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Arinda Holdings Pty Limited trading as Arinda Internet

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## Service Bulletin

Protections from User Abuse & Misuse of Internet Café Systems

### Introduction

This document provides information on how Internet Café operators can protect themselves against the misuse and abuse of their internet services, and reduce their legal risks. As always, professional legal advice should be sought for your particular circumstance.

### Background

In late 2007 and early 2008 a handful of Internet cafés in Sydney were raided by the Australian Federal Police (AFP) after the cafes allegedly provided extensive access to illegal downloads of movies and music. These internet cafes allegedly stored and allowed users to access large amounts of illegal downloads of music and films on to their computers. In some cases it is also alleged that the internet cafes sold illegal and pirated copies of music and films to their customers.

There have also been cases of customers caught viewing child pornography and other suspicious websites in internet cafes. For example, there was a case in Alice Springs in November 2007 where Police were called to an internet café and arrested a 43-year-old man allegedly viewing child pornography.

There are also reports of internet cafes and internet service providers being issued warrants to hand over logs, history files and entire PCs to police as part of on-going criminal and national security investigations.

Meanwhile, in the United States there has recently been successful civil litigation claims by financial institutions against retailers who allowed users to hack customer credit card details and other private information from their systems.

### Protections

#### 1. Operate within the law

First and foremost, you must operate your business within the laws and regulations. This means satisfying local council regulations, fire-ordinances, and state and federal legislation. Do not engage in any illegal or inappropriate conduct, such as supplying illegal or copyright protected materials to your customers.

#### 2. Display and enforce a "Terms of Use" policy

It is a good idea to have a Terms of Use policy to cover the public's use of your internet services. We have templates that you can use, and our Surf Easy software can be set to force users to accept the terms of use before they can operate the PC. The Terms of Use should detail what users can and cannot do on your services, and you should reserve the right to refuse to serve any customer who breaches those terms.

#### 3. Install Disk Protection software

To protect user privacy and to reduce the risk of copyright protected material from being stored on your system, all your terminals should run disk protection software such as Windows Steady State.





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#### **4. Install Internet Content Filtering software**

Internet content filtering software can block a user's access to offensive or inappropriate websites and web content, such as pornographic materials. This software is therefore useful to prevent situations in which minors may otherwise access materials intended only for adults. The same software can also be used to block particular websites or websites containing particular words or phrases. It can also be used to keep an historical log of all websites visited. Our Surf Easy software works well with Integard, which is a free internet content filtering program offered under the Australian Government's NetAlert program.

#### **5. Block file sharing programs**

You can block many file sharing programs from running. By blocking these programs you are helping to prevent users from sharing copyright protected materials, particularly music and video files. File sharing programs that should be blocked include LimeWire, Morpheus, and others. You can block the individual programs using programs such as Integard (mentioned above) and the Window Blocker utility in our Surf Easy software. You can also block traffic on particular ports in your firewall.

#### **6. Activate firewalls**

You should use the Windows Firewall protection and any firewall protection in your gateway/router to prevent unauthorised use or hacking of your resources. These firewalls can also be used to block some file sharing programs.

#### **7. Be vigilant**

Encourage your staff to monitor users and to report to the authorities any customer who accesses inappropriate materials. Also be vigilant against the theft of your customers' personal possessions, and remind customers to guard their possessions and personal information.

The above precautions are merely suggestions, and each internet café operator should seek independent professional advice specific to their particular circumstances.

