



# HIVE Portsmouth Hubs Member Handbook

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## 1.0 Hello, Welcome To HIVE Portsmouth Hubs

Welcome to **The HIVE Portsmouth Hubs**! Thank you for joining our new co-working space to support the VCSE in Portsmouth and foster innovation, partnership working and collaboration. We aim to create fun, dynamic and creative working spaces and would welcome you to keep an open-door policy and be involved as much as possible in the daily on goings at your HIVE Portsmouth Hubs. The following member's handbook may seem long-winded but we have tried to fill it with answers to as many common questions as possible, depending on your membership level different elements will apply or not apply to you – anything missing just ask the HIVE Portsmouth Hubs management team for help!

This document may be updated from time to time, revisions will be provided online, and you will be notified within 7 days of the revisions – future revisions are agreed to under the membership terms with us. Any concerns around revisions can be discussed on a case-by-case basis in person, we are here to help.

**By signing up to the HIVE Portsmouth Hubs you agree to follow the terms set out within this handbook.**

## 2.0 What We Provide

HIVE Portsmouth Hubs provide a range of facilities to help you and your organisation as much or as little as you wish. We provide co-working, virtual office spaces, hot desking options and dedicated desk rental. We also aim to provide a range of in-house business services to help support your organisation further, details will follow.

HIVE Portsmouth Hubs comprises two sites:

HIVE Portsmouth South Hub

22 Edinburgh Road,

Portsmouth

PO1 1DH

HIVE Portsmouth North Hub

195A Allaway Avenue

Portsmouth

PO6 4HG

Our Hubs aim to create a dynamic and creative community of people and we hope that you enjoy your time with us.

## 3.0 The HIVE Portsmouth Hubs Portal

The HIVE Portsmouth Hubs Portal is an online resource available via the HIVE Portsmouth Hubs website ([www.hiveportsmouthhub.org.uk](http://www.hiveportsmouthhub.org.uk)) which provides access to a wide range of resources, such as:

- **Download Your Agreements**
- **Member Account Management**
- **Member Exclusive Deals**
- **News, Events and Updates**
- **“Ask a Mentor” Help and Support Area**
- **Meeting Room Bookings**
- **Events Calendar**
- **Maintenance Requests**
- **Wi-Fi Details**
- **and much more...**

You can login to the portal from the website using the username and password you set up when joining HIVE Portsmouth Hubs. The portal should be the first port of call for any questions, chances are you will find the answer on there.

## 4.0 Mentoring

HIVE Portsmouth Hubs provide a range of mentoring and support services, both for free and paid. Head over to the mentoring portal, available via the Members Portal on the website. This will list details of upcoming events and give you access to our 1:1 mentoring service and a range of other organisation support options.

Remember to use the online Slack chat system for any questions or queries which other HIVE Portsmouth Hub users may be able to help you with, that’s a big benefit of being in the HIVE Portsmouth Hubs!

## 5.0 Your Sign-Up Check List

To get the most out of The HIVE Portsmouth Hubs, we encourage you to make use of the services in place and join the growing community. If you are stuck on using any of the systems we have put in place, head over to the portal where you can download useful guides, if you are still stuck let us know and we can show you in person.

Task	Details	✓
<b>Join HIVE Portsmouth Hubs Portal</b>	You can login to the portal with the username and password you set when you signed-up to become a member, have a look around – this is the go-to place for most things you will need when working from the Hub.	
<b>Join Slack Online Chat System</b>	The “Slack” chat system can be used for chatting to other users of the Hub. You will be sent an email request to join, head over and introduce yourself to everyone.	
<b>Introduce Yourself</b>	Great! You are setup and ready to go! Please say hello to your fellow HIVE Portsmouth Hub users!	

## 6.0 Membership Details

The details below provide an overview of each of our membership levels and associated common questions with regards to the membership and its offering. We offer 3 membership levels with the details of each provided below. As a member at any level, we can easily move you up and down membership tiers to support your business growth.

### 6.1 Virtual Office Space Membership

Virtual office space membership includes the use of a dedicated post box in the South Hub which you can use for delivery of post and parcels along with using the address on your website and marketing materials.



