

User Acceptance Policy Govroam Services hosted by Provide CIC

TO CONNECT TO THIS WIFI SERVICE, YOU MUST READ AND UNDERSTAND THE END USER ACCEPTANCE POLICY BELOW.

End User Acceptance Policy for Govroam Services hosted by Provide CIC

Govroam users must read and understand this policy before attempting to connect.

1 Govroam network service users and all parties' responsibilities

- a. This policy covers Govroam network connection and internet access services supplied by either Provide CIC's Technology Department or Provide CIC commissioned third-party suppliers on behalf of Provide CIC.
- b. Before connecting to Provide CIC Govroam network services at any of the Provide CIC group companies' sites, you must read and understand this Govroam End User Acceptance Policy,
- c. Users connecting to Govroam network services will be legally bound by the terms and conditions specified in this policy.
- d. If you do not agree to all or any part of the policies, you shall not use or attempt to connect to Govroam network services at Provide CIC's sites.
- e. You must not circumvent the user authentication and information governance process to use this network service in any way or form.
- f. You should not connect any vulnerable or non-compliant devices to the Govroam network. It is your responsibility to ensure that your device is running licensed software and applications, and that your device hardware and software have all the up-to-date security and firmware updates required.
- g. You are responsible for the security of your device and for any activity you perform on this network and on the Internet using this service. Ensure that your device is running antivirus and similar endpoint protection applications, and that they are up to date with the current version and the latest security patches.
- h. Govroam authentication will only work for staff working for a UK company or organisation that has an active contract with JISC and/or a JISC-authorized federated Govroam service provider. Others shall not use or attempt to connect to Govroam services at Provide CIC sites.
- i. Govroam network services is hosted by Provide CIC to enhance collaborative working in the region and facilitate Internet access for work related resource access for Health, Wellbeing, Social care, enablement care and UK government public services only. You shall not use this service for any other purpose. Your usage must comply with this policy, your organisations IT policies and UK laws.

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- j. You shall not use network scanning applications or network packet capturing software or engage in similar activities to monitor or collect information from other devices, including personal information, or perform or assist in 'Ethical Hacking' activities on or from this network.
- k. The Provide CIC hosted Govroam network is an optional service. Provide CIC does not guarantee the security, availability, quality of service, or bandwidth availability of this service, and Provide CIC reserves the right to cancel it at any time without prior notice.
- l. Provide CIC reserves the right to filter and block any websites, web pages, and content on its service that it deems illegal or generally unsuitable for the location in which this service is provided.
- m. Provide CIC's Govroam network service is free to use. For any connection/technical issues at Provide CIC's sites, we recommend that you first report them to your company's technology department to ensure there is no issue with your user account or your device. You may also report to Provide CIC's Technology department directly or via your Provide staff contacts. Provide CIC does not guarantee or is bound by any service level agreement for your use of this service. Any technical assistance provided will be based on a best effort basis.
- n. Provide Community Interest Company (Provide CIC) is based in the UK; its headquarters is at 900 The Crescent, Colchester Business Park, Colchester, CO4 9YQ. Provide CIC has many sites in the UK and is changing dynamically part of its service developments.
- o. Provide CIC may modify these terms and conditions at any time by updating this policy on our website; your responsibility is to read and understand the updated policy before connecting to Govroam network services.





2 Private Information handling and compliance requirements.

- a. To authenticate you and your device and connect your device to the network, IT systems will need to handle your username, hostname, device MAC, and IP address details.
- b. Additionally, to allow access to the Internet and internet resources, IT systems need to handle destination URLs, IP addresses, and MAC address details.
- c. The information handled by the IT systems is minimal and absolutely necessary to connect and use Govroam services. This information will be collected as part of technical logs along with the time and duration and kept for a three-month period for legitimate purposes, such as troubleshooting authentication and connection issues, and to comply with UK laws.
- d. Technical logs collected containing private information will be secured using effective encryption algorithms in transit and at rest. They will be stored within EU data centres for a maximum period of three months only. After the three-month period, collected data will be automatically deleted. Any storage hardware requiring decommissioning will be shredded and destroyed in compliance with relevant laws.

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- e. Provide CIC holds a contract with the regional Govroam Service Provider, Thurrock Council, and the national Govroam service provider, JISC, to facilitate the Govroam network services. Provide CIC may need to share technical logs containing the aforementioned private information with Thurrock Council's IT or their IT contractors and JISC's IT or their IT contractors who are involved in troubleshooting Govroam-related connectivity issues or access issues.
- f. Access to technical logs will be facilitated through a secure communication channel and controlled by an effective two-factor authentication method. Provide CIC's technical teams or their contracted suppliers responsible for provisioning this service or providing ongoing maintenance and technical support may process the information contained in the technical logs for troubleshooting purposes.
- g. Provide CIC will not disclose private information collected in conjunction with the provision of this service to any third party, except if it is required by law to disclose your private information and/or information pertaining to the usage of the service to the relevant authorities in the investigation of any suspected or alleged crime.

3 Links to other relevant policies you must read and conform:

- a. Provide CIC's Privacy Policy:
 provide.org.uk/privacy
- b. Provide CIC's Cookie Policy:
 provide.org.uk/cookies
- c. National Govroam Infrastructure Service Provider JISC's Privacy Notice
 beta.jisc.ac.uk/website/privacy-notice
- d. Provide CIC FOI/Subject Access Request:
 provide.org.uk/your-information

4 Govroam information pages

- a. Provide CIC Govroam Information Page
provide.org.uk/govroam-service-information-page
- b. Govroam Service Definition:
repository.jisc.ac.uk/6907/1/govroam-service-definition.pdf
- c. Govroam Coverage map:
map.govroam.uk/govroammap.html