



WiFi Terms & Conditions

14 April 2025

Our ref: WiFi Terms April 2023

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Thurstan Hoskin Solicitors LLP (the “Firm”) provides wireless internet access (“WiFi”) for use by staff, clients, visitors, and approved third parties at its Redruth and Hayle offices, subject to the following terms and conditions.

1. Definitions and Network Types

1.1. The Firm operates three WiFi networks (SSIDs), each with specific access purposes:

- **Thurstan Hoskin** - for use by staff personal devices such as mobile phones and tablets.
- **Thurstan Hoskin Guest** - for clients, visitors, and suppliers who are not members of staff.
- **Thurstan Hoskin IOT** - for authorised Firm devices only. This network is restricted and secured within the Firm’s firewall and internal systems.

1.2. Access to any of these networks is a privilege and may be withdrawn at any time without notice.

2. Conditions of Use

2.1. By accessing or using any of the Firm’s WiFi networks, you acknowledge and agree to be bound by these Terms of Use.

2.2. If you do not agree with these terms, you must not use the WiFi network.

3. No Guarantee of Service

3.1. The WiFi service is provided **free of charge** and on an “as is” and “as available” basis.

3.2. The Firm does not guarantee that the service will be uninterrupted, timely, secure, or error-free.

3.3. There is **no service level agreement (SLA)** and no commitment to minimum bandwidth or availability.

3.4. Access to the WiFi may be restricted or temporarily suspended at the Firm’s discretion, including but not limited to maintenance, security concerns, or excessive usage.

4. Security and Privacy Disclaimer

4.1. Wireless communications are inherently insecure. By using the service, you acknowledge and accept the following risks:

- Interception of transmissions or data,
- Unauthorised access to your device or data,
- Exposure to malware, viruses, or other malicious content,
- Loss or corruption of information.

4.2. The Firm does not accept any responsibility or liability for any loss, damage, or security breach suffered as a result of using the WiFi service.

4.3. Users are responsible for ensuring their devices are adequately protected, including up-to-date antivirus software and secure settings.

5. Monitoring and Data Logging

5.1. The Firm may log and monitor WiFi usage in compliance with applicable laws and for the purposes of:

- Security monitoring,
- Detecting unauthorised or illegal activity,
- Usage analysis and bandwidth management.

5.2. Logs may include device identifiers, connection times, and activity patterns, but not content of communications.

5.3. All personal data will be handled in accordance with the Firm's [Privacy and GDPR Policy](#), available on the Firm's website or from reception.

6. Prohibited and Unlawful Use

6.1. The WiFi service must not be used for any purpose that is unlawful or otherwise deemed inappropriate by the Firm. Prohibited activities include, but are not limited to:

6.1.1 Illegal Activities:

- Transmission or distribution of spam, malware, or viruses;
- Copyright or intellectual property infringement;
- Unauthorised access to computers, systems, or networks;
- Online fraud, misrepresentation, or phishing;
- Distribution or access to unlawful, offensive, or harmful material, including material that exploits or endangers children.

6.1.2 Unacceptable Use:

- High-bandwidth applications (e.g. peer-to-peer file sharing or media streaming);
- Defamatory, abusive, or discriminatory content;
- Harassment or threats;
- Attempts to bypass network controls or monitoring;
- Commercial resale or redistribution of access;
- Use of anonymising or masking services (e.g. VPNs) to conceal prohibited activity.

6.2. The Firm reserves the right to terminate access to any user or device found to be engaging in such activities.

7. Fair Usage and Bandwidth Limits

7.1. The Firm may apply reasonable usage limits on certain networks (especially the Guest and Staff Personal networks) to ensure equitable access and prevent disruption to business operations.

7.2. Excessive or disruptive bandwidth usage may result in temporary or permanent disconnection.

8. Limitation of Liability

8.1. To the fullest extent permitted by law, the Firm disclaims all liability arising from:

- Interruption of service or inability to access the WiFi,
- Loss or damage to data, devices, or software,
- Security breaches, unauthorised access, or hacking,

- Any reliance placed on the availability or performance of the network.

8.2. The Firm shall not be liable for any indirect, incidental, consequential, or special damages resulting from use of the WiFi service.

9. Changes to Terms

9.1. The Firm reserves the right to amend these Terms of Use at any time. The latest version will be available upon request or via the Firm's website.

10. Contact

10.1. Questions regarding these terms may be directed to:

Email: info@thurstanhoskin.co.uk

Website: <https://www.thurstanhoskin.co.uk>

Reception: Copies available upon request at either office.

If you require this document in an alternate format, please call us on 01209 213 646.