

## **Mobile Telephone Policy**

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JSCC Presented: 5 July 2018



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### **Introduction**

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This document describes the safe and acceptable usage of mobile devices supplied to West Lindsey District Council employees. It describes current legislation and also provides Health & Safety guidance relating to the usage of such devices. There is a comparative table in Appendix 1 showing the differences between the existing Mobile Device Policy and the New Mobile Phone Policy.

### **Scope**

It includes within its scope the acceptable use of mobile telephones, and similar wireless data transmission devices.

## Exclusions

This policy does not cover two-way radios, desktop computers, or laptop computers. The acceptable use of the Internet is covered in a separate document, and is the same as for desktop computers.

## Responsibilities

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The responsibility for the appropriate use of mobile devices rests with the designated user, their line manager and ultimately the relevant Director. Users and Line Managers **MUST** read the whole of this document.

### Key points: Line Manager Responsibilities

2.1.1. Line Managers are responsible for:

- ensuring that members of their teams who are likely to make use of mobile devices are aware of their rights and obligations under the usage policy;
- monitoring the overall cost of every mobile device used by a member of their team;
- ensuring that any user whose mobile usage/costs have exceeded to have breached this policy justifies their costs/usage; See Section 5.1.2.
- ensuring that the cost of personal calls is recouped from mobile device users for whom they are responsible;
- informing the ICT Department who will then inform the Mobile Phone Supplier, in writing if any mobile device should be disconnected.
- informing the ICT Department in writing if the mobile device is to be paid for subsequently using a different account number, or using a different cost code.
- reporting to the ICT Department any concerns regarding any abuse, misuse or breach of policy regarding any Mobile Devices.

2.1.2. In cases where new account numbers / costs codes / cancellation requests have not been provided in writing, the line manager's own cost code may be liable for any subsequent charges for that mobile device.

### Delegation of Responsibilities

2.2 In the event of any doubt arising over responsibilities of duties then authorisation of duties requires the approval of the Director of Resources.

## Administration and Support of Mobile Devices

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### Requesting

3.1.1. Employees who require a mobile device to perform work duties should request authorisation from their line manager.

3.1.2. Any request for a mobile device must be justifiable and in line with the job role of the requester/recipient.

### Authorisation

3.2.1. The authorising line manager must contact the ICT Manager to discuss a suitable and justifiable device before purchasing.

3.2.2. Only basic models for mobile devices are to be used unless otherwise justified and authorised.

3.2.3. Handsets, accessories and SIM cards will be ordered by the ICT Department and delivered to the Line Manager of the requester, from where they can be collected or delivered to site.

3.2.4. Itemised monthly usage and rental invoices are supplied for each mobile device and will be passed on to account coordinators within each Department, who then have responsibility for passing the invoices on to Line Managers / cost code owners.

### **Personal Usage Monitoring**

3.3.1. West Lindsey District Council will on a regular basis monitor usage of mobile devices including personal usage.

3.3.2. Inland Revenue guidance indicates that no personal tax liability results from the personal use of mobile devices supplied for business use, other than the payment of VAT on call and text charges.

### **Reporting Faults**

3.4.1. Faulty devices should be reported to the Helpdesk (SharedlincsHelpdesk@sharedlincs.net) with details of:

- the User's name
- the phone number;
- the type of device
- where possible its serial / IMEI number (generally found inside the battery compartment, or by typing \*#06# <call> from the keypad);
- the nature of the fault.

3.4.2. Where necessary, replacements will be supplied by West Lindsey District Council.

## Security

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### PIN Codes

- 4.1.1. All mobile phones / data devices must have the PIN enabled. This can be done from within the phone settings menu, and the security menu
- 4.1.2. Once the SIM PIN is enabled, it is then possible to change the PIN to a 4 – 8 digit PIN of your choice.
- 4.1.3. It is highly important to set this PIN so that if the device is lost or stolen, costly fraudulent calls are kept to a minimum.
- 4.1.4. In the event that a PIN code is forgotten then please contact the ICT Helpdesk for assistance
- 4.1.5. A voicemail PIN should be set up by every user. To set up your Voicemail PIN, please call 123 from your mobile and then press option 3.

