



ST. PATRICK'S CENTRE (KILKENNY)
KELLS ROAD KILKENNY

Policy Document

POLICY TITLE: Mobile Phone Policy

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Policy Number 23 – Other Policies	Approved By: Signed: <u>David Kieron</u> Operations Manager Signed: <u>[Signature]</u> Board Member	

Mission Statement

To enable people to live a good life, in their own home, with supports and opportunities to become active, valued and inclusive members of their local communities.

To enable a supported self-directed living (SSDL) model of provision which is underpinned by our beliefs, values and vision.

Review Date: Revision No: _____	Amendments required: _____	New Revision Status: _____
Reviewed by:	Approved By: Signed: _____ Operations Manager	

1. Purpose

St Patrick's is committed to the correct and proper use of mobile phone devices in support of its administrative and service functions.

The inappropriate use of mobile phone devices could expose St Patrick's to risks including, theft and / or disclosure of information, disruption of services, fraud or litigation. The purpose of this policy is to define acceptable, safe and secure standards for the use and management of mobile phone devices within St Patrick's.

This policy is mandatory and by using any mobile phone devices which are owned or leased by St Patrick's, users are agreeing to abide by the terms of this policy.

2. Scope

This policy represents St Patrick's position. The policy applies to all mobile phone devices which are owned or leased St Patrick's, users and, holders of these mobile phone devices and, all use of such mobile phone devices.

All exceptions to this policy must be authorised by St Patrick's management in writing.

3. Policy

3.1. Assignment & Approval of Mobile Phone Devices

- 3.1.1 Senior management approving the assignment of a St Patrick's mobile phone device must ensure that the necessary budgetary provision has been made for the initial and ongoing costs related to the use a mobile phone device.
- 3.1.1 St Patrick's mobile phone devices maybe assigned on an 'individual' basis for use by a designated employee or on a 'shared basis' for use by a designated unit or house.
- 3.1.3 The assignment of a St Patrick's mobile phone device is made for an initial 18 month term. At the end of the 18 month term, the need for the mobile phone device must be reviewed by the relevant senior manager.

3.2. Criteria for Determining the Assignment of a St. Patrick's Mobile Phone Device

The decision to approve the assignment of a St Patrick's mobile phone device to an employee must only be made after careful consideration and examination of the employee's duties. A St Patrick's mobile phone device must only be issued to employees who meet at least one of the following criteria:

- 3.2.1 The employee's duties require them to spend time out of the office or normal place of work;
- 3.2.2 The employee is on an official on-call rota;
- 3.2.3 The employee has been identified as a key member of staff and needs to be contactable at any time;
- 3.2.4 The employee's duties are such that the mobile phone device is needed for health and safety reasons;
- 3.2.5 At the discretion of the Operations Manager or Finance Manager.

Once a decision has been made to assign a St Patrick's mobile phone device, the Finance Manager must

forward a written copy of decision to the IT Officer.

3.3. Mobile Phone Device Administrator

- 3.3.1 All mobile phones are to be administered by the IT Officer
- 3.3.2 The IT Officer must ensure that a copy of this policy has been issued to each employee and the employee has signed a copy of St Patrick's mobile phone policy.

3.4. Procurement of Mobile Phone Devices

- 3.4.1 All St Patrick's mobile phone devices and associated equipment (e.g. car kit, battery charger etc.) must be purchased in line with St Patrick's mobile phone policy and procurement procedures.
- 3.4.2 Only St Patrick's mobile phone devices which have been purchased from St Patrick's mobile phone provider will be allowed connect to the St Patrick's network.
- 3.4.3 All St Patrick's mobile phone devices, associated equipment and mobile phone accounts remain the property of St Patrick's.

3.5. Register of Mobile Phone Devices

- 3.5.1 The IT Officer must prepare and maintain (in electronic format) a list of all mobile phone devices. The list must include the following information for each mobile phone device:

- Assignment details (Employee name, location, contact details, role, and email address);
- Mobile phone device telephone number;
- Date the mobile phone device was issued;
- PIN & PUK number, PIN Number must not be changed without informing the IT Officer;
- Dates and details of any upgrades or replacements;
- Dates and details of any associated equipment (e.g. car kit, battery charger etc.) supplied with the mobile phone;
- Details of any restrictions applied;
- Review Date.

