



SAFE ZONE LEGAL STATEMENT

The University of Wollongong's (UOW) Security unit supports Critical Arc's Safe Zone product ('the Application') and will monitor and endeavour to respond to all alarms raised by using the Application. UOW sponsors this Application, so that the Application is free to staff, students and approved tenants or visitors. UOW cannot be held responsible for any costs, nor will UOW reimburse any costs to any user who may incur any costs in consequence to downloading this free Application.

UOW may from time to time rely upon a third party monitoring station to notify on-duty Security staff of an alarm raised through the Application when operating conditions may vary during either session, or when staffing levels are operating at reduced levels after normal business hours or during non-session times.

Receipt of the SafeZone alert by UOW Security and the time that it takes to respond to an alert may be impacted by security resourcing, network coverage, software issues, hardware issues, communications, traffic conditions in local street network and any number of other technical issues. UOW does not warrant that an alert will be received by UOW Security. UOW cannot be held liable for any failure of an alert to be received by UOW Security. UOW shall not be held liable for any loss suffered by the user as a result of delayed response time or no response by UOW Security as a result of network coverage, software issues, hardware issues, communication, traffic conditions and any number of other technical issues affecting receipt of the alert by UOW Security.

UOW is not responsible for the software (the Application itself) and users who download and utilise the Application, do so at their own risk. Users must indemnify and hold UOW harmless for any losses arising from the user's use of the Application and/or the failure of the alert to be received by UOW Security for any reason. The user is responsible for ensuring that they have a reliable, functioning hardware (phone). The user remains responsible for ensuring that they have updated versions of the Application. The user is responsible for ensuring that their hardware is compatible with the Application software, and the user is responsible for ensuring they configure their Smartphone to work with the Application, including enabling location services to allow all networks to locate the position of the user. The user should be aware that an alert may be delayed, due to network links between the user's mobile service provider and Critical Arc's services.

Behaviour of users

This Application is intended to raise an alert to the Security team for response to a personal safety issue or the personal safety issue of another. It is expected that users will use this Application when there is an emergency or their safety is threatened, they need first aid, they need assistance from UOW Security or they are seeking assistance for another person. Misuse of the alert system would undermine the operational intent of the Application.

Where UOW identify a user who is misusing the Application and/or creating false alarms, UOW will provide a formal warning to the user, directly and through Critical Arc. If the user repeats the misuse, UOW Security may formally write to Critical Arc to block user access for the user who identified as misusing the Application.

UOW will not accept any responsibility or liability for a user who has access blocked in using the Application in any UOW SafeZone.

Warning or safety messages

If you register with the SafeZone App, UOW may send push-text messages about important campus watch safety issues or other emergencies. Students, staff and visitors are encouraged to download the SafeZone app. and register. It is FREE for all students and staff.

Messages to non SafeZone users

Your personal information may be used to contact you as a community member in the event of an emergency or crisis. Staff and students who are not registered within the SafeZone app as a user may still receive a message in the event of an emergency or crisis.