

## TERMS AND CONDITIONS OF USE

1. You understand that your **ttconnect ID** is intended to help you authenticate yourself on **ttconnect Online**. Please note that there are inherent security risks on the Internet and, as such, you must carefully consider the degree to which you choose to rely on your **ttconnect ID**.
2. You will maintain secure possession of your **ttconnect ID**. If you know or suspect that the security of your **ttconnect ID** has been compromised, you must stop using the **ttconnect ID** and notify a **ttconnect** representative immediately.
3. You will not hold the Government of the Republic of Trinidad and Tobago (GoRTT) liable for any damage or loss of any kind caused as a result (direct or indirect) of the use of any Private Website, including but not limited to any damage or loss suffered as a result of reliance on the contents contained in or available from the Private Website.

### **ttconnect ID Online Terms of Use**

#### **1. Agreement - Terms**

Access to any secured ttconnect Online content ("Secure Online") is governed by the terms and conditions below ("Terms"). You must accept these Terms to complete your **ttconnect ID** registration. If you do not accept any of these terms, you may cancel the registration process and continue browsing the Public content on **ttconnect Online**.

In these Terms, the words "we", "our" and "us" refers to GoRTT.

#### **2. Access to ttconnect Online**

The continuous availability and accessibility to **ttconnect Online** relies on technologies which are outside our immediate control. We do not guarantee continuous availability and accessibility of **ttconnect Online**.

#### **3. Relying On Information**

While all attempts and efforts have been made to provide accurate, current and reliable information, **ttconnect Online** recognizes the possibility of human and/or technology errors. Therefore, **ttconnect Online**, its employees and agencies make no warranties, express or implied, representations as to the accuracy, completeness, currency or suitability of the information provided and deny any expressed or implied warranty on the same. **ttconnect Online** assumes no liability or responsibility for any errors or omissions in the information therein contained or transmitted.

By using **ttconnect Online**, you assume all associated risks including any risk of your computer, software or data being damaged by a virus, software, or any other files, which might be transmitted or activated via the portal. **ttconnect Online** expressly disclaims any liability for any special, incidental, or consequential damages, including and without limitation, lost revenues, or resulting from the use or misuse of the information contained therein.

#### 4. Security

Where appropriate, we use available technology to ensure the security of communications facilitated through **ttconnect Online**. However, we do not accept liability for the security, authenticity, integrity or confidentiality of any transactions and other communications made therein.

Despite the incorporation of best practice security solutions in **ttconnect Online**, we cannot guarantee **ttconnect Online** against the inherent threats associated with the Internet, including the potential for infection by computer viruses, malware or other unauthorized software.

In an effort to minimize susceptibility to interference or interception of electronic information, you should take appropriate steps to keep your information, software and equipment secure. This includes clearing your Internet browser cache before and after using any services on **ttconnect Online**. Please ensure that you “log out” from **ttconnect Online** when using a public or shared computer.

You should keep your passwords confidential.

#### 5. Hyperlinks

In order to enhance the benefit and usefulness of **ttconnect Online**, links / hyperlinks to external websites may be provided. Accessing an external website subjects you to the privacy and security policies of that website’s owners / sponsors. We expressly disclaim any liability associated with the availability or content on external websites. You assume all risks associated with access to external websites, including the creation of any related links. We reserve the right to object or seek to disable any link to or from **ttconnect Online**.

Links / hyperlinks to external websites are provided as a convenience. Under no circumstances shall GoRTT be considered to be associated or affiliated with any non-GoRTT trade or service marks, logos, insignia or other devices used or appearing on websites to which **ttconnect Online** is linked.

#### 6. Intellectual Property

The content of **ttconnect Online**, including but not limited to documents, information, images, online graphics, audio and video or other multimedia, software source code, and links are the Intellectual Property of GoRTT and all relevant Laws to protect this Intellectual Property Right through copyright, trademark and other forms of proprietary rights are applicable even if not mentioned explicitly. All rights, titles and interests in the contents are owned by, licensed to or controlled by GoRTT. All rights reserved. (Government of the Republic of Trinidad and Tobago © 2011).

Use of such content from **ttconnect Online** by way of reproduction, republishing, uploading, posting, transmission or any other form of distribution requires the formal written consent of GoRTT. GoRTT reserves the right to modify these rights and the associated contents without any prior notice.

Apart from any fair dealings for the purposes of private study, research, criticism or review, as permitted in law, no part of **ttconnect Online** may be reproduced or reused for any commercial purposes whatsoever without our prior written permission.

#### **7. General Disclaimer and Limitation of Liability**

We will not be liable for any loss or damage (i) that you may incur on account of using, visiting or relying on any statements, opinions, representations or information on **ttconnect Online**, (ii) resulting from any delay in operation or transmission, communications failure, Internet access difficulties or malfunctions in equipment or software, or (iii) the conduct or the views of any person who accesses or uses **ttconnect Online**.

