

High Life Highland (HLH) Libraries are pleased to offer access to computers and the internet to its members and visitors (hereinafter referred to as customers). Access to the Public Access computers and internet is offered on condition that customers agree to abide by this Acceptable Use Policy. The service has been designed to provide internet access and provide general computing functionality including the ability to save files to CDs, DVDs and USB memory sticks.

Customers can access the computers after signing a declaration on the library joining forms that they agree with this AUP. Parents and guardians must sign on behalf of those under 16.

Safety

Access to the internet will enable customers to explore thousands of libraries, museums, and other repositories of information and to communicate with internet users around the world. Customers should be aware that some material accessible via the internet is illegal, defamatory, inaccurate, pornographic, obscene or potentially offensive in other ways. HLH has taken steps to try to block such sites, although we cannot guarantee that all unacceptable information and images will be blocked. If you find a legitimate site which you need unblocked, please submit a request via <https://highlifehighland.com/websense> so it can be considered.

Privacy

Information on internet sites visited on the Public Access computers is recorded and monitoring information will be accessed where there is a reasonable suspicion of misuse and may be disclosed to the Police without notifying customers.

Terms of Use

1. The use of the computers and internet access is a privilege and not a right, which may be taken away if abused. The customer is personally responsible for his/her actions in accessing and utilising the computer and through it, the internet.
2. The use of computers, internet services and applications are subject to various legislative provisions, including, but not limited to the Data Protection Act 1998, Computer Misuse Act 1990, Human Rights Act 1998 and Copyright Designs and Patents Act 1988. Customers must comply with all legal requirements and also comply with any library regulations and instructions displayed alongside computers or given to you by library staff.
3. Parents and guardians of minors are responsible for setting and conveying the standards that their children should follow when using media and information sources. Customers under 8 years of age should be supervised. High Life Highland (and its providers) does not take responsibility for materials accessed by other customers at adjacent terminals, although this Policy requires all customers to follow acceptable behaviour.
4. Downloading software/media – Legally available media, software, shareware or freeware may be downloaded and copied to CD/DVD or USB memory stick.

5. Customers must not in any way deliberately cause any form of damage to High Life Highland computing equipment or software.
6. Abuse of Password or PIN – Password or PIN should be held as private information and not disclosed to anyone else.
7. The customer acknowledges that the internet is not a secure environment, and that disclosure of personal information on-line, including bank details, is at the customer's own risk. High Life Highland accepts no responsibility for the consequences of any such transmission of information.
8. Unacceptable use of computers and the Internet may result in your access being withdrawn and may be reported to the Police. Customers should not utilise the computers and internet access to submit, publish, display, download, copy or transmit any information which:
 - a) damages the computer system or network in any way - (Customers should not amend or delete existing programs on the computer, or introduce viruses or malware on to the computer, or circumvent anti-virus software or filtering)
 - b) is illegal because it violates copyright laws, Data Protection Act, Computer Misuse Act or any other relevant legislation
 - c) is harmful to any other person
 - d) encourages illegal behaviour
9. Customers must not attempt to store, produce, copy, access or display material which may be considered to be offensive. This may include text or images of a sexual, pornographic, obscene, defamatory, libellous nature, or which promote violence, contain hate speech or any material of an illegal nature, or likely to cause distress or offence to others. What is considered offensive will be at the sole discretion of High Life Highland staff.
10. Customers may attach personal hardware such as digital cameras or USB memory sticks into the computer's USB ports. High Life Highland accepts no responsibility for any problems relating to such use of personal hardware, including any loss or damage to equipment or data resulting from such connections.
11. Live TV streaming is not accessible on the computers, but TV 'catch-up' services are accessible for some providers.

12. High Life Highland give no warranties with respect to internet service and it specifically assumes no liability for:
- a) the content, accuracy or quality of any advice or information received by the customer from any internet source or any costs or charges incurred as a result of seeing or accepting such advice or information
 - b) any costs, liability or damages caused by the way the customer chooses to use the internet access
 - c) any consequences of service interruptions or subsequent charges
 - d) loss of personal data, files or other information
13. E-Resources – High Life Highland provides access to digital media from RB Digital eBooks, Press Reader digital newspapers, and to extensive on-line reference tools. Use of these services is subject to the providers' terms and conditions and to this Acceptable Use Policy. High Life Highland accepts no responsibility for materials accessed from these providers. Parents or guardians must assume responsibility for guiding dependents under the age of 16 in their use of these services whether these are accessed via the internet or applications.
14. Failure to use the Public Access PCs in accordance with this Acceptable Use Policy may result in the following procedure being invoked:
- (i) A verbal warning will be given and if a customer still continues to misuse the service (ii) will be invoked
 - (ii) A written warning will be issued and if misuse continues (iii) is invoked
 - (iii) Access to the service will be withdrawn from that customer for a specified period.
 - (iv) Serious offences will, as appropriate, be reported to the Police, and access immediately withdrawn from the customer.