You can use this as a legal business address with HMRC and Companies House. Access to the post box is 24/7 via card entry.

As per the contract agreement for this membership it does not include access to any form of hot desking or access any other areas of the HIVE Portsmouth Hubs.

You can only register 1 company to the post box. For additional companies please contact us to discuss costs.

**Lost post box keys are replaceable at £10 each.**

## 6.2 HIVE Portsmouth Hubs Hot Desk Membership

HIVE Portsmouth Hubs Hot Desk Membership includes a virtual office space post box with the addition of hot desking in our communal areas for working from and access to wider HIVE Portsmouth Hubs resources, training, mentoring and events for example.

HIVE Portsmouth Hubs Hot Desk Membership is on a per person basis. Visitors may join you in communal areas in the South Hub but must not be working from the space – this is monitored and flexible, we will let you know should we feel non-members are using the space with you too frequently.

## 6.3 Desk Space Membership

Desk space membership provides you with a dedicated desk which you may set up with your own computer, monitors and similar. The desk is provided, and you are limited to only using the space the desk takes up – please do not bring additional furniture, drawers, office dividers and so on for example as these will be removed. We will provide a chair with the desk, but you are welcome to provide your own and we will remove the chair we have provided.

Desk rental is on a per person basis, you are not able to share your desk with other individuals or other HIVE Portsmouth Hubs members. If you wish to share the desk space, please contact us to discuss options.

Please do not make use of desk spaces other than your own, even if these desks are unoccupied. Please do not interfere, borrow or otherwise use the content of any desk space.

Please be considerate when using the communal areas within desk rental spaces and use headphones when watching TV or playing video games. For longer meetings please make use of bookable meeting spaces at the North Hub.

## 6.5 HIVE Portsmouth Hubs Member Metrics & Statistics

As part of the wider strategy of HIVE Portsmouth Hubs, we wish to collect basic data on the organisations who come into HIVE Portsmouth Hubs and what happens when you leave, to help us

understand what impact the help provided by HIVE Portsmouth Hubs has had on your organisation. This is voluntary but really helps support the wider work we do so would love for you to contribute.

We have an online form which will capture basics of turnover, profitability, contracts, staff and general experience for example – this would take around 5 minutes to complete.

More details can be discussed with HIVE Portsmouth Hubs management.

## 7.0 Day to Day Using The HIVE Portsmouth Hubs

### 7.1 Space Access

**Access to HIVE Portsmouth South Hub, 22 Edinburgh Road, is 24 hours a day, 7 days a week. Access to HIVE Portsmouth North Hub, 195A Allaway Avenue, is 8:30am-5pm Mon-Thurs & 8:30am-4pm Fri.** Any planned restrictions on access will be communicated in advance via the HIVE Portsmouth Hubs portal and Slack chat system with a minimum of 24 hours' notice where possible. From time to time we may need to restrict access to certain areas for maintenance and site works – where possible works will be conducted outside of working hours and we aim to keep any disturbance and disruption to a minimum.

### 7.2 Site Access Cards

If the case of losing an access card, **replacement sets will be charged at £25.00. To report a lost or broken card please use the portal system.**

#### Important – Lost Card Process

**If you lose an access card, please report it as soon as possible so it can be deactivated from the system (via the portal). This is to avoid a lost access card being used to gain access to the building by someone other than the card owner, for which the card owner may be responsible for loss/damage carried out by a third party.**

In the South Hub the door entry system remotely logs access by each card holder, including the date and time you access the building. This is recorded for security and you agree to this being done when signing up to use the space.

In the North Hub, groups using the office who become members will access the space via reception either using a pass or met by a member of HIVE staff or a designated person. Groups using the space who are non-members will be met by a member of HIVE staff or a designated person in reception.

### 7.3 Card Swapping

Do not allow other people to borrow or use your card for access to HIVE Portsmouth Hubs. The entry system in the South Hub records entries to each door and references this to recorded CCTV images. Members found to be card swapping will have their card blocked and potentially removed from the site.

