

Staff Provided Mobile Phone Policy and Agreement 2020

Key Document Details

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Owner:	M Weller		
Approved by:	CEO		

1. Introduction

1.1. Statement

This policy pertains to all employees who have been issued with a work mobile phone.

1.2. Aim and purpose

The aim of this policy is to ensure any employee who has use of a work mobile phone is aware of their responsibilities and how the device is managed to comply with GDPR.

1.3. Who it applies to

All TWHF staff that have been provided with a work mobile phone.

1.4. Business Tariff and Suppliers

Any new tariff will be for a term on 36 months, we aim to use one supplier to get value for money but that may change. Due to deals and costs tariffs may differ so it's important to ensure you understand what has been assigned to your mobile.

The following elements will never be covered in any business tariff therefore will be chargeable and should be avoided. If they are required, then you will be asked to provide evidence that these were required for work purposes:

- Multimedia Messages
- Additional data allowance
- Apps
- Options or purchases within apps
- Premium rate numbers

If you require add-ons or access to your tariff abroad, please see section 3.2 for the procedure.

2. Policy

2.1. Description

All assigned TWHF staff with a work supplied mobile phone are required to use this device to aid them in completing their assigned role(s).

2.2. Permissive/non permissive Policy

- The mobile phone must be used for work purposes only
- The mobile phone must only be used by the assigned employee of TWHF, cannot be used by unauthorised person(s)
- If permitted through MDM mobile policy your phone must be attached to a play or apple store account using your work email address only, personal address cannot be used
- Your phone must have appropriate security applied e.g. Thumb print access, complex password or pin
- Your phone must remain attached to the Meraki MDM solution (applied to Smart Phones only) and the app should not be removed

- If permitted through MDM mobile policy apps may be downloaded from your work Google play or apple store but they must be for work related activities.
- You must always use your phone safely and be aware of your surroundings when using the device
- When driving you must ensure you are within the legal boundaries, the TWHF, advocates the use of hands free kits but would prefer that you to pull over in a safe place to use the mobile device.
- You do not use your mobile for premium rate numbers unless required to fulfil a work related task

2.3. Compliance

Failure to agree and follow this policy will result in your mobile device being blocked and investigated. To comply with GDPR your phone will be added to the Meraki MDM solution. The Meraki Systems Manager will allow the phone to be wiped remotely if the phone is stolen. The system can also allow the WHFIT Support Team to push out configuration for apps, allow us to track mobile data usage and location, which may be used for investigations if misused. Please note that only the Data Protection Officer, IT Director and Regional

Heads of IT have access to this information, this will not be shared unless it is deemed necessary to aid in an investigation process.

3. Key steps in the process

3.1. Roles and responsibilities Data Protection Officer

The Data Protection Officer is responsible for checking your assigned mobile device is not misused once our finance team processes any monthly bill. The DPO is also responsible for ordering and upgrading of phones when required. Any request for mobile devices will need to be submitted using the WHFIT Service Desk and confirmed by either HR and / regional director.

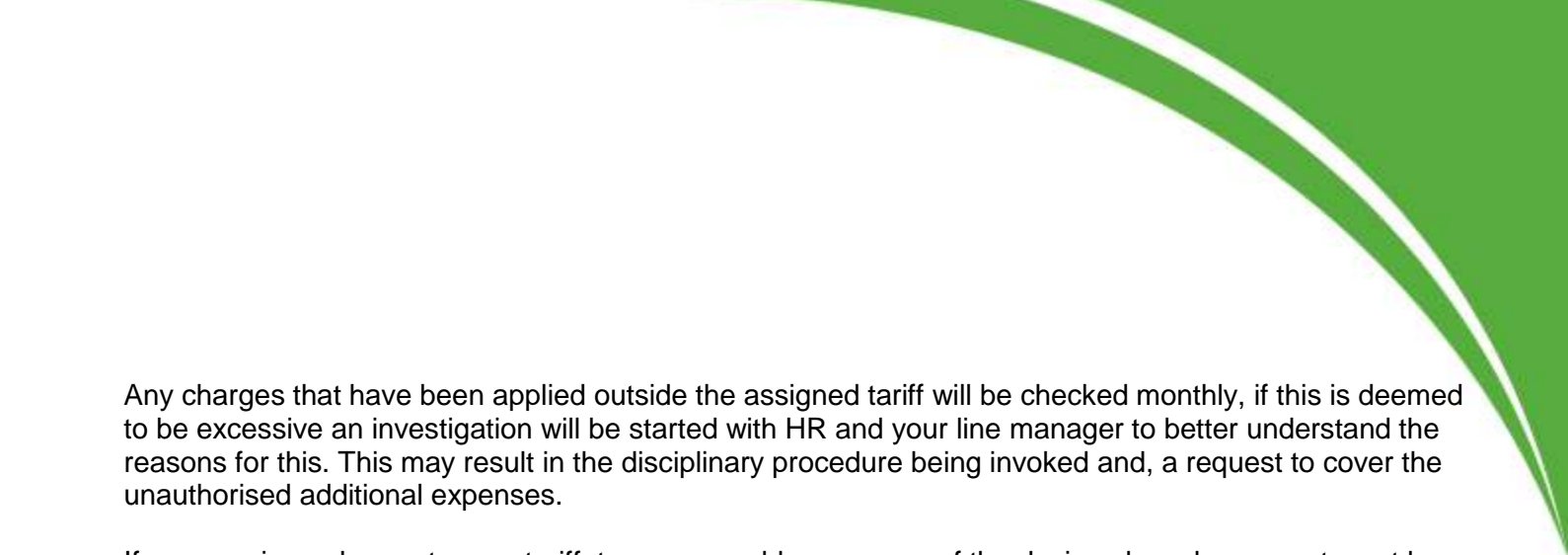
End User

As the user of the assigned mobile phone your responsibilities are:

- To comply with this polices guidelines
- To actively monitor your phones usage to ensure you have not exceeded the allocated tariff, this includes data which can be monitored using the data allowance settings on your mobile or using the relevant app
- To pay any fines relating to the use of this device whilst driving or for any other reason, you must also inform you line manager and our HR department
- To protect the device from accidental damage
- To ensure the device is in full working order
- To report your phone missing or stolen to WHFIT Support Team as soon as possible

3.2. Procedures

If any employee has any questions relating to their assigned mobile device, they must submit this via the WHFIT Support Teams service desk email, which is used in your allocated school or department.



Any charges that have been applied outside the assigned tariff will be checked monthly, if this is deemed to be excessive an investigation will be started with HR and your line manager to better understand the reasons for this. This may result in the disciplinary procedure being invoked and, a request to cover the unauthorised additional expenses.

If you require a change to your tariff, temporary add-ons or use of the device abroad a request must be made by your line manager (using WHFIT Service Desk) stating they're happy this can be charged to their relevant budget.

3.3. Local conditions statement

Please ensure you check the Bring Your Own Device Staff policy for individual schools in relation to preferred use of mobile devices within their environments.