

Policy/Procedure/Guideline Review

Policy/Procedure/ Guideline:	Acceptable Use of Mobile Phone Policy
Senior Manager Responsible:	Chief Information Officer
Author:	Chief Information Officer
Approved By:	SLT
Date Approved:	30 January 2024
Next Review Date:	28 February 2025
Publication:	Staff Hub
Changes Made:	New Policy Organisational changes

1. Policy Statement

The purpose of this Policy is to describe the service standards to be applied and the operational procedures to be followed by all employees of the College when using mobile phones for internal and external calls, and for personal use.

Any queries arising from this Policy or its implementation should initially be raised with your line manager, who can then query with the Vice Principal - Chief Information Officer

This policy is intended to be read by all employees for general information and awareness.

The policy is relevant to the use of all mobile phones throughout the College.

2. Introduction

This policy provides guidance on the acceptable use of mobile phones, including making and responding to calls in a way which reflects positively on both the individual employee and the College.

Any incoming (or outgoing) telephone call is potentially the first point of contact with members of the public or others customers of the college. The first impression given when making, and in particular when answering, a call goes a long way towards influencing the perception of the College's level of performance and quality of service. It is therefore important that all employees are aware of and follow these guidelines.

The College recognises that the use of mobile phones is an essential part of many employees' working lives and access to a mobile phone is necessary for certain roles. The advantage of mobile phones to lone workers and those working in remote areas is recognised. Mobile Phones are provided for business use, and this Mobile Phone Usage Policy includes guidance on how they should be used and managed.

3. Scope

This policy applies to employees of Nelson and Colne College Group.

4. Responsibilities

In making use of the College mobile phones, all users are expected to act responsible and keep costs to a minimum. Employees must avoid the use of premium directory enquiry services such as 118 118.

Line Managers are responsible for ensuring that existing and new employees are made aware of the content of this policy and for monitoring compliance with it.

The College expects value for money (VfM) in its phone provision and therefore employees will not be able to select specific mobile phone handsets or types and may not be given a choice unless there is a specific business reason for a specific type of phone.

When making or receiving any calls, internal or external, employees should aim to be pleasant, informative, helpful and brief.

Employees are responsible for all calls made on a College mobile phone, and for the safe-keeping of the phone.

Users are responsible for any fine or other penalty incurred for breach of legislation if using a mobile phone or 'hands free' device whilst driving. It is illegal to make or receive a call using a mobile phone whilst driving if the phone is held in the hand during any part of the operation. Users should also be aware that they can be prosecuted for using 'hands free' devices if they fail to properly control their vehicle.

College mobile phones remain the property of the College and must be returned, with the password removed, if the user leaves the College's employment, or transferred to a post that is not designated as requiring a mobile phone. Failure to return the phone, or remove the passcode (thus rendering it unusable), may result in the employees being charged an amount equivalent to the rental of the phone and any other charges made against the account. The College may also apply an administrative charge to cover costs incurred in recovering the phone and terminating the contract.

If a College mobile phone is lost it must be reported to a line manager as soon as possible. If a College mobile phone with work emails synchronised to the device is lost, then it must be reported to a line manager and the Helpdesk itsupport@nelsongroup.ac.uk.

If the lost mobile phone is a smartphone, employees may be required to purchase a replacement handset themselves, if this loss is due to negligence on the part of the user (e.g. leaving it in view in a car, or otherwise unattended).

College mobile phones are provided for college related use only. While the College recognises that occasional personal use may be necessary, this should be kept to a minimum and only in an emergency situation (Please refer to section 8). Apps should not be purchased for personal use at the College's expense and may not be replaced or refunded if bought from personal funds and downloaded to a College handset.

A mobile phone must only be used by the registered user unless the phone is clearly known as a 'shared' or 'pool' phone. The use of shared phones should be recorded by the responsible manager in sufficient detail to allow individual calls to be traced to the applicable user. Managers are responsible for all use of 'shared' or 'pool' phones registered to them.

Your phone has a data limit. It is the employee's responsibility to ensure efficient use of this data. Where a wireless network is available, the employee is expected to connect the mobile phone to it in order to keep data usage under the limit.