### 7.4 Tail Gating

Do not allow other people to follow you into the building, each member should swipe as they enter any door within the HIVE Portsmouth Hubs. Guests of members do not need to sign in using the RFID door system, but should check in as a visitor, explained in Section 7.7. Visitors remain the responsibility of the member allowing them access.

### 7.5 Site Security

Please ensure windows are closed and doors are shut behind you when leaving site. Visitors should be contained within the reception area until collected by their host within both HIVE Portsmouth Hubs.

All areas are accessible by HIVE Portsmouth Hubs management at any time with good reason as per the agreement.

Guests of members remain the responsibility of the member allowing them access.

**In the instance of a door access failure or issue in the South Hub please report direct to HIVE Portsmouth Hubs. In the instance of a door access failure or issue in the North Hub please report direct to HIVE on 02394 007124.**

### 7.6 CCTV Recording and Monitoring

HIVE Portsmouth South Hub provide CCTV monitoring in all communal spaces. By entering the HIVE Portsmouth Hub, you agree to being recorded on CCTV 24 hours a day 7 days a week. Only video footage is captured, no sound is recorded. Footage is kept under Data Protection regulations and The HIVE Portsmouth Hubs are covered by the ICO for such storage (you can find our registration certificate on the HIVE Portsmouth Hub Portal). Footage can be used in support of any investigation regarding any instances of damage, theft or otherwise required by The HIVE Portsmouth South Hub.

## 7.7 Staff, Visitors, Guests and Clients

Members are wholly responsible for the actions and safety of any visitors entering HIVE Portsmouth Hubs and will be responsible for any actions resulting in agreement breaches due to the actions of these parties.

### 7.7.1 I have a new member of staff, what do I need to do?

If you have a member of staff starting with you and they need access to the HIVE Portsmouth South Hub, they must complete the Staff sign-up on the website so we have a record of their details and so the system can produce a member's access card for them. This is a simple 5 minute process and collects minimal details. Any questions please ask.

If you have a member of staff starting with you and they need access to the HIVE Portsmouth North Hub, please contact HIVE who will be able to assist you.

### 7.7.2 I have a member of staff leaving, what do I need to do?

Let us know via the Members Portal, using the leaving HIVE Portsmouth Hub form, which can be completed by you or the member of staff directly. This will update our records as to who is using the HIVE Portsmouth Hubs and most importantly enable us to ensure their access card and similar are removed from the system.

## 8.0 HIVE Portsmouth Hub Health & Safety

### 8.1 General Health & Safety

A separate health and safety information pack has been provided in conjunction with the members' handbook and is available on the HIVE Portsmouth Hubs Portal. Site risk assessments and fire plans are also available on the Members Portal. Please ensure you have read and familiarised yourself with these.

General day to day health and safety is the responsibility of the members of the space. Please do not put yourself at risk in the space by carrying out activities which may result in damage or injury, such as moving items at height, hot food and drinks movement around the building and slippery floor surfaces for example.

**If you spot something you think may be a risk - spilt water, something broken – in the first instance please reduce the risk if you can safely, then if you are in the South Hub report it to HIVE Portsmouth Hub via the maintenance request on the Members Portal. If you are in the North Hub or if the risk is urgent, please phone HIVE Portsmouth directly on 02394 007124.**

The health and safety of staff working for HIVE Portsmouth Hubs resident organisations (those renting any form of space from HIVE Portsmouth Hubs) are the responsibility of their employer when on-site. Please ensure as an organisation using our space you have relevant health and safety policies and procedures in place to cover your own staff. If you require support with this feel free to ask directly and we will be happy to advise.

## 8.2 Medical & First Aid Supplies

First Aid kits are provided within the HIVE Portsmouth Hubs. Accidents must be reported to HIVE Portsmouth Hubs management for record keeping.

## 8.3 Fire Doors

Doors marked as “Fire Door Keep Shut” must be kept shut at all times.

