

# Utilities & Internet Terms of Use & Privacy Policy



Welcome to the Utilities and Internet service provided by Allara Support Services. By using this service, you agree to comply with the following terms:

## 1. Acceptable Use

You agree to use the utilities and internet service responsibly and in accordance with all applicable laws and regulations. This includes refraining from engaging in any illegal activities, such as tampering with utility meters, unauthorised use of the internet, or interfering with the provision of service to other residents.

## 2. Access Restrictions

Access to the utilities and internet service may be restricted or limited at any time for maintenance, security, or other reasons deemed necessary by Allara Support Services.

## 3. Service Interruptions

Allara Support Services will make reasonable efforts to provide continuous and uninterrupted utilities and internet services. However, we do not guarantee that the services will be free from interruptions, delays, or errors. We are not liable for any damages or losses resulting from service interruptions.

## 4. Usage Limits

Allara Support Services may impose usage limits or restrictions on the utilities and internet services to ensure fair usage and prevent abuse of the resources. You agree to comply with any such limits or restrictions imposed by Allara Support Services.

## 5. Security

You are responsible for maintaining the security of your devices while using the service. This includes installing and updating antivirus software, firewall protection, and using secure passwords for accessing any online accounts.

## 6. Disclaimers

Allara Support Services makes no warranties or representations regarding the availability, reliability, or performance of the utilities and internet service. We are not liable for any

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damages or losses resulting from your use of the service, including but not limited to loss of data, interruptions in service, or security breaches.

## 7. Information We Collect

When you use our utilities and internet service, we may collect certain information, including but not limited to:

- a) Device information (such as IP address, MAC address, device type)
- b) Usage data related to the utilities and internet

## 8. Sharing of information

We may share your information with third-party service providers who assist us in providing and maintaining the utilities and internet services.

We may also disclose your information if required by law or in response to valid legal requests.

## 9. Retention of Information

We retain your information for as long as necessary to fulfill the purposes outlined in this policy unless a longer retention period is required or permitted by law.

## 10. Changes to Terms

Allara Support Services reserves the right to update or modify the Terms of Use & Privacy Policy at any time without prior notice. Your continued use of the utilities and internet service after any such changes constitutes your acceptance of the revised terms.

## 11. Payment Contribution

User authorises Allara Support Services to deduct the utilities and internet charges from their Centrepay payments. User agrees to ensure that there are sufficient funds available in their Centrepay account to cover the utility and internet charges.

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## 12. Term and Termination

This Agreement shall remain in effect until terminated by either party. Allara Support Services reserves the right to terminate or suspend the utilities and internet service for non-payment or violation of the Terms of Use.

By signing below, the User acknowledges that they have read, understood, and agree to be bound by the terms of this Agreement, including the Terms of Use, Privacy Policy, and payment commitments for Utilities & Internet.

Signature of Resident \_\_\_\_\_

Printed Name of Resident \_\_\_\_\_

Date \_\_\_\_\_