

## Landlords - Terms and conditions

1. Unauthorised access to the MySouthwark Account service (to specific account detail level) contravenes the Computer Misuse Act 1990 and may incur criminal penalties as well as damages. Please proceed only if you are the Authorised User.

2. You will be deemed to have agreed with Southwark Council ('the council') (until you otherwise inform the Council in writing) that:

(a) emails to you will be sent to the email address given by you when you requested online access to the account;

(b) you will notify the council in writing of any change in your email address;

(c) you must have and maintain throughout, a valid email address

3. You are responsible for keeping your user name and password secret and safe to prevent unauthorised viewing of your account. If you suspect either of the above has been compromised, you will need to cancel the service and re-apply. The council shall take appropriate technical and organisational measures against unauthorised or unlawful processing of personal data and against accidental loss, destruction of, or damage to personal data.

4. Although we take steps to ensure our websites and links are virus-free, you are advised to ensure that you have adequate anti-virus protection on your computer.

5. The council endeavours to maintain an active online service 24 hours a day, 7 days a week. However you acknowledge that due to essential maintenance and updates there are times when online services may not be available. It can also be affected by your Internet Service Provider, your dial-up connection and your PC. If you experience connection difficulties you are advised to retry accessing the service.

6. Personal data held in respect of your accounts is held in accordance with Data Protection legislation in force. The full privacy policy is accessible via this link

<http://www.southwark.gov.uk/important-information/mysouthwark-terms-and-conditions>

7. The council reserves the right to suspend or withdraw the service at anytime on the following grounds:

(a) the carrying out of essential maintenance and updates;

(b) technical system problems which requires urgent service and maintenance;

(c) and such other reasonable grounds which the council deems appropriate to suspend or withdraw the service.