## 8.4 Fire Alarms

Fire alarm testing and maintenance will be carried out during normal working hours. We understand that this will cause an annoyance to users on site, but your safety is our priority. Fire alarm testing schedules for the South Hub can be found on the HIVE Portsmouth Hubs Members Portal. Fire alarms are tested in the North Hub at 9am on a Wednesday morning. Sometimes unscheduled testing and maintenance is required, where possible we will give notice of this taking place. Do not attempt to silence or cover alarms or sensors within any area of a HIVE Portsmouth Hub.

## 8.5 Fire Drills

From time to time Fire Drills will be carried out to test procedures and evacuation of the building. Please ensure you are familiar with the site fire exits and muster point procedures. If you hear the fire alarm going off, please leave the building immediately leaving your belongs behind.

## 8.6 Portable Appliance Testing

Members are responsible for ensuring portable appliances are tested and conform to health and safety regulations.

## 8.7 Alcohol Consumption

Alcohol is not permitted to be consumed within the HIVE Portsmouth Hubs Space. On occasion where there is an event which will serve alcohol, please contact the HIVE Hubs management for permission.

## 9.0 HIVE Portsmouth Hub Site Buildings & Maintenance

### 9.1 General Maintenance

If you encounter something which is broken or defective, please use the HIVE Portsmouth Hubs Portal system to report the issue, this will then alert the correct maintenance team to attend and fix. Please note the repairs are carried out on an urgency basis scored by the maintenance team – an indicative time to have the repair conducted will be communicated where possible.

### 9.2 Furniture

HIVE Portsmouth Hubs provide furniture within the space as part of your membership.

### 9.3 Food & Drink

Food and Drink is permitted to be consumed in the HIVE Portsmouth Hubs. Please ensure you clear rubbish and food waste away properly.

Free hot drinks are provided in the South Hub. The replenishment of supplies is provided by HIVE Portsmouth Hubs and at our discretion, but you will be responsible for providing your own milk/non dairy alternative. If supplies have run out, you will need to provide your own until the free supplies have been replenished.

In the North Hub, Hub users are expected to supply their own refreshments.

Be careful when moving around the buildings with hot food or drinks to avoid spillages and potential injury to yourself and others.

### 9.4 Waste/Rubbish/Recycling Disposal

Waste/Rubbish must be placed in the designated area as identified at the HIVE Portsmouth Hubs, members and users of the space are responsible for clearing their own waste into bins provided. This includes making correct use of recycling bins available on site.

Communal spaces must always be kept clear of rubbish and bags of rubbish.

## 9.5 Cleaning

Communal areas are cleaned via contract cleaners on a weekly basis. Day to day cleaning of kitchen areas, emptying of kitchen bins are the responsibility of the members of HIVE Portsmouth Hubs.

## 9.6 Kitchen Areas

HIVE Portsmouth Hub members are responsible for keeping the tea station and communal kitchen areas clean and tidy. This may include removal of rubbish, clearing of tables, washing up, drying and putting away. Please ensure you wash up after yourself and clean up any spillages or mess created – this avoids frustrations for fellow users of the spaces. The kitchens are cleaned by the professional cleaners on a scheduled basis, but they are instructed to not wash up for members.

You are welcome to make use of communal fridges. It goes without saying do not help yourself to food or drinks unless permission is given.

## 9.7 Electricity Fair Use Policy

HIVE Portsmouth Hubs provide members with inclusive use of electricity. HIVE Portsmouth Hubs management will enforce a fair use policy to this respect. Please consider your consumption of electricity and use a common-sense approach to the fair use of this service. Examples of poor practice which would not be tolerated include leaving computer systems on overnight while idle, running the heating while having the windows open, and similar.

## 9.8 Heating

Heating is centrally controlled and will be set to specific zoned temperatures. The heating will come on at a set time in the morning and turn off at a set time in the evening. Individuals are not able to modify or control the heating systems. If you are too hot or cold do let us know and we can aim to accommodate changes in the temperature settings.

Failure of the heating system may occur (as with all systems on site), and in this instance portable heaters will be provided while works are conducted to fix any failures with the heating system.

## 9.9 Lighting

When leaving site for the day please ensure lights are switched off.

