

Filtering of Internet sites

Hampshire County Council's policy for public access to the internet is to protect adults and children from accessing web sites which include material considered unsuitable for general viewing. To do this it uses filtering software. Different levels of filtering are automatically applied according to the age group of the user, which is identified by the system when people log on.

- For users aged 16 and over a basic level of filtering is applied - the same that is applied to Hampshire County Council staff.
- For children and young people aged 9 to 15 the Hampshire Schools level of filtering is applied, which is stricter than the basic level.

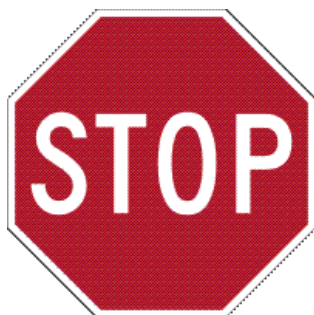
We cannot guarantee the complete exclusion of undesirable material.

The filtering system we use is SmartFilter, from Secure Computing, which works by allocating websites to categories and then setting which categories are blocked or allowed. See table below for the list of blocked categories. Hampshire County Council's IT Services team can change the category of a website if it has been wrongly categorised.

If a website you wish to view is blocked by the filtering system a full page notice will appear telling you that the "requested page is blocked" (see illustration below). If this page does not appear then the site is not blocked by the filtering system, although there may be other reasons why you cannot access it, such as lack of the necessary software or a conflict with the security measures in place on the People's Network PCs.

Requested Page is Blocked

This page <http://xxxxxx> is blocked by the filtering software because it is categorised as xxxxxx



If you think that this page should not be blocked, please use the [library feedback form](#) to contact us, explaining which library you were using the computer in, the web address of the page you want unblocked and the reason why it should be unblocked.

Otherwise, speak to a member of library staff, giving them the web address and the reason why it should be unblocked.

Staff in the library cannot unblock the site but will pass the request to the corporate IT team, who will investigate. It may take a day or two for a decision to be made.

For more information on our filtering policy please see [part 16 of our User Guide - Filtering of internet sites](#)

If you find a site which you think has been wrongly categorised please speak to staff, who will then pass the request on to the County Council's IT Services department for investigation. IT Services do not deal directly with public users.

Categories in SmartFilter 4.1.1 blocked on People's Network

Adult filter level	Child filter level
Anonymizers*	Alcohol
Anonymizing Utilities**	Anonymizers*
Criminal Skills	Anonymizing Utilities**
Drugs	Chat
Extreme	Criminal Skills
Hacking	Game/Cartoon Violence
Malicious Sites	Drugs
Phishing	Extreme
Pornography	Gambling
Remote Access	Gambling Related
Resource Sharing	Gruesome Content
Sexual Materials	Hacking
Spam Email URLs	Hate Speech
Spyware	Instant Messaging
Violence	Messaging
	Moderated (exception)
	Malicious Sites
	Phishing
	Pornography
	Profanity
	Provocative Attire
	Resource Sharing
	School Cheating Information
	Sexual Materials
	Spam Email URLs
	Spyware
	Tobacco
	Violence
	Weapons

*Anonymizers: web pages which enable anonymous Web browsing through an intermediary in order to prevent unauthorized parties gathering personal information. However, they can also be used to bypass filtering software.

**Anonymizing utilities: Websites such as language translators which could be used as anonymizers, whether or not they are set up with this intent.

For information on other categories see the Secure Computing website:

<http://www.securecomputing.com/index.cfm?skey=86#categories>