

# Wi-Fi Terms and Conditions of Use

## City of Peterborough Social Services Division

These **Terms and Conditions of Use** will outline the hours of availability, liability, acceptable use, communication, monitoring, security, privacy and termination when using the Wi-Fi connection (Service). Please read these conditions carefully. If you do not understand these Terms and Conditions and/or do not agree with them you must immediately stop using the Service provided.

### 1. Hours of Operation

The Wi-Fi connection at the Social Services Division will be available between 8:15 a.m. and 4:30 p.m. The Service can be accessed in the Social Services Reception, Peterborough Employment Resource Centre (PERC) and the Social Services Meeting Room. Users of the Service may be limited to 1 hour sessions depending on the number of people and the network abilities.

### 2. Security/Privacy

When you access our Service, you will be required to use a password to log in. The password will be provided daily at Reception and PERC. The City of Peterborough Social Services Division will receive information that may identify you and the device you are using as well as your name, phone number, email address and your location. This information may be used to troubleshoot and/or address issues related to the Service provided and for general administrative and compliance purposes. The Information may be shared with others in the following circumstances:

- Reasonably requested or required by law enforcement authorities or other government officials, or in response to the legal process
- It is appropriate to provide the information to prevent physical harm
- Necessary to investigate or otherwise respond to suspected or actual illegal activity
- Violation of these terms and conditions of use

The City of Peterborough Social Services Division **will not** be held responsible for any corrupted files and/or viruses which affect the users of the Service. It is your responsibility to provide safeguards for your system from theft, unauthorized use or system corruption by using appropriate means. Any detriment to the network as a result of you not providing these safeguards may result in termination of your access to the Service.

### 3. Acceptable Use

Your access is not to affect the network in a way which causes the network services to become too slow and/or unavailable to others. The service is not to be used for illegal activities, harassment, stalking or any other offensive behavior. It is not for multi-media streaming, data transmission, data feeds and /or automatic transmissions.

### 4. Communication/Monitoring

The use of this Service may be monitored. The City of Peterborough Social Services Division may receive information about the content you have, sent, received and used while accessing the Service. This may also include any communications you have engaged in. This can include information about recipients and senders such as email addresses, phone numbers and other personal information.

The City of Peterborough Social Services Division reserves the right to filter or block any inappropriate content and to provide reasonable security measures for the continued use of this Service.

### 5. Liabilities

City of Peterborough Social Services Division **is not** responsible or accountable for all liabilities and expenses related to any violation of these Terms and Conditions. These may include, but are not limited to: failure of performance, error, omission, interruption, defect, and delay in operation of transmission, computer virus or line failure. The City of Peterborough Social Service Division makes reasonable efforts to filter certain objectionable, harmful or illegal content **but cannot and does not** guarantee that these filters will completely prevent all such content from being accessed by you or by others devices using the Service.

### 6. Termination

The City of Peterborough Social Services Division may at any time change, limit, suspend or terminate the Service. This will include your access to and/or use of the Service. In the event of Termination, your rights to use the Service will stop immediately.

Please note that the Service provided by the City of Peterborough Social Services Division is on an “as is” or “as available” basis within these Terms & Conditions of Use. There is no support from Social Services staff.

**By selecting “I agree”, you are agreeing to these Terms and Conditions.**

**Peterborough Social Services**  
*Helping people, changing lives.*