## 9.10 Power Outages

From time to time the HIVE Portsmouth Hubs may be affected by power outages, either for planned

maintenance works or unplanned grid-based power cuts. In the instance of planned power outages, we will notify everyone on site in advance (where possible). In the instance of grid-based power cuts we will contact our electricity provider and keep all users on site updated – clearly such instances are out of our control and we will not provide any compensation for such events.

## 9.11 Water Outages

From time to time the HIVE Portsmouth Hubs may be affected by water supply outages in general or hot water supply outages where the heating system has failed or is undergoing maintenance. In such instances we will keep users onsite informed of progress and likely timescales to return the service to normal.

To report a problem please use the maintenance system via the portal.

## 9.12 Disabled Access & Site Accessibility

HIVE Portsmouth Hubs provide disabled access.

## 9.13 Banned Appliances

The following appliances are not permitted within HIVE Portsmouth Hubs, aside those official authorised and under management of HIVE Portsmouth Hubs.

- Toasters
- Grills/Ovens
- Plug in heaters of any type **(unless provided by HIVE Portsmouth Hubs directly)**
- Fridges/Freezers
- Other items at the discretion of HIVE Portsmouth Hubs management

In general, any appliance which may produce smoke in its operation will be considered a banned appliance.

HIVE Portsmouth Hubs management reserve the right to check appliances and if in doubt do feel free to ask the management team for advice.

## 9.14 Prohibited Items

As per the contract, items including Firearms, Drugs, Explosives, Fireworks and other illegal or dangerous substances are prohibited within HIVE Portsmouth Hub Spaces.

## 9.15 Insurance

Members are responsible for the insurance of their items in desk spaces and storage. HIVE Portsmouth Hubs provide building insurance but we do not cover the insurance of the contents of desks, storage areas or communal areas. In the event of any theft or damage to/of belongings within these spaces the member renting the space is responsible, including damage from leaks, fire and similar. It is recommended that all members have insurance in place to cover the contents of their rented spaces.

### Communal Areas

HIVE Portsmouth South Hub provide a range of communal spaces for meetings, taking calls and eating/drinking. Please always keep these areas clean and tidy for use by other users on site.

Please do not use communal areas for storage of items outside of your desk space or storage area. Items left unattended in these areas will be removed and potentially destroyed.

Please do not remove items from communal areas to use elsewhere on site, including chairs, furniture and any other items provided for use in these areas.

## 9.16 Noise, Music and Entertainment

Please be considerate of other members within HIVE Portsmouth Hubs when making noise, from talking, music, television or otherwise. The use of headphones should be adopted in communal areas.

If members are watching live TV they must ensure that they have a valid TV licence.

If members are broadcasting music they must ensure that they have the necessary PRS / PPL licence.

External noise, building works and similar may occur from time to time, where possible we will carry out these types of works outside of office hours. In instances where noise is outside of our control (such as external building works in the vicinity of a HIVE Portsmouth Hub, not being conducted by ourselves) we will discuss and keep users on-site informed.

## 10.0 HIVE Portsmouth Hubs Provided Facilities

### 10.1 Meeting Room

There are 3 Meeting rooms in the North Hub available for booking via the HIVE Portsmouth Hubs Portal. The Meeting rooms are not included with any of the HIVE Portsmouth Hubs membership plans as a resource to use as and when needed and must be booked and paid for in advance. Members can use a discount code for a reduction in the hire cost where applicable – details of which can be found on the HIVE Portsmouth Hubs Portal.

### 10.2 HIVE Portsmouth Hubs Communal Equipment



Communal equipment within HIVE Portsmouth Hubs should be used properly and with respect. Anyone found to have damaged equipment by accident or through misuse will be liable to pay the cost of replacement direct to HIVE Portsmouth within 7 working days.

### 10.3 Events, Networking and Training

HIVE Portsmouth Hubs aim to run a range of networking, mentoring and social events across the calendar year. Details of events will be posted on the HIVE Portsmouth Hubs Portal and advertised at the HIVE Portsmouth Hubs. Events are generally free to attend for HIVE Portsmouth Hubs members.

