

Mobile Phone and Personal Digital Assistant Device Policy

1.0 Scope

- 1.1 This policy applies to the use of all mobile phones and Personal Digital Assistant devices (PDAs) issued by Lancaster City Council.

2.0 Responsibilities

- 2.1 The Council's mobile phones and PDAs are issued for business purposes only. They must be used responsibly and appropriately at all times, in accordance with all other Council protocols, procedures and directives. Incorrect use may result in disciplinary action.
- 2.2 Mobile phones and PDAs, including the data stored on them, remain the property of the Council.
- 2.3 Mobile phones should be set up with a PIN code to prevent unauthorised usage in the event that the device is ever lost or stolen. Newer smartphones are issued with a six-digit pin code and users of basic handsets are advised to set a PIN code. Employees should call the ICT Service Desk on 01524 582103 for advice on PIN codes.
- 2.4 Employees are required to take the same care of mobile phones and PDAs as they would any other equipment issued by the Council.

3.0 Personal Use of Mobile Phones and PDAs

- 3.1 Personal use of mobile phones and PDAs is monitored and anomalies are highlighted and brought to the attention of the responsible Manager.
- 3.2 Mobile phones may only be used for emergency personal calls or texts during working hours, where no other means of communication are available. The employee will be expected to inform their line manager as soon as practicable after the mobile phone has been used during an emergency.
- 3.3 Certain types of calls and texts are barred (i.e., international, high charge numbers such as those starting with 09).

4.0 Paying for Personal Calls and Texts

- 4.1 Phone bills are reviewed on a monthly basis and any anomalies are highlighted and brought to the attention of the responsible Manager.
- 4.2 If it is found that mobile phones are being used for non-emergency personal calls and texts, it may be necessary to make deductions from the employee's wages.

5.0 Abuse of Mobile Phones and PDAs

- 5.1 Employees will be held accountable for illegal, inappropriate or offensive material stored on, sent from or shared via their mobile phone or PDA.
- 5.2 Any employee who abuses their mobile phone or PDA may be subject to disciplinary action, not limited to the withdrawal of the device.

6.0 Lost or Stolen Mobile Phones and PDAs

- 6.1 Employees should inform their Manager immediately if their mobile phone or PDA has been lost or stolen and report the matter to the police on 01524 63333.
- 6.2 If the mobile phone is lost or stolen during office hours (Monday to Friday from 08:00 to 18:00), employees should also call the ICT Service Desk on 01524 582103 in order to place a block on the number.
- 6.3 If the mobile phone is lost or stolen outside office hours, employees should call the relevant network provider: Vodafone on 03333 043333, Orange on 08000 790201 or T-Mobile on 08454 122582 and ask them to suspend the number. Employees should also make the ICT Service Desk aware the next working day.

7.0 Review

- 7.1 This policy will be reviewed two years after implementation or earlier in the event of changes in legislation.

Document Control:

Version No.	Effective Date	Reason	Review Due
1.0		Policy agreed by Personnel Committee	
2.0	16.09.2008	Revisions agreed by Personnel Committee	
3.0	02.02.2016	Revisions to be considered by JCC and Personnel Committee	