

Code of connection for e-Services

June 2013

Introduction

- 1.1** 'e-Services' refer to the online systems made available to operators for the electronic submission and access of information to the Gambling Commission ('the Commission').
- 1.2** e-Services are made available to operators in accordance with the following conditions of use.
- 1.3** All registered users must be provided with a copy of this code and agree to the conditions before being provided access to e-Services.
- 1.4** Passwords for new users will be provided to the registered person at an organisation.
- 1.5** In addition to the conditions below, the Commission strongly recommends that up to date anti-virus software is installed on all computers that are used to access e-Services.

Conditions of use

All organisations' users must read and agree to the conditions listed below:

- 1.6** We will ensure that all users in our organisation comply with UK Data Protection and Privacy Laws where applicable.
- 1.7** We acknowledge that any breach of these provisions may result in access to e-Services being suspended or terminated.
- 1.8** We agree to ensure that all employees, contractors or other personnel acting on behalf of our organisation who are given access to the e-Services understand the conditions on which access has been granted as set out in this document and that the conditions are ongoing and cover any continuous use of e-Services.
- 1.9** We agree to update the Commission in the event that a registered user leaves the organisation or needs to have their access removed for any other reason.
- 1.10** If we become aware of an instance of unauthorised access to the system, we will notify the Commission of this immediately.
- 1.11** Every user will access the e-Services using their own unique user name and password. These will not be shared between employees, contractors or other personnel acting on behalf of our organisation.
- 1.12** The Commission has the right to suspend or terminate access to the system should it believe that user credentials have in some way been compromised.

- 1.13** The Commission aims to make the system available for use at all times and will not be liable for periods of disruption caused by essential maintenance or unforeseen circumstances.
- 1.14** We acknowledge that the requirement to submit information in the LCCP still applies in the event that services are unavailable due to the circumstances described in paragraphs 1.10 or 1.11 or for any other reason.
- 1.15** Access to e-Services will only be provided through a secure http mechanism.
- 1.16** We agree not to access the e-Services from tablet computers, smart phones or other wireless devices due to the lower level of security that these provide.
- 1.17** We agree not to access the e-Services from publically shared computers, such as internet cafes.

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Keeping gambling fair and safe for all

For further information or to register your interest in the Commission please visit our website at:
www.gamblingcommission.gov.uk

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