3.6. Monitoring

- 3.6.1 The Finance Manager must monitor mobile phone usage within the service to ensure compliance with this policy
- 3.6.2 St Patrick's Centre reserves the right to monitor, capture and inspect any phone call information made on a St Patrick's mobile phone device or on a St Patrick's mobile phone account, in order to:
- Investigate system problems;
 - Investigate potential security violations;
 - Maintain system security and integrity;
 - Prevent and detect misuse;
 - Review expenditure charged to a mobile phone device telephone account with a view to seeking

reimbursement from St Patrick's employees in respect of all costs relating to the excessive personal usage of their St Patrick's mobile phone device;

- Ensure compliance with St Patrick's policies, current legislation and applicable regulations.

3.6.3 While St Patrick's does not routinely monitor an individual user's mobile phone device activity, it reserves the right to do so when a breach of its policies or illegal activity is suspected. This monitoring may include but is not limited to details of telephone calls made, messages and emails sent to and from the device, internet access and information stored on the mobile phone device.

3.6.4 The monitoring of an individual user's mobile phone device activity must be authorised by the HR Manager and the individual's line manager. The results of all monitoring will be stored securely and will only be shared with those authorised to have access to such information.

3.7. Usage

3.7.1 St Patrick's mobile phones devices are to be used primarily for St Patrick's work-related purposes. Occasional and limited personal use maybe permitted, so long as it is not in excess of their mobile plan allowance. All users will be informed of their plan allowances when mobile phones are issued.

3.7.2 Mobile phone devices may only be used by an assigned St Patrick's employee and must not be used by any other St Patrick's employees or third parties without the prior authorization of the IT Officer.

3.7.3 Users must ensure that they use St Patrick's mobile phone devices at all times in a manner which is lawful, ethical and efficient. St Patrick's may withdraw a mobile phone device from any employee who it believes is not complying with this policy or misuses a mobile phone device in any manner.

3.7.4 Users must make every reasonable effort to ensure that their St Patrick's mobile phone device is secured at all times, kept charged and switched on during working hours.

3.7.5 Only software which has the correct and proper license and has been purchased and/or approved by the IT officer may be installed and used on a St Patrick's mobile phone device.

3.8. Restrictions on Usage

3.8.1 Calls made from a St Patrick's mobile phone device must be restricted to those included in their plan. The use of mobile phone devices to make international calls (i.e. calls to telephone numbers outside the Republic of Ireland/Northern Ireland) is prohibited except in exceptional circumstances such as when:

- A user is out of the country on official St Patrick's business;
- A user is working off-site or out of hours and needs to contact an external service provider / consultant based abroad;
- In case of an emergency;
- Or at the discretion of the Finance Manager or the Operations Manager.

3.9. Email & Internet

Where a mobile phone device is capable of allowing email and/or internet access, all use of these facilities on the mobile phone device is governed by the terms of the St Patrick's Email and Internet Policy.

3.10. Health & Safety

- 3.10.1 For legal reasons and in the interest of public and personal safety, the use of St Patrick's mobile phone devices within a vehicle must be in accordance with the relevant legislation. The *Road Traffic Act 2006* makes it an offence for a driver of a vehicle to hold a mobile phone device while driving the vehicle.
- 3.10.2 The offence is 'holding' a mobile phone device and does not require the driver to be making or receiving a call but merely holding the phone. The Act defines 'holding' as holding the mobile phone device by the hand or supporting or cradling it with another part of the body. The use of hands-free phone kits or Bluetooth technology is not an offense under the Act.
- 3.10.3 Should an employee be guilty of this offence any fines payable will be passed onto the employee who was driving at the time. It is not the responsibility of St. Patrick's to pay any fine payable.

3.11. Security

- 3.11.1 Users must ensure their St Patrick's mobile phone device is protected at all times. All mobile phone devices must be protected by the use of a Personal Identification Number (PIN).
- 3.11.2 Users must take all reasonable steps to prevent damage or loss to their mobile phone device. This includes not leaving it in view in an unattended vehicle and storing it securely when not in use. The user may be held responsible for any loss or damage to the mobile phone device, if it is found that reasonable precautions were not taken.
- 3.11.3 Confidential and personal information must not be stored on a St Patrick's mobile phone device without the prior authorization of the IT Officer. Where confidential and personal information is stored on a St Patrick's mobile phone device, the information must be encrypted.

3.12. Confidentiality & Privacy

- 3.12.1 In view of the need to observe confidentiality at all times, users must be vigilant when using their St Patrick's mobile phone device in public places in order to avoid unwittingly disclosing sensitive employee, or service user information.
- 3.12.3 Users must respect the privacy of others at all times, and not attempt to access St Patrick's mobile phone device calls, text messages, voice mail messages or any other information stored on a mobile phone device unless the assigned user of the device has granted them access.
- 3.12.4 Mobile phone devices equipped with cameras must not be used inappropriately within St Patrick's Centre. In this regard users must not:
- Take photographs or video recordings using a St Patrick's mobile phone device or any other device in areas where an employee or service user has a reasonable expectation of privacy;
 - Distribute photographs, videos or recordings of any type using St Patrick's mobile phone devices around St Patrick's, unless the content and use have been approved in advance by the user's line manager.
- 3.12.5 Users must not use their St Patrick's Mobile phone device to send text messages which contain any confidential and/or personal information regarding St Patrick's, its employees, or service users.

