premises. This includes apps that allow you to watch or record live TV. This is a legal regulation governing TV Licensing.

2.3 Access to file sharing/storage services is allowed via our LibraryPlus WiFi service. But end users need to be aware that if performance issues are reported by other LibraryPlus WiFi service users or our service provider. Access will be disabled or reduced to file sharing/storage services without prior notification to users. Following advice from our service provider if access is reduced we may enforce a per client bandwidth limit for file sharing/storage services. By enforcing this limit for file sharing/storage services, once a client tries to access a file sharing/storage service, their bandwidth will be restricted for traffic going to that service. We may set a limit to a rate at which the service will still be usable but will protect the wireless network so that there is enough bandwidth for all users across our Libraries offering a LibraryPlus WiFi service.

3. GDPR Compliance

3.1 Our WiFi providers (MLL Telecom LTD) have confirmed that they are GDPR compliant and that there are processes in place to ensure on-going compliance through regular audit and procedural checks.

3.2 They have confirmed that their organisation is registered with the Information Commissioners Office.

3.3 Our LibraryPlus WiFi service providers have confirmed that any personal / sensitive data held on behalf of Northamptonshire Library and Information Service is held in compliance with GDPR regulations, held securely and used only in relation to the agreement in place to provide services to Northamptonshire Library and Information Service Any data held will be destroyed securely in line with the required retention arrangement under GDPR.

After you agree, if you wish to view the full terms and conditions please speak to library staff at your local library.