

Technology Terms FAQs

Q1: Why is BCL updating its *Technology Terms*, and implementing an *Acceptable Use Policy*?

A: BCL's last set of *Technology Terms* were published in 2014. Since then, the nature and scope of BCL's services has changed, and the technology environment has shifted, giving tenants access to more services and resources over the internet. The new *Technology Terms* set out how we address data security, and address all our current services. The new *Technology Terms* also provide flexibility to add new services later..

The *Acceptable Use Policy (AUP)* outlines how BCL services should be used in order to balance the needs of all users, and BCL's resources. In addition, the *AUP* governs how BCL maintains and monitors its services for performance and security and in doing so, how BCL collects and processes monitoring and log information.

Q2: From what date are the new *Technology Terms* and *AUP* applicable?

A: The new *Technology Terms* and *AUP* will come into effect on 16 August 2018, meaning all users have a month or more to consider the terms.

Q3: How do these changes affect how I use BCL technology services?

A: For most users, we anticipate there will be little change to the way in which they use BCL's services. However, we encourage you to familiarise yourself with the new *Technology Terms and Conditions* and the *AUP*. There are one or two key issues we want to highlight. These are addressed in questions 4 and 5 below.

Q4: Do the new *Technology Terms and Conditions* have any significant new restrictions?

A: The new *Technology Terms* require any personal network devices (routers, switches) to be approved by BCL before connection to the BCL Network. The reason for this is that many of these devices interfere with the proper operation of the BCL network and introduce additional security vulnerabilities. From the effective date, existing devices connected to the network will be deemed by BCL to be approved. However, BCL will be releasing upgrades to the network that mean approval for these devices may in the future be withdrawn. We will notify users well in advance of any impending withdrawal of approval for specific devices. BCL will not approve any additional personal network devices for attachment to the BCL network after 16 August 2018, and will be implementing network access controls to prevent unauthorised devices being added.

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Q5: How is BCL protecting its network against cyber-attacks?

A: BCL employs enterprise grade security technology to protect its network from intrusion and protecting against email spam and viruses that spread via emails. BCL has also added a specific term to the Technology Terms that permits BCL to take prudent defensive steps to improve security, such as conducting penetration testing of its network and the devices you attach to it. BCL will always conduct this testing in confidence and will notify users before tests are conducted to ensure they back up their devices. If we detect vulnerabilities in a device that doesn't belong to BCL, we will try to bring this to your attention.

Q6: Why is there a Microsoft document attached to the back?

A: Because each VicBar email address requires a licence from Microsoft to run on our Exchange servers, we need to notify you of the relevant licence conditions. If you do not want to accept these, we are unable to provide you with a vicbar.com.au email address.

Q7: How do I accept the new *Technology Terms*?

A: By continuing to use the BCL services on or after 16 August 2018, you are agreeing to the updated *Technology Terms and Conditions* and *AUP*. If you do not agree to the new *Technology Terms and Conditions* and the *AUP*, you can choose to discontinue using BCL's services before 16 August 2018.

We may also ask you to expressly accept the *Technology Terms* and the *AUP* when you enrol a new device on the BCL network, or request a new or additional service.

Q8: What happens if BCL updates the *Technology Terms* or changes them again?

A: BCL will provide you with at least a month's notice by email and on BCL's website of any material change to the *Technology Terms*.

Q9: How do I contact if I require further information?

A: You can contact the BCL Service Desk at 9225 8888 or servicedesk@vicbar.com.au.