### Accidental Loss/Theft of Mobile Device

- 4.2.1. The loss of devices that can send, store and retrieve email or access West Lindsey District Council information systems has potentially serious repercussions for West Lindsey District Council because of the sensitivity of the information that may be stored on them. Sensitive, confidential or otherwise valuable information should not be permanently stored on mobile communications devices
- 4.2.2. All losses of mobile data devices must be reported to the ICT Manager/ICT Department immediately.
- 4.2.3. The ICT Department will arrange to have a special “kill” message sent to the device, which will disable it and, where appropriate, wipe all of the information contained on it.
- 4.2.4. If the loss is discovered out of hours, it must be reported to the EE Customer Services team immediately, on **07953 966 250**, to ensure that the “kill” message is sent to the device immediately.
- 4.2.5. The ICT Department should be contacted as soon as possible within working hours to report the loss, in order that a replacement unit can also be arranged.
- 4.2.6. The use of email on a mobile phone is still covered by the Email Policy and users should be aware of this policy.

### Usage & Password/PIN Code security

- 4.3.1. West Lindsey District Council provided mobile devices may be used by designated users only.
- 4.3.2. The West Lindsey District Council IT Security Policy applies to these devices and users should be aware of their responsibilities under this Policy and in particular policy relating to passwords and PIN Codes, and to ensure that the password associated with the device is known only to them and not divulged to any unauthorised person.

### Returns Policy

- 4.4.1. West Lindsey District Council reserves the right to withdraw any mobile device at any given time.
- 4.4.2. Any member of staff who is due to leave/terminate contracts with West Lindsey District must return any mobile device to the ICT Department or their Line Manager who in turn must return it to the ICT Department on the day of contract expiry.
- 4.4.3. It is the Line Manager’s responsibility to complete and submit the online ICT Leavers Form to notify the ICT Department of any staff intending to leave/terminate their employment contract with West Lindsey District. This allows equipment to be returned,

assessed on value for money.

4.4.4. It must not be assumed that equipment allocated to a member of staff immediately gets allocated to a replacement member of staff, an additional member of staff or passed on to another department.

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## Permitted Use of Mobile Communications Devices

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### General

5.1.1. The mobile device is the property of West Lindsey District Council and should normally be used for legitimate business purposes only.

5.1.2. Mobile devices provided by the Council for work use may only be used for work. Use for any other purpose (except in genuine emergency) may cause the device to be withdrawn, and subject the user to disciplinary action.

5.1.3. It may be necessary from time to time to make a personal call or send a personal text message. Users will be required to identify such personal use from the associated monthly invoice, and will be expected to pay for this use by means of a payment on your departmental budget code via customer services.

5.1.4. Communications devices capable of transmitting and receiving data information should only be used for the purposes for which they were supplied. They must not be connected to third party networks or directly or indirectly to the public Internet, unless previous authorisation to do so has been received from the relevant Line Manager and ICT Department.

5.1.5. Users must not use, try to use, or let anyone else use staff mobile communications devices for:

- Anything that is illegal or immoral;
- Making offensive, threatening or harassing calls;
- Use of the Short Message System (SMS), multi-media messaging or email to send or receive inappropriate or offensive remarks, graphics or images;
- Use in contravention of Regulation 104 of the Road Vehicles (Construction & Use) Regulations, 1986; i.e. using a mobile phone whilst driving.

5.1.6. The sending or receiving of SMS text messages for the purposes of downloading, or otherwise accessing, ring tones, games, commercial competitions, sports report services and other non-business related activities or applications is not permitted. It should be noted that many of these services operate on an on-going subscription basis, and can be charged at anything up to £5 per item.

5.1.7. Users should always consult their Line Manager or ICT Department before sending any SMS text message to a commercial service.

5.1.8. Note that it is the responsibility of Line Managers to monitor invoices for such usage and failure to do so will result in the Line Manager's cost centre or the end user bearing the costs of any such activity.

5.1.9. The monthly billing summary of all calls made from each handset includes details of this type of activity, and is supplied to the West Lindsey District Council billing coordinators.

5.1.10. Users have a responsibility to utilise the West Lindsey District Council's communications resources and services in a manner that is consistent with the West Lindsey District Council's standards of business conduct.

5.1.11. Voicemail is automatically provided on all mobiles. Voicemail greetings should be personalised with a suitable message inviting the caller to leave a message. To record a personalised message please call Voicemail by dialling 123 from your mobile and then press option 2.

5.1.12. When visiting public sites, users should be aware of, and respect, local policies regarding the use of mobile communications devices. For instance, it may be necessary



to switch such devices off in Hospitals, Courts etc. If in doubt, local staff will be able to advise on local policies.

5.1.13. Mobile communications devices should be securely stored when not in use. Handset covers provide a degree of physical protection and can be provided with mobile handsets. Users may be liable for repair or replacement costs, should their handset be damaged or lost. Any such damage should be reported to the Line Manager, and to the ICT Department.

5.1.14. Storage of documents (particularly confidential and ones containing personal data) should not be routinely stored or left on phones longer than necessary. Documents should be transferred to corporate or departmental filing systems as soon as possible.

