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# WIFI ACCEPTABLE USE POLICY

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The Manor Hall at Coalpit Heath CIO



MANOR HALL AT COALPIT HEATH, HENFIELD ROAD, COALPIT HEATH,  
SOUTH GLOUCESTERSHIRE, BS36 2TG

# The Manor Hall at Coalpit Heath CIO

Registered Charity no 1169917

## WIFI ACCEPTABLE USE POLICY

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### 1 Introduction

The Manor Hall Network is a resource from which we provide a WIFI network to our customers. Our objectives for operating and managing the Manor Hall Network are to provide a high quality, reliable service to our customers; respect the privacy of our customers; protect the security and integrity of our network and related systems; encourage responsible use of our network; and comply with applicable laws. Because the Manor Hall Network is shared by many customers and other users, achievement of our objectives requires appropriate use by each customer and user.

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### 2 Policy Statement

Use of the Manor Hall Network contrary to the operational and management objectives for the Manor Hall Network is unacceptable and prohibited.

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### 3 Scope

This Policy applies to all customers and to all other users of the Manor Hall Network.

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### 4 Prohibited Uses

Examples of prohibited uses of the Manor Hall Network are described below. The examples are guidelines and are not intended to be exhaustive.

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## Illegal/Criminal Activity

The Manor Hall Network may not be used in connection with criminal or civil violations of laws, regulations, or other government requirements of any jurisdiction. Such violations include theft or infringement of copyrights, patents, trademarks, trade secrets, or other intellectual property, export control violations, fraud, forgery, pyramid or other prohibited business schemes; and theft, misappropriation, or unauthorised transmission or storage of funds, credit card information, personal information, or online services.

## Security Violations

The Manor Hall Network may not be used to violate the security of a network, service or other system. Examples of security include hacking, cracking into, monitoring, or using systems without authorisation; scanning ports; conducting denial of service attacks; distributing viruses or other harmful software; smurf attacks; and unauthorised alteration or destruction of websites or other information.

## Threats

The Manor Hall Network may not be used to transmit or store material of a threatening nature, including threats of death or physical harm, harassment, libel, and defamation.

## Offensive materials

The Manor Hall Network may not be used to transmit or store material of an offensive nature, including obscene, pornographic, indecent, abusive and harmful materials, or to transmit to recipients material which is inappropriate for them, including obscene or offensive materials to children.

## Spam

The Manor Hall Network may not be used to spam. Spam includes any of the following activities:

- sending any unsolicited email that could be expected, in our judgement, to provoke complaints.
- sending email that does not accurately identify the sender, the sender's return address, and the email address of origin.
- sending unsolicited email without identifying in the email a clear and easy means to be excluded from receiving additional email from the originator of the email.
- collecting the responses of unsolicited email.
- sending email with charity requests, petitions for signatures, or any chain mail related materials.

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- posting a single message or messages similar in content to more than five online forums or newsgroups.
- posting messages to an online forum or newsgroup that violate the rules of the forum or newsgroup.

## Security System

The Manor Hall Network may not be used, directly or indirectly, with systems that are not configured and maintained in a manner which prevents their use by others in violation of this Policy. Examples include improperly securing a server so that it may be used by others to conduct a denial of service attack, improperly securing a mail server so that it may be used by others to distribute spam, and improperly securing an FTP server so that it may be used by others to illegally distribute licensed software.

## Other

The Manor Hall Network may not be used in a manner that damages Manor Hall's reputation or goodwill; violates another ISP's acceptable use policy and/or terms of service; or interferes with another's use of the Manor Hall Network.

## Attempts

The Manor Hall Network may not be used to attempt an activity prohibited by this Policy - whether or not successful.

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## 5 Indirect Use

A violation of this Policy by a person having only indirect access to the Manor Hall Network through a customer or other user will be considered a violation by the customer or other user, whether or not with the knowledge or consent of the customer or other user. As an example, resellers are responsible for the actions of customers to whom they directly and indirectly provide services using the Manor Hall Network. We will address and attempt to resolve complaints about the actions of customers of a reseller without the reseller.

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## 6 Responses to Violations

To achieve the objectives of this Policy, we will determine, in our discretion, whether a use of the Manor Hall Network violates this Policy. While it is not our intent to monitor, control, or censor communications on the Manor Hall Network, when we become aware of a violation of this Policy, we may take such action as we deem appropriate to address the violation as described below.

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Violations of this Policy may result in a demand for immediate removal of offending material, immediate temporary or permanent filtering, blocked access, suspension or termination of service, or other response appropriate to the violation, as we determine in our discretion.

When feasible, it is our preference to give notice so that violations may be addressed voluntarily; however we reserve the right to act without notice when necessary, as we determine in our discretion. To the extent doing so does not interfere with our ability to achieve the objectives of this Policy (as we determine in our discretion), we will attempt to limit any filtering, suspension, termination, or other response to the addresses, locations, users, or services with respect to which the violation occurs. We will not have any liability for the actions we take in response to violations of this Policy. The responses described in this Policy are not exclusive and we may take any other technical or legal action we deem appropriate.

We may cooperate with system administrators at other ISPs or other network or computing service providers to enforce this Policy or a policy of another provider. We may involve, and will cooperate with, law enforcement if criminal activity is suspected. Violators may also be subject to civil or criminal liability under applicable law.

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## 7 Incident Reporting

Complaints regarding violations of this Policy should be directed to the Hall Manager. Where possible, include details that would assist us in investigating and resolving the complaint (eg. expanded headers and a copy of the offending transmission).

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## 8 Contact Information

If you have questions or comments about this Policy, please contact the Manor Hall Network by sending an email via [manorhallch@googlemail.com](mailto:manorhallch@googlemail.com)

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## 9 Important Customer Information

This Policy is not by itself sufficient to prevent possible harm to persons who use the Manor Hall Network as a result of violations by others. Users of the Manor Hall Network are responsible for taking such steps as they deem necessary to protect the security, integrity, and availability of their networks, systems, services, and information, and to restrict access to undesired content, sites, and services. We will not be liable to Manor Hall customers or other users of the Service or the Manor Hall Network for harm that results from violations of this Policy, even when we are aware of those violations.

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This Policy supplements, but does not supersede, the contracts between Manor Hall and its customers; if such a contract restricts a use of the Manor Hall Network that is not addressed in this Policy, the contract will govern with respect to such use.

A violation of this Policy by a Manor Hall customer is a material breach of the customer's Contract with Manor Hall and may result in termination or other consequences as specified in the Contract. Refunds or credits are not issued in connection with actions taken for violations of this Policy.

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## 10 Revisions to this Policy

We may revise this Policy at any time, effective when posted to our public web site. Notice of revisions may also be provided via email or regular mail.