

Free Wi-Fi public access terms and conditions

It is important that you read the following information about our Wi-Fi service. Your use of our Wi-Fi service constitutes your agreement to our terms and conditions of use.

1. St Neots Town Council (“we or us”) are providing this Wi-Fi service.
2. Please bear in mind that our Wi-Fi service is free. We do not guarantee the availability or speed of our Wi-Fi service nor are we responsible for slow response times, the non-availability of any web site nor any other issue that interferes with your use of our Wi-Fi service.
3. We are not under any obligation to you to provide our Wi-Fi service nor are we liable to you (or any third party) in any way if our Wi-Fi service is not available for use.
4. We may terminate provision of our Wi-Fi service without notice and at our discretion.
5. Use of our Wi-Fi service is entirely at your own risk and we will not accept any liability for any loss of any kind.
6. We cannot guarantee that our Wi-Fi facility will be compatible with any device or hardware.
7. We are not responsible for your device’s or hardware’s inability to use or access our Wi-Fi service caused by the state of your device or hardware.
8. You acknowledge that our Wi-Fi network is unsecured and information sent over the network may be visible to others.
9. We cannot be held responsible for the privacy or security of your activities. It is strongly recommended that you use a personal firewall and take due care when transmitting confidential information such as credit card details over the Internet. For further information about online security, go to www.getsafeonline.org. We cannot be held responsible for any losses resulting from sending confidential information via the Internet.
10. It is your responsibility to provide antivirus and malware protection for your device or hardware. We will not accept any liability for damage to your device or hardware through you using inadequate security settings or your failure to protect your device by using appropriate software, nor are we responsible for any viruses or spyware which may be downloaded on to your device while using our Wi-Fi service.
11. We assume no responsibility for the safety of your device or for laptop configurations, security, or data files resulting from connection to our Wi-Fi service.
12. We cannot provide technical assistance to you in relation to using our Wi-Fi service.
13. Printing is not available using our Wi-Fi service.
14. We provide access to the World Wide Web for basic web browsing, but do not provide telnet, ftp, smtp or Internet Relay Chat software.
15. To minimise access to inappropriate material we block certain web sites and chat rooms using filtering software. This software, however, may not always prevent access to such material and we are not responsible if any unsuitable sites have not been blocked. If you find a web site that has been inappropriately blocked – or that you feel should be blocked - you may request that the site be changed by email to enquiries@stneots-tc.gov.uk.
16. If we decide the site complies with our acceptable use policy, we shall unblock it. We would hope to unblock the site within 10 days but it may take longer so please do not rely on the site being available.
17. We monitor use of our Wi-Fi service, including web sites visited. As providers of an Internet service we are responsible for responding to official requests for information from the police and for complying with legislation such as the Data Protection Act 1998.
18. We are not responsible for the accuracy, validity or legality of any information made available through the Internet.
19. We are not responsible in any way for goods, services, information or any other materials or content you obtain through the Internet while using our Wi-Fi service.

Data Protection

We provide our Wi-Fi service to you in accordance with our privacy policy (see below)

What are your responsibilities as a user of our Wi-Fi service?

1. You are fully responsible for all activities and communications that take place during your use of our Wi-Fi service.
2. You shall use our Wi-Fi service in accordance with our Acceptable Use and Fair Use policies.
3. You must not attempt to gain unauthorised access to any computer, computer network, system or information or engage in any illegal or unlawful activities.
4. You must not deliberately search for pornographic, obscene, violent or racist materials or use search terms considered to be obscene, racist or offensive. The Wi-Fi service is filtered but this is not always effective in blocking unsuitable material. You must take responsibility for your own use of the service and your own activities.
5. You must not send e-mails or messages, post blogs, publish or download content or carry out any other activity through our Wi-Fi service in any way which is offensive, racist, discriminatory, obscene, promotes violence or public disorder, is intended to deceive, infringes copyright or other intellectual property rights, breaches confidential information, privacy or any other rights or is done with any criminal or terrorist intent.
6. You must not use our Wi-Fi service to send spam emails or other unsolicited advertising or promotional materials.
7. Many of the pages on the Internet are subject to copyright. Do not infringe any of the copyright regulations that apply to web pages.
8. You will indemnify us and any organisation managing and/or supporting our Wi-Fi service against all losses, damage, expenses (including reasonable legal costs and expenses), liabilities or claims arising out of you breaking any of the terms and conditions of use of this our Wi-Fi service.

