

## WebEx Terms of Service Agreement

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**Agreement Applies To:** Users of the hospital owned Cisco WebEx application

**Agreement Owners:** Integrated Director, Infrastructure Technology  
Chief Privacy & Freedom of Information Officer

**Effective Date:** April 10, 2017

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### 1. Agreement Overview

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This document summarizes your obligations when using WebEx supplied by London Health Sciences Centre (LHSC) and St Joseph's Health Care (St. Joseph's). Failure to comply with these obligations will lead to the discontinuation of your WebEx account.

It is the responsibility of Information Technology Services to monitor and enforce the conditions of this agreement. Any inappropriate use of WebEx may also result in disciplinary action up to and including termination/loss of privileges.

### 2. Terms and Conditions

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**WebEx users acknowledge and agree to the following terms and conditions:**

1. To use the WebEx system in a manner that is consistent with any and all corporate policies and procedures. Policies are outlined in [Appendix A](#).
2. Ensure that all session participants are authorized to have access to the confidential information that is the subject of a specific WebEx session. You should review/check the list of the participants prior to beginning any WebEx session. Hosts may also choose to add a strong password to their meeting to prevent unauthorized participants from joining meetings.
3. Take reasonable steps to ensure that the rooms used to host a WebEx session protect the privacy of patients and staff so that a breach of confidentiality is minimized e.g. make sure the room is locked, place a sign on the outside door, etc.
4. Inform participants that no third-party devices or applications are used to capture or record any part of a WebEx session.
5. Promptly contact the Privacy Office at LHSC or St. Joseph's if you suspect a privacy breach has occurred during a WebEx session.

6. **Business vs. clinical use:** WebEx is intended to be used for meetings between business, clinical staff and external parties for conducting hospital related business, education and research.
7. WebEx is not to be used for direct patient consults or telemedicine consultations. Refer to the Telemedicine Consultation/Examination Policy to see guidelines for patient consults and consent.
8. **System Support:** WebEx will be supported by the ITS department from Monday to Friday from 7 am – 5 pm. The ITS Help Desk is your single point of contact for assistance with any systems managed or supported by Information Technology Services.
9. **System Capacity:** Standard meeting capacity has been set to 100 participants per WebEx meeting with a total system capacity of 800 concurrent participants. Meeting capacity is subject to change.
10. **System Maintenance:** Standard system maintenance will be completed after hours to ensure minimal impact to users. Emergency system maintenance due to unexpected issues will be communicated to the users.
11. **Terms of Payment:** Payment for WebEx license(s) will be made monthly and are subject to change upon yearly review and/or contractual changes with the vendor.
12. **Meeting Recordings:** Recording users must follow all applicable policies in relation to photography, video and sound recording. Recordings information and retention is the sole responsibility of the user. Recordings will be kept on the system for 2 weeks after the meeting has ended, after this time, they can be subject to deletion as part of system maintenance.

### **3. System User's Confidentiality & Disclosure Obligations**

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Your corporate email address and password will be used to access WebEx, and should not be shared with anyone. It is your responsibility to maintain the confidentiality of the login credentials.

The hospital systems maintain an internal record of all transactions carried out by you through the use of your login credentials. This internal record of your activity may be audited as part of the hospital's privacy and security management practices. You are responsible and accountable for all transactions associated with your login credentials.

If at any time you suspect that your login credentials have been compromised you should immediately change your password and inform your direct supervisor as well as the ITS Help Desk x44357.

*By accessing WebEx, you are agreeing to the Terms and Conditions above.*

## Appendix A: Related Corporate Policies

| LHSC Policy   | St Joseph's Policy | Policy Title   |
|---------------|--------------------|--|
| <b>GEN041</b> | GEN017             | Standards of Business Conduct  |
| <b>HRM009</b> | STF042             | Harassment and Discrimination (All Employees)                                |
| <b>INT012</b> | GEN001             | Access and Disclosure of Personal Health Information                         |
| <b>STF002</b> | STF048             | Managing Abusive Behaviours: Staff and Affiliates                            |
| <b>GEN020</b> | GEN002             | Privacy Policy   |
| <b>GEN022</b> | MMI004             | Confidentiality  |
| <b>GEN028</b> | GEN003             | Security of Confidential Information and Information Technology (IT) Systems |
| <b>INT011</b> | MMI007             | Acceptable Use of Information Technology Resources                           |
| <b>MOI001</b> | MMI012             | Records Retention  |
| <b>GEN026</b> | GEN022             | Photography, Video and Sound Recording                                       |
| <b>GEN056</b> | MMI008             | Corporate Computer Downtime  |
| <b>INT009</b> | MMI010             | Remote Access to Computer Network Resources                                  |
| <b>PCC047</b> | PCC069             | Telemedicine Consultation/Examination  |
| <b>COM002</b> | no equivalent      | Telecommunications Equipment Provisioning Policy – Physician                 |
| <b>COM003</b> | no equivalent      | Telecommunications Equipment Provisioning Policy – Staff                     |
| <b>INT010</b> | MMI011             | Use of Cellular Phones and other Wireless Technologies                       |
| <b>INT006</b> | MMI009             | Electronic Mail (E-mail Use)   |