![Print Copy and GO - Self-Service Printing logo]

PRINT

From a Library PC

1. Send your Document

Print as normal, choosing the **PrintStation** printer. Black-White is default. To switch between Black-White and Colour click on **Properties** or **Preferences** (for pictures click **Options – Printer Properties**), and choose:

Colour : **colour.library_name**
Black-White: black.white.library_name

NOTE: Colour Printing in PowerPoint, Publisher - We advise saving documents in **PDF format** before sending to print,

2. IMPORTANT - Release Code

After confirming your print a dialog will display your document's **Release Code**. Click OK (**twice**). You **MUST** make a note of this code.

3. Collect your Document

At the Print Station, select **Collect Print Job,** enter the **Release Code** and press **Print**. Make payment and press **Confirm**. You have 3 days (72 hours) to collect a document. After the 1st print you can reprint up to 10 times, within 1 hour.

From a Mobile Device

Search for instructions to submit your documents for printing via Email, Mobile App, or Web upload:

www.printcopyandgo.com

Documents sent from a mobile device are collected in the same way as described above.

From USB (PDF Files Only)

Insert your USB key in the slot on the front of the kiosk and choose Print—Print from USB. On the 1st screen, choose your files for print using Add / Remove buttons, then press Print. On the 2nd screen use the Settings (Gear icon) button to choose Colour/Black-White, Selection of Pages, 1 / 2-sided and Number of Copies, etc. You may also Preveiw (Eye icon) your files before pressing Confirm to proceed to the Payment screen.

COPY

Select **Photocopy, Scan**, then **Photocopy.**

1. Start

Place your first page on the Flatbed (Glass) or Document Feeder. Select **Colour** / **Black-White** and the number of **Copies** and press **Start.**

2. Add More Pages

If you have more pages to add, choose **Next Page**, add the page(s) and press **Confirm** . Repeat this for all additional pages. There is a **100 page limit** per single photocopy job.

3. Finish

Once you've added all pages, press **Done**. The total payment due will be shown on screen, Your copies will start to print as soon as you make payment.

SCAN

Refer to Copy instructions above, select **Photocopy, Scan,** then **Scan to Email** or **Scan to USB**. There is a flat rate charge for scanned documents, up to a **maximum of 10 pages (Email)** or **25 pages (USB)**, all in PDF format. Email delivery uses a secure email service, normally within 5 minutes or less. In the event of a delay, or non-delivery, please contact our Customer Service team for investigation

PAYMENT

Payment is only accepted **at the end** of your transaction at the **Payment** prompt. Payment attempts before this stage will be rejected.

Coin payment (**€2, €1, 50c, 20c, and 10c**) accepted. **Note (€10, €5)** payment at selected locations, check with on-site staff.

For **Card / Tap Payment**, select **Pay by Card**. For tap payments, hold the card / phone close to the reader for up to **5 seconds** and await payment confirmation. The standard Contactless card payment limit (€50) applies. Larger amounts can only be accepted by smartphone app, e.g. Google Pay, Apple Pay, etc.

NOTE: Unused credit is cleared after **10 minutes** of inactivity.

DATA PROTECTION: Any documents found that are not your own must be handed over to staff for disposal.
See overleaf, or on the website www.surfbox.ie, for Data Protection Statement.

1800 818989   **support@surfbox.ie**   **www.surfbox.ie**

Data Protection Statement

SurfBox®

Introduction

Ormonde Technologies (SurfBox) Ltd ('the Company') needs to collect user data (information) for limited purposes from users of its services in public libraries, shopping centres, airports, hotels and other public venues hosting its services. The purpose of processing user data is for the delivery of internet, print and copy services at these venues. Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of user data.

This is a statement of the Company's commitment to protect the rights and privacy of individuals in accordance with the General Data Protection Regulation (GDPR).

Data Protection Principles

The Company will administer its responsibilities under the regulation in accordance with the stated data protection principles as follows:

1. Obtain and process information fairly

The Company will obtain and process user data fairly and in accordance with the fulfilment of its functions. The user data obtained during the fulfilment of its functions are as follows:

- **Printing**: Individual's documents submitted for print purposes. Additionally, the individual's email address is required to be submitted for the purpose of submission of print jobs via email.
- **Scanning / Copying**: Individual's documents obtained for scanning purposes. Additionally, individual's email is required to be submitted for the purpose of scanning document to email.
- **Card Payments**: All card (credit and debit card) payments for the Company's services are processed by a PCI DSS compliant acquirer. Data obtained in this process is retained within the EU.

2. Keep it only for one or more specified, explicit and lawful purposes

The Company will keep data for purposes outlined in the previous section that are specific, lawful and clearly stated and the data will only be processed in a manner compatible with these purposes. The Company will not retain or disclose user data for any purpose other than for delivery of its services.

3. Keep it safe and secure

The Company will take appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of, the data and against their accidental loss or destruction. The Company is aware that high standards of security are essential for all personal information.

4. Retain it for no longer than is necessary for the purpose or purposes

The Company will only retain data for the duration of its service delivery and for any support purposes relating to the services. Specifically, data is retained temporarily for the purposes outlined in Section 1 as follows:

- **Printing**: Jobs submitted for printing are retained in electronic format for printing purposes up to a maximum of three days. Print jobs cannot be exported or duplicated for printing or viewing elsewhere. Physical print copies can only be obtained by the user by means of a one-time PIN code that has been returned to their email address.
- **Scanning / Copying**: Documents obtained for scanning or copying purposes are stored in a temporary folder for the duration of the user's session. They are permanently deleted at the end of the session.
- **Card Payments:** The company does not obtain users' card details in the delivery of its services. Card details are forwarded to a secure payment gateway for payment processing.

Responsibility

The Company has overall responsibility for ensuring compliance with the Data Protection regulation. However, all employees of the Company who collect and/or control the contents and use of user data are also responsible for compliance with the Data Protection regulation. The Company will provide support, assistance, advice and training to all staff to ensure it is in a position to comply with the legislation. The Company has appointed a Data Protection Officer who will assist the Company and its staff in complying with the Data Protection legislation.

Procedures and Guidelines

This Statement supports the provision of a structure to assist in the Company's compliance with the Data Protection regulation, including the provision of best practice guidelines and procedures in relation to all aspects of Data Protection.

Review

This Statement will be reviewed regularly in light of any legislative or other relevant indications. This document was last updated on Tuesday 20 November 2018