## 11.0 HIVE Portsmouth Hubs Legal Elements

### 11.1 Confidentiality

All members of HIVE Portsmouth Hubs must sign a confidentiality non-disclosure agreement before operating from HIVE Portsmouth Hubs. A common-sense approach applies here in that information discussed, overheard or otherwise within HIVE Portsmouth Hubs remains within HIVE Portsmouth Hubs and must not be discussed with any external parties. In the same respect, discussions overheard or between members within HIVE Portsmouth Hubs should always be considered confidential. Members found to be breaking confidentiality rules will be subject to prosecution.

This agreement also applies to guests of HIVE Portsmouth Hubs.

### 11.2 Data Protection

All data held by HIVE Portsmouth Hubs is in line with the Data Protection Act and GDPR regulations. The HIVE Portsmouth is registered with the ICO.

## 12.0 Post & Deliveries

### 12.1 Post & Deliveries

General post should be delivered to HIVE Portsmouth South Hub using the address convention below. For parcel or signed for deliveries please ensure you are onsite when delivery is scheduled.

For large, pallet based, or unusual deliveries please contact HIVE Portsmouth Hubs and discuss. We will endeavour to support your requirements but cannot always offer the ability to accept large items, large volumes and similar – details provided within the postal agreement contract separate to

this handbook.

## 12.2 Address Conventions

The following convention should be used for post and deliveries:

**YOUR COMPANY NAME**

The HIVE Portsmouth Hub  
Aggie Weston House  
22 Edinburgh Road  
Portsmouth  
PO1 1DH

## 12.3 The HIVE Portsmouth Contact Details

**The HIVE Portsmouth**

Lower Ground Floor Central Library  
Guildhall Square  
Portsmouth  
PO1 2DX

[info@hiveportsmouth.co.uk](mailto:info@hiveportsmouth.co.uk)

02394 007124

Charity No: 1189067

Company No: 12064936

## 13.0 Internet Acceptable and Fair Use Policy

This Acceptable Use Policy specifies the actions prohibited by The HIVE Portsmouth Hubs.

### 13.1 Fair Use Policy

Internet access within HIVE Portsmouth Hubs is provided unrestricted. Bandwidth/Speed is not guaranteed but will be provided to the best ability of the HIVE Portsmouth Hubs. HIVE Portsmouth Hubs management reserve the right to restrict individual member's bandwidth if activities carried out by the member are deemed to be impacting on the service for other members.

### 13.2 Internet Downtime

Although we aim that internet access is always available, the services are not provided with a service level agreement and is subject to unplanned downtime outside of HIVE Portsmouth Hubs management's control. The internet service is subject to variations of the contention rate and of the availability of the service which are both controlled and maintained by our supplier. These variations are beyond the control of HIVE Portsmouth Hubs and we therefore cannot be held liable for any business disruption, loss or damage or third party liability caused by disruption in the service, or have any responsibility for any system breakdowns which affect the service, or which impede or delay the execution of transactions and which arise as a result of breakdowns in the networks, systems or programs used.

If any problems arise with the service, then you should contact HIVE Portsmouth Hubs management who will manage the resolution of any problems. HIVE Portsmouth Hubs will endeavour to carry out any essential maintenance to the system out of business hours; however, on occasion HIVE Portsmouth Hubs may have to interrupt the service during business hours for operational reasons or in exceptional circumstances.

### 13.3 Internet Download & Upload Speed

The internet connection is shared between all users on site and is normally offered unrestricted, with consideration of the points detailed on the following sections of the handbook. HIVE Portsmouth Hubs do not provide a guaranteed download or upload speed but look to maintain a connection which allows for general day to day browsing and email use of the internet connection.

### 13.4 Illegal Use

You must not use the service to send or receive any material which is abusive, indecent, obscene, defamatory, racist, offensive, menacing or in breach of confidence, copyright or any other rights which contains unlawful security devices or contravenes any law. You must not use it to cause annoyance, inconvenience or to send any unsolicited advertising of any kind.

