Mobile Telephone/Device Policy
The Facilities Directorate Staff Policy for Mobile Telephone/Device Use

1. PURPOSE

The following policy, rules, and conditions apply to all Facilities Directorate mobile/device users. The purpose of the policy is to set ground rules and to educate users in their responsibilities in the usage of mobile telephones, tablet devices, mobile internet and email (if applicable).

As a user of these resources, you are responsible for reading and understanding this document. Further clarification on any points can be obtained from your mobile telephone administrator (Facilities Directorate Office Support Team).

2. POLICY INTRODUCTION

Both the Facilities Directorate and the University of Leeds strive to provide all mobile telephone and device users with privacy and the right technical resources to carry out their job role. All mobile telephone & device users have the responsibility to use the resources in an efficient, effective, ethical, and lawful manner consistent with the rules and regulations set by the Facilities Directorate and the University of Leeds.

Such devices add significant operating expenses and create additional security concerns for the organisation. As such, the organisation maintains and enforces this Mobile Telephone / Device Policy to help the organisation maximise security whilst also managing costs.

The Facilities Directorate seeks to protect information, recognized as a primary administrative resource, from accidental or intentional unauthorized modification, misuse, destruction, disruption, or disclosure. In order to do this they have the right to monitor usage of mobile telephone resources.

For smart phone users, who have access to internet and email via their mobile telephone handset or other device(s), this policy should be used in conjunction with the University IT policy for computer use, internet and cloud usage.

This policy must be accepted and followed by all Facilities Directorate users.

3. APPLICATION FOR NEW HANDSET / DEVICE

All requests for a new or a replacement smart mobile phone/device must be submitted by completing the “FD Mobile Request form” available from either the FD Office Support Team or via the download webpage on the Estates website.

- Mobile phones/devices will be charged to their respective department (account code required).
- Heads of Service(s) or nominated staff can only approve the form.
- Faulty and/or damaged phones/devices will be checked by Estates IT in the first instance

4. HANDSET / DEVICE USE

You have been issued with a handset/device to meet your business requirements as identified by your manager. You also have a responsibility and have a duty of care to ensure these phones/devices are appropriately maintained. If for any reason you require a new or different handset/device then please speak to your line manager in the first instance.

Old handsets should be sent to FD Office Support Team. They will either be recycled or redistributed to other staff.
Smart phone users have been set up with a data package to enable email or internet use from the handset. **It is imperative that you do not use anyone else’s SIM card in your handset, as they may not have been set up on a data package and could incur very costly bills by doing this.**

The department has the right to withdraw or exchange a mobile telephone at any time. Smart phones may be transferred if it is deemed necessary to meet the needs of the business. Any exchanges must be undertaken in consultation with the FD Office Support Team, as costs may be incurred.

It is the User’s responsibility to ensure all ID accounts are removed (eg: Email accounts, Apple ID’s, Gmail account, etc) before handing back the phone to the telephone administrator. Assistance can be provided by the Estates IT Team if required. All phones will be reset to factory settings (if possible) before disposal or recycling.

5. **USER CONTRACTS / CALL PACKAGES**

Each user is set up on a call package for texts (not picture messaging) and calls (data if smart phone or other device: e.g. tablet). Please find out which option plan you are on, so you are aware of costs incurred for call/text/data usage.

The FD Office Support Team will be able to provide this.

6. **USING YOUR HANDSET OUTSIDE OF THE UK ‘ROAMING’**

6.1 **Basic phones:**
Your sim card is not set up to be used outside of the UK, unless this has been pre-arranged for you. If you have a business requirement for this, and have authorisation from your Head of Section, then international roaming can be set up for you. For more information contact the FD Office Support Team.

6.2 **Smart phones:**
Smart phone users should leave their handsets in the UK if at all possible, as data is constantly being transferred through 3G/4G even if you are not actively using it.

If you have a data package that allows for use in the UK, this will not apply if you take the handset abroad and new charges will apply. Calls, text and data costs will be higher than normal rates and vary from country to country.

Booster packages can be set up with your service provider to allow for use outside of the UK but these are often expensive and offer very limited use. However, if you have a business requirement for this and have permission from your Head of Section, this can be set up. Please allow 5 working days to sort this out before you travel.

**Note:** If you take your smart phone outside of the UK without setting up an appropriate booster data package then you could get a very costly bill. You will be responsible for the repayment of data costs, work related or personal, if you do this.

7. **PERSONAL USE**

7.1 Whilst the primary purposes of the mobile telephone handsets and devices provided by the Facilities Directorate are to conduct the business of the University, incidental and occasional personal use of calls, texts, e-mail & internet is permitted so long as such use does not disrupt or distract the individual from the conduct of University business.

7.2 The use of your mobile telephone / device for personal use is subject to a fair usage policy. The use of premium text and call services is not permitted e.g. entering competitions; voting on television programmes; chat lines, photo messaging etc.

7.3 **You** will be responsible for costs outside of the agreement, not incurred as part of your work.
8. PERSONAL USE POLICY (SMART PHONE USERS ONLY)

8.1 Smart phone users will have been set up on an appropriate package for 3G/4G data transfer, which will allow for email and internet usage. Your package is for a set amount of data. You should check what package you have been set up on with the FD Office Support Team before using the handset.

8.2 For those people on a limited data usage package, free applications (apps) can be downloaded to monitor your data usage if you would like to keep track. ‘Live streaming’ uses up high volumes of your data allowance e.g. UTube; watching podcasts; Sat Nav.

8.3 You are able to download applications (apps) for personal use providing that they are in keeping with the IT Policy on computer use, and that they are free of charge and within your monthly data connection allowance. There may be essential apps that are required for business use which are chargeable. If you require these, then the FD Office Support Team will need to obtain authorisation from Head of Service.

8.4 Your handset should be set up to use wi-fi wherever possible and certainly where the University’s wi-fi network can be accessed. Eg: Eduroam.

9. WARRANTY (New, Replaced or Repaired Mobile Devices)

New mobile handsets and devices are under 12 month’s warranty for any technical failure. The warranty does not include accidental damage, so care should be taken when using your mobile telephone. We do not have mobile telephone insurance to cover accidental damage.

If for any reason your handset and/or device is damaged, lost or stolen then please contact the FD Office Support Team immediately.

We do have a limited number of second hand handsets available for emergency use or as a replacement. Limited funds are available to buy new replacement handsets, but will only be used if the business need is justified.

10. MONITORING

The University operates on the basis of trust. However, if there are reasonable grounds for suspecting that an individual is engaging in activities which are in breach of regulations or guidelines, the University reserves the right to investigate fully, including direct monitoring of the use made by the user, e.g. listed bills or internet usage. In the event that serious misuse is suspected disciplinary action may be instigated where staff may be required to justify their usage.

11. HEALTH & SAFETY

The handset/device should not be used unless safe to do so. Hands free kits are not provided for driving. If you receive a call whilst driving, you should stop and pull over, when it is safe to do so to answer the call. Voicemail messages can be left by the caller.

This policy will be reviewed and updated on a regular basis to encompass any policy or procedural requirements.

This policy is to be used in conjunction with the IT policy with regards to the use of email, internet data and the cloud.

Please sign & return a copy of this document to the FD Office Support Team

I have read the Facilities Directorate Policy for Mobile Telephones/Devices and understand my responsibilities listed in the document

Print Name: ___________________________  Section: ___________________________

Signature: ____________________________  Date: ___________________________

Please keep a copy of this document for your own future reference

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