Videos and suchlike should not be viewed when on data – only on wireless. If you have used all your data, please contact your line manager, who can analyse the patterns of data usage and advise.

5. Breach of Policy

All employees are responsible for their compliance with the Policy, and for reporting any policy violation or other abuse of College owned mobile phones. Any breach of this Policy will be dealt with in accordance with the College's disciplinary procedure. If abuse of a mobile phone is suspected, in addition to any other sanctions imposed, the phone may be withdrawn.

6. Service Standards: Making Calls

Employees should be aware that calls to mobile phones are expensive and therefore any calls should be clear, succinct and as brief as possible.

International Roaming is disabled by default on all College Mobiles.

The use of chargeable mobile services such as premium rate text messages, directory enquiries, etc. is not permitted on College mobile phones without prior and specific written permission from a line manager.

Text or picture messages (SMS or MMS) must not contain, or have attachments that contain: defamatory, offensive or harassing language, fraudulent material, sexually explicit images or language, material that infringes copyright or other intellectual property rights of third parties, or offensive cartoons or jokes or otherwise involve lawful or wrongful conduct. Nor should they contain any remarks that might be potentially embarrassing to the College, its employees or the general public.

7. Confidential Data and Information Security

Information must never be given out over the phone unless it is absolutely clear who it is being given to and that they are entitled to the information and are ready and able to accept it.

Care must be taken to ensure that conversations involving confidential and/or personal information cannot be overheard.

Voicemail messages containing personal information should only be left after due consideration has been given to any security and confidentiality risks involved.

Mobile phones must be kept secure at all times, and out of sight whenever possible.

All college and personal smartphones setup with college email accounts and/or internet based access to College data must be protected with at least a four digit passcode. This is to protect your information and college data. After enabling passcode on your device, each time you turn on or wake up the device, it will prompt for the passcode before you can access applications or information on the device.

Mobile phones may not be used to store and/or transmit personal data for which the College is the Data Controller or any other sensitive data relating the College and its activities.

8. Personal Use

The College's mobile phones are provided primarily for business use in order to assist employees in carrying out official College business. College owned mobile phones must not be used for any secondary business purpose unless approved as part of a formal College scheme.

It is accepted that there are occasions when making personal calls at work cannot be avoided. However, it should be remembered that calls are logged and abuse of the College owned mobile phone may result in disciplinary action.

Such monitoring of telephone use will comply with the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 and the Data Protection Act 1998. It will be used to establish facts, confirm legitimate business use and compliance with this policy, monitor standards of service and training, maintain effective operation of systems and identify unauthorised use.

Examples of acceptable personal use may include:

- a. Emergency calls to deal with domestic situations. For example, making alternative arrangements for childcare or checking on an unwell family member in the UK.
- b. Advising others of late working.
- c. Returning important calls from a family member in the UK.
- d. Calls to, for example, a bank or building society, or to arrange doctors or dentists' appointments where the call cannot be made outside of the employee's normal working hours.
- e. Where possible, personal calls should be made during recognised break times thus minimising disruption to others. Call duration must be kept to a minimum.
- f. National rate personal calls and personal calls to any mobile network should only be made in exceptional circumstances and the duration of the call must be kept to a minimum.
- g. Where there is evidence of a high level of personal usage which is not compliant with this Policy, the individual responsible will be liable to pay any excess call charges incurred and may be subject to disciplinary procedures.

Explicitly forbidden uses of the College mobile phones include:

- a. Providing a College mobile phone number as a contact point in personal advertisements in the press, on the internet, etc.
- b. Premium rate phone numbers such as those associated with competition lines, racing lines, chat rooms, etc.
- c. Transmission of any offensive material in either voice, text or image format from College supplied mobile phones.

9. Dissemination

Nelson and Colne College Group Staff Hub

10. Monitoring and Review

The policy will be reviewed by Nelson and Colne College's Vice Principal – Chief Information Officer.

11. Management Responsibility

The Vice Principal – Chief Information Officer has management responsibility for this policy across Nelson and Colne College Group.