- 3.12.6 All email messages sent from a St Patrick's mobile phone device which contain confidential and/or personal information must be sent and encrypted in accordance with the email and Internet Policy.
- 3.12.7 All communications and/or information stored on a mobile phone device must be held in accordance with the St. Patrick's Data Protection Policy.

3.13. Lost or Stolen Mobile Phone Devices

- 3.13.1 Users must report all lost or stolen mobile phone devices to their line manager and the IT Officer immediately.
- 3.13.2 The IT Officer must report the incident to the Finance Manager, and the mobile phone service provider.
- 3.13.3 Incidents where a lost or stolen St Patrick's mobile phone device contained confidential or personal information must be reported and managed in accordance with St. Patrick's Centre Data Protection Policy.

3.14. Employees Leaving St. Patrick's / Employee Transfers

- 3.14.1 Employees must return their St Patrick's mobile phone device and any associated equipment (e.g. car kit, battery charger etc.) to the IT Officer before they leave the employment of the St Patrick's.
- 3.14.2 Employees transferring internally within St Patrick's must ensure that they notify the IT Officer to ensure amendments are made to the register of mobile phone devices.
- 3.14.3 Employees who are retiring / resigning may, by agreement, purchase their mobile phone and any associated equipment (e.g. car kit, battery charger etc.) that may have been provided, from St Patrick's for their current value. The current value of the mobile phone device and associated equipment will be set by the Finance Manager
- 3.14.3 Any employee that will be long term absent must return the mobile device to the IT Officer for redeployment. Long term absent includes sick leave, maternity leave etc.

3.15. Disposal of Old Mobile Phone Devices

Old and obsolete St Patrick's mobile phone devices must be recycled in accordance with the requirements of the *Waste Electrical and Electronic Equipment (WEEE)* directive.

3.16. Unacceptable Use

St Patrick's mobile phone devices may not be used for:

- 3.16.1 Excessive personal use;
- 3.16.2 Commercial activities, such as running any sort of private business, advertising or performing

work for personal gain or profit;

- 3.16.3 Political activities; such as promoting a political party / movement, or a candidate for political office, or campaigning for or against government decisions;
- 3.16.4 Knowingly misrepresenting St Patrick's;
- 3.16.5 Sending text messages which contain any confidential and/or personal information regarding St Patrick's, its employees, clients or patients;
- 3.16.6 Entering into contractual agreements inappropriately (i.e. without authorisation or where another form of agreement is required);
- 3.16.7 Viewing, creating, downloading, hosting or transmitting (other than for properly authorised and lawful purposes) pornographic, offensive or obscene material (i.e. information, images, video clips, audio recordings etc.), which could cause offence to others on the grounds of race, creed, gender, sexual orientation, disability, age or political beliefs;
- 3.16.8 Retrieving, creating, hosting or transmitting any material which is designed to cause annoyance, inconvenience or needless anxiety to others;
- 3.16.9 Retrieving, creating, hosting or transmitting material which is defamatory;
- 3.16.10 Any activity that would infringe intellectual property rights (e.g. unlicensed installation, distribution or copying of copyrighted material);
- 3.16.11 Any activity that would compromise the privacy of others;
- 3.16.12 Any activity that would intentionally cause disruption to the computer systems, telephone systems or networks belonging to St Patrick's or others;
- 3.16.13 Any activity that would intentionally waste St Patrick's resources (e.g. employee time and IT resources);
- 3.16.14 Any activity that would intentionally compromise the security of St Patrick's IT resources, including the confidentiality and integrity of data and availability of IT resources (e.g. by deliberately or carelessly causing computer virus and malicious software infection);
- 3.16.15 The installation and use of software or hardware tools which could be used to probe, and / or break St Patrick's IT security controls;
- 3.16.16 The installation and use of software or hardware tools which could be used for the unauthorised monitoring of electronic communications within St Patrick's or elsewhere;
- 3.16.17 Creating or transmitting "junk" or "spam" emails. This includes unsolicited commercial emails, chain-letters or advertisements;
- 3.16.18 Any activity that would constitute a criminal offence, give rise to a civil liability or otherwise violate any law.

This should not be seen as an exhaustive list. Other examples of unacceptable use of St Patrick's mobile phone devices may exist.

