



# HANET Operational Terms and Conditions

Version 5.4

## 1. Introduction

- 1.1 This document outlines policy for the usage and operation of the HANET (Highways Agency Network Viewer) Operational System to ensure that the system is used in a safe and responsible manner.
- 1.2 HANET Operational is a part of CCTV Public Access, a Highways Agency Operational system.
- 1.3 The HANET Operational system has been designed with the emphasis placed on controlled secure access and being operated by responsible Users.
- 1.4 HANET Operational has been developed primarily for dissemination of CCTV images to HA stakeholders.
- 1.5 The "User" is defined as the authorised person who will access HANET Operational and view CCTV images and who must abide by these terms and conditions.
- 1.6 The "Administrator" is the administrator of the HANET Operational system, appointed by the Highways Agency.
- 1.7 The User has no operational control of Highways Agency CCTV cameras, nor exclusive use of Highways Agency CCTV images.
- 1.8 This document must be read by the User before access to the HANET Operational System shall be granted.

## 2. Conditions of Use

- 2.1 The User shall provide the Administrator with their own username and password to access the system.
- 2.2 The User shall be notified of activation of the HANET Operational account by email
- 2.3 Detected abuse or misuse of the HANET Operational system could result in the suspension of access to HANET Operational. The Administrator will be responsible for reporting instances of abuse or misuse to the Highways Agency. The Highways Agency or Highways Agency representative will contact the User to discuss this matter. The Highways Agency has the right to suspend access to HANET Operational; the decision of the Highways Agency will be final.
- 2.4 Potentially HANET Operational could display images of a distressing nature. By agreeing to this agreement the User accepts that the Highways Agency, WSP Group plc, Simulation Systems Ltd or any Police force take no responsibility for any trauma or distress, loss or liability caused to the user or persons viewing HANET Operational image content.
- 2.5 The User shall not leave a computer logged into the HANET Operational system unattended.
- 2.6 The User shall not capture, store or pass any images to any other person or organisation under any circumstances.
- 2.7 The User shall not use any interface other than that provided at [www.hanet.org.uk](http://www.hanet.org.uk)
- 2.8 The User shall not access or attempt to access more than 6 cameras simultaneously.
- 2.9 The User shall not use the HANET Operational system in a manner that contravenes the Humans Rights Act of 1998 article 8.
- 2.10 The User shall not demonstrate the HANET Operational system to any third party or member of public without the express permission of the Highways Agency.

## 3. Acceptable Use

- 3.1 The User shall not divulge their username or password to any other party or organisation. Multiple logins using the same username are not permitted.
- 3.2 The User agrees that any personal information obtained from using the HANET Operational system shall remain confidential.
- 3.3 Access to HANET Operational is granted partly on the basis of a potential user's employer and job role. Should the User leave his/her current employment, they must notify the Administrator immediately so that the account can be terminated. In the event that the User would require access to HANET Operational in their new role, the account details may be modified accordingly at the discretion of the Administrator. Failure to notify the Administrator will be classed as abuse of the system and will result in the User account being terminated.
- 3.4 The User shall not use the HANET Operational system in a manner that would cause offence or distress to any colleague or employee.
- 3.5 To avoid any unauthorised access to HANET, the User shall logout from the system when they are not actively using it, or when leaving the computer used to access HANET unattended.

## 4. Operational Use

- 4.1 Provision of images to the User is made without any guarantees of level of service or that access to images will be uninterrupted or error free.
- 4.2 The system administrator reserves the right to suspend operation of the HANET Operational system to perform system maintenance.
- 4.3 Higher level Users (Police and RCC operators etc) reserve the right to blank images to lower level users.

## 5. Administration

- 5.1 The User accepts that his/her user details will be stored in a secure database for administration purposes.
- 5.2 The User database will be reviewed on a monthly basis. Any accounts which are found not to have been accessed within the previous 200 days will be disabled. Such accounts can be re-enabled on the request of the registered user, by sending an email to the Help Desk.

## **6. For Information**

**6.1** The HANET system can be accessed from any internet enabled PC at [www.hanet.org.uk](http://www.hanet.org.uk)

**6.2** The Administrator can be contacted at the Traffic Cameras Service Helpdesk email address: [tcs\\_help@wspgroup.com](mailto:tcs_help@wspgroup.com), or by using the feedback form which can be found under the 'Feedback' link at the top of each page on the HANET Operational website

## **7. Data Protection**

**7.1** The Highways Agency is operating the HANET service through WSP UK Ltd (hereafter referred to as WSP). The contact details you have provided are held by WSP on behalf of the Agency and are solely used to inform HANET users of service failures or advise of changes to the service. Any information you have provided will be held in a secure environment and will not be used for any other purpose. We will not share your details with any other organisations or individuals. If you would like your contact details deleting at any time, please e-mail the Traffic Cameras Service Help Desk at [tcs\\_help@wspgroup.com](mailto:tcs_help@wspgroup.com). WSP, on behalf of the Agency, will delete your contact details within 24 hours of receiving notification from you. As valid contact details are a strict requirement of holding a HANET user account, any user-requested deletion of contact details will also result in the removal of the associated account.