5.1.15. Photographs of people are Special Category Personal Data (biometric data) and therefore a lawful basis is required under GDPR Article 6 and a condition under Article 9 in order to process them (which means anything like store, view, email, etc).

5.1.16. Deliberate breaches of the policy such as removing or disabling technical controls may lead to gross misconduct and could lead to dismissal while extreme cases could lead to criminal prosecution.

5.1.17. The council recognises that employees may have a need, at times, to conduct personal business within social media while at work or using council resources. Therefore, the council allows limited access to non-business social media content, in accordance with the Social Media Policy.

## **International or Premium Rate Calls**

5.2.1. All phones supplied to West Lindsey District Council are, by default, barred from making international or premium rate calls while in the UK or making or receiving any calls whilst abroad.

5.2.2. These restrictions can be lifted for individual phones, for instance where there is a need to contact counterparts in foreign countries or to contact local staff while attending conferences etc. outside the UK.

5.2.3. Where International access is required, users should seek authorisation from their Line Manager who should contact the ICT Manager, providing details of the phone number concerned and the start and end dates of the requirement.

5.2.4. At the end of this time, International access will be removed from the handset in order to reduce the impact of fraudulent use should the handset subsequently be stolen. While there is no cost for enabling international access, it should be noted that it is expensive both to make and receive calls while abroad.

## **Health & Safety**

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### **Driving whilst using Mobile Devices**

6.1.1. From 1<sup>st</sup> December 2003, it is an offence to use a mobile phone or similar device while driving, if the device has to be held in doing so; this includes the cradling of the device between shoulder and ear. Amendments to this legislation, mean that a convicted offence will attract a fixed penalty of £200, and a 6 point license endorsement.

6.1.2. The only statutory exemption relates to emergency calls made to 999, which will be permitted only where it would be unsafe to stop before making the call.

6.1.3. The Highway Code makes it clear that drivers should never use a hand-held mobile phone unless either a suitable cradle and earpiece or a fully installed car kit is used.

6.1.4. There is scope for the police to charge a driver with failure to have proper control of

their vehicle, or with careless or even reckless driving, if they are seen not to be paying proper attention while driving. The penalties for these offences range from endorsement of licences, through disqualification from driving and even imprisonment in the most serious cases.

6.1.5. Any penalty imposed as a result of a successful prosecution for having insufficient control of a vehicle while using a mobile phone, will be the responsibility of the driver. West Lindsey District Council accepts no responsibility for the payment of fines or other penalties imposed as a result of any such prosecution.

6.1.6. In light of the above, staff must never read or send text messages or e-mails when driving, and must ensure that calls are only made or received when safe to do so.

6.1.7. Should they have an accident while using a mobile phone when driving on West Lindsey District Council business, users should note that their private motor insurance will be expected to meet the costs of damage repairs and any personal injury claims that arise unless the above guidelines are strictly adhered to.

6.1.8. The HR Driving Policy should be considered in conjunction to this policy, which has further information regarding use of mobile phones.

## **Privacy**

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### **Audit**

7.1.1. Mobile telephony usage is monitored and audited on a regular and ongoing basis.

7.1.2. Itemised invoices are available in respect of each phone number. Line Managers can request access to this information either via ICT.

7.1.3. All calls from mobile phones are logged and can be traced by the Mobile Service provider, and this function can be invoked at any time should misuse of a handset be suspected.

7.1.4. Given that the device is provided for use on West Lindsey District Council business, there should be no expectation of privacy in anything created, stored, sent or received using West Lindsey District Council equipment.

### **Breaches of the Terms of this Policy**

7.2.1. Breaches of this Policy will be viewed seriously and may result in action being taken under the West Lindsey District Council disciplinary Procedures.

Appendix 1 – Mobile Phone Usage – comparison between section within the Mobile Device Policy dated 13/04/2017 and due for review April 2018.

<b>Scope</b>	<b>Mobile Device Policy</b>	<b>New Mobile Phone Policy</b>
Personal devices not to be connected to a council owned laptop or tablet for any other purpose than re-charging.	Included	Included
No personal or sensitive data stored on device	Included	Included
No spam, chain or other junk emails stored on device	Included	Included
No device left on view in a car, or public place	Included	Included
All devices shall be password protected / PIN codes	Included	Included
All devices shall be locked when device not in use	Included	Included
Specific to mobile phones not general devices. Also includes personal mobile phones if actively synchronised to the officers' work emails.		Included
Personal usage - costs and usage of the phone is monitored, recorded and recouped		Included
Reporting Faults		Included
Returns Policy		Included
Driving whilst using Mobile Devices		Included
Using Social Media on council owned mobile phones		Included