**Medway Council Landlord Portal Terms and Conditions of Use.**

By entering the landlord portal you are agreeing to comply with the terms and conditions of its use.

Medway Council grants you the right to use the Landlord Portal service, provided that you comply with all terms and conditions of this Agreement.

The Landlord Portal is provided for you and authorised users with your organisation. The Portal gives you, and the users you authorise, access to claim details and payment details of tenants for whom your organisation receive direct payments of Housing Benefit.

Access to the Landlord Portal through any login in details are restricted to the named and registered user. You must ensure that your users do not share Landlord Portal access, passwords, user names or log on details with any other person.

You are responsible for ensuring the appropriate use of the information or functionality provided by the Landlord Portal through your login details.

Medway Council will not be liable for any losses or damage incurred by inappropriate or inaccurate use of the Landlord Portal.

Where you no longer require use of the system or where your circumstances change such that you no longer satisfy the terms of this agreement you are required to advise Medway Council so that access to the Landlord Portal can be withdrawn or amended as necessary.

You agree that Medway Council has the right to terminate and withdraw access to the Landlord Portal where you have breached the terms and conditions, no longer satisfy the terms of this user agreement, or where any other abuse of the Landlord Portal is understood to have occurred.

You will not deliberately introduce viruses, or any other malware into the landlord portal.

**Personal Data**

You agree that you will comply with all data protection, security legislation, standards, policies and procedures applicable and that you will only use, hold and distribute data or information accessed via the Landlord Portal accordingly.

Where data you have obtained via the Landlord Portal is no longer required, it must be destroyed in a secure manner in accordance with any applicable legislation, standards, policies and procedures.

In addition, you agree that:

* You have in place appropriate technical and organisational measures to prevent unauthorised or unlawful processing of personal data and to prevent against accidental loss or destruction of, or damage to personal data
* You shall take reasonable steps to ensure the reliability of any employees who will have access to personal data.
* You agree to notify Medway Council immediately if you become aware that any authorised user within your organisation does anything to put the security of the portal and the information available through at risk.
* You understand that misuse of the portal may be an offense under the Computer Misuse Act 1990.

**Reproduction of information on the portal**

Screens on the landlord portal are copyright. You agree that you will not screenshot, photograph print-off or replicate in anyway, screens from the landlord portal. However, you may extract information from the portal by using the ‘Export to Excel’ function, which allow you to download information from the portal to a spreadsheet.

**Confidentiality**

You acknowledge that in using the Landlord Portal you may have access to confidential information.

You agree that you shall hold any confidential Information and unless required by law, shall not:

* make any Confidential Information available to any third party (other than to a party to whom you are satisfied that you may legally disclose such Confidential Information to); or
* use the Confidential Information for any purpose otherwise than in the proper performance of your duties as a landlord; or
* permit or cause any unauthorised disclosure of Confidential Information through any failure to exercise due care and diligence.

**Passwords**

You accept responsibility that you will protect the security of your password. Medway Council reserves the right to charge any landlord/user who frequently requests their passwords to be reset.