4. Roles & Responsibilities

4.1 Finance Manager

The Finance Manager is responsible for:

4.1.2 Ensuring that there is centralized visibility of the following:

- The assignment of St. Patrick's mobile phone devices;
- The replacement and upgrade of St. Patrick's mobile phone devices;
- The restrictions on the usage of St. Patrick's mobile phone devices.

4.1.3 Ensuring that all mobile phone device costs incurred within the service are:

- Necessary for the service;
- Represent value for money;
- Are appropriately monitored and controlled.

4.2 Managers

Managers are responsible for:

4.2.1 The implementation of this policy and all other relevant policies within the unit or service for which they are responsible.

4.3 IT Officer

The IT Officer is responsible for:

- 4.3.1 Dealing with all administrative matters relating to the usage of mobile phone devices within the service;
- 4.3.2 Ensuring that employees receive a copy of this policy and sign a copy of the St Patrick's Mobile Phone Device User Agreement (Appendix 1) in advance of them receiving their St Patrick's mobile phone device;
- 4.3.3 Maintaining signed copies of all St Patrick's Mobile Phone Device User Agreements;
- 4.3.4 Preparing and maintaining (in electronic format) an up to date list of all mobile phone devices and associated equipment (e.g. car kit, battery charger etc.) within St. Patrick's;
- 4.3.5 Ensuring all mobile phone devices and associated equipment (e.g. car kit, battery charger etc.) are returned to them when an employee leaves the employment of the St Patrick's;
- 4.3.6 Reporting all lost or stolen St Patrick's mobile phone devices to the Finance Manager and mobile phone provider.

4.4 Users

Each user assigned a St Patrick's mobile phone device is responsible for:

- 4.4.1 Ensuring that they use their St Patrick's mobile phone device at all times in a manner which is lawful, ethical and efficient;
- 4.4.2 Taking appropriate precautions to ensure the security of their St Patrick's mobile phone device and

the information stored on the device;

- 4.4.3 Complying with the terms of this policy and all other relevant St Patrick's policies, procedures, regulations and applicable legislation;
- 4.4.4 Complying with instructions issued in relation to mobile phone usage;
- 4.4.5 Reporting all misuse and breaches of this policy to their line manager and the IT officer;
- 4.4.6 Reporting all lost or stolen mobile phone devices to their line manager and the IT officer.

5 Enforcement

- 5.1 St. Patrick's reserves the right to take such action as it deems appropriate against users who breach the conditions of this policy. St. Patrick's employees who breach this policy may be denied access to the organizations information technology resources, and maybe subject to disciplinary action, including suspension and dismissal as provided for in the St. Patrick's disciplinary procedure.
- 5.2 Breaches of this policy by a third party, may lead to the withdrawal of St Patrick's information technology resources to that third party and/or the cancellation of any contract(s) between the St Patrick's and the third party.
- 5.3 St. Patrick's will refer any use of its mobile phone devices for illegal activities to the appropriate law enforcement agencies.

6 Review & Update

- 6.1 This policy will be reviewed and updated annually or more frequently if necessary to ensure any changes to the St Patrick's organizational structure and business practices are properly reflected in the policy.



EMPLOYEE ACCEPTANCE FORM

I, _____ hereby accept the terms and conditions of the Mobile Phone Device Policy for the use of mobile phones and related devices in St. Patrick's Centre.

As a user of a mobile phone device, I confirm my understanding that I am accountable and responsible for the phone, and spend incurred on it. I agree not to provide access to this phone to any other staff member without prior authorisation from the IT Officer. I agree to comply with the following terms and conditions regarding the use of the mobile phone:

- 1. Official Use:** I agree to use this mobile phone for authorised official business use. I acknowledge that any excessive personal use (over and above the plan amount) will be reimbursable to St. Patrick's.
- 2. Responsibilities:** I will ensure that the device is used at all times in a manner which is lawful, ethical and efficient. I will take precautions to ensure the security of the mobile phone device and any information stored on it. I will comply with the terms of this policy and any other relevant policy, procedures, regulations or applicable legislation and I will report any misuse or breaches of this policy to my line manager and IT Officer.
- 3. Procedures:** I have been provided with a copy of the St. Patrick's Mobile Phone Device Policy and understand my responsibilities and requirements for the use of this mobile phone.
- 4. Storage of Device:** I acknowledge that the mobile phone device and all related equipment must be stored safely and securely at all times.
- 5. Lost/Stolen Device:** If the mobile, or any equipment provided with it, is lost or stolen I agree to notify my Line Manager immediately.

Signature of employee (user): _____

Date: _____