



Internet and Wi-fi Access Policy

Purpose of this policy

This policy sets out the terms on which Swineshead Village Hall (“we”, “our”, “us”) provides internet access and Wi-Fi (“the Service”) to hirers, visitors and other authorised users (“you”, “users”). It is designed to promote safe, lawful and responsible use of the Service and to help protect the hall, its trustees and users from legal and security risks.

Use of the Service indicates that you have read, understood and agree to comply with this policy.

Availability of the Service

- The Service is provided free of charge to legitimate users of Swineshead Village Hall, such as hirers and their guests, during the period of their booking or visit.
- We do not guarantee that the Service will be available at all times or that it will be fault-free, secure, fast or compatible with all devices.
- We may suspend, withdraw or restrict the Service at any time without notice, for example for maintenance, security, misuse or technical reasons.
- We do not provide technical support for connecting or configuring your devices.

Eligibility and access

- Access is intended only for users of Swineshead Village Hall and must not be shared with others who are not using the hall.
- We may provide a Wi-Fi password which must be kept secure and not posted on public websites or social media.
- Hirers are responsible for ensuring that their group members, staff, volunteers and guests comply with this policy.

Security and your responsibilities

- The Wi-Fi network is not guaranteed to be secure. You use it at your own risk.
- You are responsible for ensuring that any device you connect has up-to-date security protections (such as antivirus, firewall and software updates).
- You must keep your own accounts, passwords and personal information secure and take care when transmitting sensitive information (for example, internet banking or online purchases).
- We are not responsible for any loss, damage or unauthorised access to your device or data arising from your use of the Service, including viruses, malware, hacking or data theft.

Where children or vulnerable adults are using the Service, it is the responsibility of the hirer, parent, carer, group leader or other supervising adult to monitor and control their access.

Acceptable use

You must use the Service in a lawful, responsible and considerate manner. In particular, you must not use the Service to:

- Access, create, store, download, upload, transmit or share material that is illegal, harmful, defamatory, discriminatory, fraudulent, obscene, sexually explicit, extremist or that promotes violence, hatred or abuse.
- View, download or distribute indecent or illegal images of children or any content that exploits or harms children or vulnerable adults.
- Bully, harass, stalk, threaten, abuse or otherwise cause distress or nuisance to any person.
- Infringe copyright, trade marks, database rights or other intellectual property rights (for example, by downloading or sharing pirated films, music, software or games).
- Engage in hacking, attempts to gain unauthorised access to any system, network, account or data, or to test or circumvent security measures.
- Introduce or transmit viruses, malware, ransomware or any other harmful code, or deliberately disrupt or degrade the Service or other networks.
- Send spam, unsolicited advertising or bulk messages, or operate any form of server, relay or file-sharing service.
- Carry out any activity that is unlawful under UK law, including (but not limited to) the Computer Misuse Act 1990, the Data Protection Act 2018 and UK-GDPR, the Criminal Justice and Public Order Act 1994 and copyright legislation.

You must also:

- Use the Service in a way that does not unduly impact other users (for example, excessive bandwidth use such as large file downloads or continuous streaming may be restricted).
- Comply with any content filters or access restrictions we put in place (for example, parental controls or blocked categories of websites).

Monitoring, logging and privacy

- We may log technical information about devices that connect to the Service, such as MAC address, IP address, connection times, data volumes and sites or services accessed.
- These logs are used for the purposes of operating the network, managing capacity, detecting and investigating misuse or security issues, and complying with legal obligations.
- We do not routinely inspect the content of communications, but we reserve the right to review logs or other data where misuse, security incidents or illegal activity are suspected, and to share relevant information with law enforcement or other authorities where lawful and appropriate.

Any personal data processed in connection with the Service will be handled in accordance with Swineshead Village Hall's Privacy Statement, which explains your rights and how to exercise them.

Content filtering

- We may apply content filtering or other safeguards to block or restrict access to categories of websites that are illegal, high-risk or inappropriate (for example, pornography, gambling or extremist material).
- These measures are intended to support a safe environment for all users, including children and vulnerable adults, but they cannot guarantee that all harmful or unsuitable content will be blocked.

You should still exercise caution and supervision, especially when children or young people are using the Service.

Liability and indemnity

- You are responsible for any activity carried out using your devices on the Service and for ensuring that such activity is lawful and compliant with this policy.

- Swineshead Village Hall accepts no liability for:
 - loss or damage to your devices, data or software;
 - loss of business, profits, or other indirect or consequential losses;
 - the accuracy, legality or suitability of any content you access via the internet.

By using the Service, you agree to indemnify Swineshead Village Hall, its trustees, officers and volunteers against any claims, losses, damages, costs or expenses (including legal fees) arising from your breach of this policy or misuse of the Service.

Breach of this policy

If we reasonably believe that you have breached this policy or used the Service in an unlawful or unsafe way, we may:

- Temporarily or permanently suspend or block your access to the Service.
- Require the hirer or organiser to end your use of the Service or leave the premises.
- Report suspected illegal activity to the police or other relevant authorities and provide them with any information we reasonably consider relevant.

Hirers remain responsible for the behaviour of their group and guests and for ensuring compliance with this policy throughout their booking.

Relationship with hall hire and other policies

- This policy forms part of the terms and conditions of hire and use of Swineshead Village Hall.
 - In the event of any conflict between this policy and a hire agreement, the hall's trustees may determine the appropriate interpretation.
 - This policy should be read alongside our Privacy Statement, Safeguarding Policy and any other relevant hall policies.
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Changes to this policy

We may update this policy from time to time to reflect changes in technology, legal requirements or our services. An up-to-date copy will be available as part of the booking information and/or on our website.

Last updated: 17/07/2026