### 13.5 System and Network Security

Violations of system or network security are prohibited and may result in criminal and civil liability. HIVE Portsmouth Hubs will investigate incidents involving such violations and may involve and will co-operate with law enforcement if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following: Unauthorised access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorisation of the owner of the system or network. Unauthorised monitoring of data or traffic on any network or system without express authorisation of the owner of the system or network. Interference with service to any user host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks. Forging of any TCP-IP packet header or any part of the header information in an email or a newsgroup posting.

### 13.6 Email

Sending unsolicited mail messages, including, without limitation, commercial advertising and informational announcements, is explicitly prohibited. A user shall not use another site's mail server to relay mail without the express permission of the site.

### 13.7 Usenet

Posting the same or similar message to one or more newsgroups (excessive cross-posting or multiple-posting, also known as "SPAM") is explicitly prohibited. The use of Usenet for downloading of large volumes of data is forbidden.

### 13.8 Software Licencing

Members are responsible to comply with software licencing regulations for their own IT equipment.

### 13.9 Piracy

HIVE Portsmouth Hubs members should not engage in the illegal downloading of copyrighted works, including but not limited to, films, DVD, Blu-ray, Video Games, Audio CD and software. Any member found to be involved with such acts and where applicable will be passed to copyright holders for legal proceedings.

### 13.10 BitTorrent

The use of BitTorrent services are prohibited within HIVE Portsmouth Hubs Spaces and such use is activity monitored. Anyone found to be using BitTorrent services will have their internet access removed and only reinstated at the discretion of the HIVE Portsmouth Hubs management team.

### 13.11 Downloading

As per the Fair Use Policy, HIVE Portsmouth Hubs management reserve the right to restrict individual member's bandwidth if activities carried out by the member are deemed to be impacting on the service for other members.

### 13.12 Internet Equipment

HIVE Portsmouth Hubs is responsible for the service that is provided to the point of the outlet on the wall or the floor in the Licensee's unit. From this point the Licensee's own equipment takes effect and HIVE Portsmouth Hubs is unable to offer support on this. HIVE Portsmouth Hubs management can provide basic help and advice on the setup of network and PCs where needed.

If any equipment installed by Licensees causes network disruption or issues for other users on site HIVE Portsmouth Hubs management will inform the Licensee and the equipment will be unplugged until the issue can be resolved.

It is recommended that PCs that are connected to the Internet are installed with up-to-date anti-virus software as HIVE Portsmouth Hubs cannot be held responsible for any damage which you may sustain as a result of a virus infection.

### 13.13 Port Opening & Static IP Addresses

We are not able to provide any form of open port setup or static IP routing at HIVE Portsmouth Hub Spaces. You are welcome to provide your own connection where this setup is required.

### 13.14 VOIP Services

We do not provide VOIP phone-based services, these however can be installed on your own dedicated connection if required.

### 13.15 Privacy and Data Logging

The HIVE Portsmouth Hubs group can view your connected computers IP address and volume of traffic/bandwidth being used by you at any one time. Please consider the HIVE Portsmouth Hubs



internet connection as non-secure and public, much like that of a coffee shop. To avoid users on the same network as you within an HIVE Portsmouth Hub Space from accessing shared files ensure you have a username and password set for your computer when connected to the internal ethernet or Wi-Fi network.

## 14.0 Upgrading/Downgrading Membership or Leaving HIVE Portsmouth Hubs

### 14.1 Upgrading/Downgrading Membership

If you are currently a member of HIVE Portsmouth Hubs and wish to upgrade or downgrade your membership, please head over to the sign-up page on the website and complete the sign-up process for the new service you would like to take up. We can then process moving you from one service to another. Any questions or a requirement outside of the normal sign-up process do let us know and we can guide you.

### 14.2 I need to cancel my membership and leave HIVE Portsmouth Hubs

If you need to leave HIVE Portsmouth Hubs completely, please use the leaving form available on the Members Portal in the first instance, this will ensure we are notified to cancel your direct debit and start the move out process. Once the form has been submitted one of the team will be in contact with you to ensure you can move out without any issues.

If you have any problems or issues which may be the driver for you considering leaving, do talk to us in person so we can look to solve these for you in the first instance.