#### **8. Fees**

There are currently no fees associated with the use of **ttconnect Online**. However, we reserve the right to introduce fees in the future. We are not responsible for any fees that may be charged by external websites.

#### **9. Applicable Laws**

Use of **ttconnect Online** and these Terms are governed by the laws of the Republic of Trinidad and Tobago. Any claim relating to use of the **ttconnect Online** shall be heard by the Trinidad and Tobago Courts.

#### **10. Updating / Amending / Deleting Personally Identifiable Information**

If you wish to update, amend or delete your personally identifiable information, you can contact us at [info.ttconnect@gov.tt](mailto:info.ttconnect@gov.tt)

If you wish to deactivate your **ttconnect ID**, you can contact us at [info.ttconnect@gov.tt](mailto:info.ttconnect@gov.tt)

## **PRIVACY STATEMENT**

Terms and Conditions of the Privacy Policy below shall be an integral part of conditions for using **ttconnect Online** including its title and terms.

**You may want to print this Statement for future reference as it contains important contact information.**

In order to register you for a **ttconnect ID**, the Government of the Republic of Trinidad and Tobago (GoRTT) requires certain personal information from you. This Statement explains the purposes for collecting and use of your personal information.

## Type of Personal information collected

The privacy, confidence, and trust of individuals who visit **ttconnect Online** are important to us. Only information needed for registration of your **ttconnect ID** will be requested. Collection and use of personal information is in accordance with prevailing [Data Protection Policy and Legislation](#).

GoRTT may collect and use the following kinds of personal information:

- Information about your use of **ttconnect Online** (including Services Visited, Links Visited, Searches, and Downloaded Content);
- Information that you provide for the purpose of registering for a **ttconnect ID** (including, First Name, Last Name, Email Address, Gender, Date of Birth, User Type, Street Address, Country, Challenge Response Questions, and Password);
- Information about transactions conducted through **ttconnect Online** (including Registration, Logins); and
- Information that you provide for the purpose of electronically accessing services from across Government.

GoRTT will retain your personal data as necessary for the effective delivery of Government services to you.

Should you choose not to submit your information through **ttconnect Online**, you may alternatively submit your information in person using any of the following options.

- **ttconnect Service Centre**
- **ttconnect Express**

## Use of personal information

In order to provide you with the maximum benefit from **ttconnect**, the personal information which you provide may be shared with GoRTT Ministries and Agencies.

In addition, the information which you provide may be used for the following purposes:

- Personalizing and improving your **ttconnect Online** experience;
- Enabling your electronic access to services from across Government Ministries and Agencies; and
- Providing you with progress/status updates.

## Retention of Information

Records containing personal information needed to support Government functions are retained, managed, and accessible in record keeping or filing systems in accordance with established records disposition authorizations approved by **ttconnect**. Records transmitted through **ttconnect** will be identified, managed, protected, and retained as long as they are needed to meet historical, administrative, fiscal, or legal requirements.

## Cookies

**ttconnect Online** uses cookies for the following purposes:

- Session Management
- Session Persistence
- Session Affinity

Please note that “blocking” cookies may limit certain **ttconnect Online** functionality.

## Securing your Information

GoRTT will take all reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal information.

## Access to Personal Information

Consistent with your right to request changes to incorrect personal information, you may contact us at [info.ttconnect@gov.tt](mailto:info.ttconnect@gov.tt)

## Updating this statement

In the event of any changes to our privacy practices, the changes will be posted to this Privacy Statement, the **ttconnect Online** home page, and other places we deem appropriate.

We reserve the right to modify this privacy statement at any time, so please review it frequently. If we change how we use your personally identifiable information, we will notify you here, by email, or by means of a notice on our home page.

## Contact

For further information related to the **ttconnect Online** Privacy Statement, please send an email to [info.ttconnect@gov.tt](mailto:info.ttconnect@gov.tt).

You may cancel the **ttconnect ID** registration process at any time prior to your agreement with the terms and conditions of the Privacy Statement. Should you choose to cancel, none of the information entered up to that point will be retained.

In order to complete the registration process, you will need to present the necessary identification / documentation as advised by the **ttconnect** representatives.

*By checking the “I agree to the terms and conditions” check box and clicking the “Agree” button, you are confirming that you agree with the Privacy Statement and are now ready to submit your personal information in accordance with it.*

## AUTHORISATION

By signing below, you have acknowledged that you have full legal power to subscribe for the services chosen in this agreement. You have read and agree to be bound by the Terms and Conditions Agreement and Privacy Statement of the Government of the Republic of Trinidad and Tobago's (GoRTT's) **ttconnect Online** Portal. You certify that the above information given is correct and true and you agree to pay all charges, minimum charges and other charges (if any) incurred by the use of your **ttconnect ID** at rates set by GORTT.

Full Name (BLOCK LETTERS) \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_

### **FOR OFFICIAL USE ONLY – Action Taken by**

Full Name (BLOCK LETTERS) \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_