

Using our Wi-Fi Service

By using Royal Borough of Windsor and Maidenhead Library and Resident Services Wi-Fi service, you agree to abide by the terms and conditions of our Acceptable Use Policy.

Acceptable Use Policy

- Our Wi-Fi service is available at all libraries.
- The Royal Borough of Windsor and Maidenhead Library and Resident Services cannot guarantee availability or compatibility with all equipment and hardware used with our Wi-Fi service.
- Our Wi-Fi network is secured, information transmitted is encrypted but there is a risk that it may be intercepted by others.
- Printing is not available using the Wi-Fi service but is available using the library computers.
- For more information about online security, go to www.getsafeonline.org
- Library staff are not trained to provide specific Wi-Fi technical assistance to customers. They will not configure your equipment or wireless adapter.

Your responsibilities:

- You are responsible for the safety of the electronic equipment you use to access the Wi-Fi service.
- You must ensure that cables do not cause a safety hazard.
- You are responsible for the privacy or security of your activities when using the public Wi-Fi service. The Royal Borough of Windsor and Maidenhead (RBWM) cannot be held responsible for the privacy or security of your activities.
- It is your responsibility to provide antivirus protection for your equipment. RBWM cannot accept responsibility for damage incurred to your equipment or hardware through your failure to protect it through appropriate software or by incomplete security settings.
- It is your responsibility that you take great care when transmitting financial, private or confidential information such as credit card details over the Internet. RBWM cannot be held responsible for any losses resulting from sending confidential information via the Internet.
- You are responsible for the accuracy, validity or legality of any information you make available over the Internet.
- You are responsible for not infringing any of the copyright regulations that apply to Internet web pages. Many of the pages on the Internet are subject to copyright. Visit www.cilip.org.uk/copying for further information about copyright.
- Use of this service is entirely at your own risk.

Royal Borough of Windsor and Maidenhead responsibilities:

- RBWM has a duty to protect you from illegal or inappropriate material held on the Internet. We block some web sites using filtering software, but this software may not always be able to prevent access to such material.
- If you find a web site that has been inappropriately blocked you may request that the site be made available, although RBWM reserves the right to block any site considered to be inappropriate for public access. If you find a web site which you think is unsuitable, please report this to a member of Library and Resident Services staff.
- RBWM is not responsible for equipment or the security of data resulting from connection to Wi-Fi.
- RBWM will not accept liability for any loss or damage that may arise from use of this Wi-Fi service.
- RBWM cannot guarantee response times or the availability of any web site.
- RBWM is responsible for monitoring use of the Wi-Fi service, including web sites visited. Log files of browsing activity are retained for 1 year. As providers of an internet service we are responsible for responding to any official request from the police and for complying with current data protection legislation. If you would like more information on your personal data journey, read our privacy statement: www.rbwm.gov.uk/sites/default/files/2020-04/PR017C~1.PDF
- If you infringe these regulations relating to the use of the Wi-Fi access your right to use this service may be withdrawn.