Aurora

Enriching lives, Enriching Communities

Mobile Phone Device Policy

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02	St Patrick's Centre to Aurora Updated Mission Statement Contents Page included Finance Manager to Director of Finance 3.9 Email and Internet Policy to Internet Acceptable Use Policy/Communication Policy	
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Annette Ryan.		20.01.27

Mission Statement

Enable people with complex needs to experience the same rights as every other citizen and as equal members of the community.

Contents

1. Purpose

Aurora 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 Aurora 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 Aurora.

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

2. Scope

This policy represents Aurora's position. The policy applies to all mobile phone devices which are owned or leased by Aurora, 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 Aurora's Senior Management Team in writing.

3. Policy

3.1. Assignment & Approval of Mobile Phone Devices

3.1.1 Senior Management approving the assignment of an Aurora mobile phone device must ensure that the necessary budgetary provision has been made for the initial and ongoing costs related to the use of a mobile phone device.

3.1.1 Aurora 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 centre or house.

3.1.3 The assignment of an Aurora 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 Aurora's Mobile Phone Device

The decision to approve the assignment of an Aurora mobile phone device to an employee must only be made after careful consideration and examination of the employee's duties. An Aurora 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 CEO or Director of Finance.

Once a decision has been made to assign an Aurora mobile phone device, the Director of Finance 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 Aurora's mobile phone policy.

3.4. Procurement of Mobile Phone Devices

3.4.1 All Aurora mobile phone devices and associated equipment (e.g. battery charger etc.) must be purchased in line with Aurora's mobile phone policy and procurement procedures.

3.4.2 Only Aurora mobile phone devices which have been purchased from Aurora mobile phone provider will be allowed connect to the Aurora network.

3.4.3 All Aurora mobile phone devices, associated equipment and mobile phone accounts remain the property of Aurora.

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 Director of Finance must monitor mobile phone usage within the service to ensure compliance with this policy

3.6.2 Aurora reserves the right to monitor, capture and inspect any phone call information made on a Aurora mobile phone device or on a Aurora 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 an Aurora employee in respect of all costs relating to the excessive personal usage of their Aurora mobile phone device;

- Ensure compliance with Aurora policies, current legislation and applicable regulations, specifically data protection.

3.6.3 While Aurora 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 Aurora mobile phones devices are to be used primarily for Aurora 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 Aurora employee and must not be used by any other Aurora employees or third parties without the prior authorisation of the IT Officer.

3.7.3 Users must ensure that they use Aurora mobile phone devices at all times in a manner which is lawful, ethical and efficient. Aurora 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 Aurora 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 an Aurora mobile phone device.

3.8. Restrictions on Usage

3.8.1 Calls made from an Aurora 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 Aurora 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 Director of Finance or the CEO.

3.9. Email & Internet

Where a mobile phone device has email and/or internet access, all use of these facilities on the mobile phone device is governed by the terms of the Aurora Communication Policy, Data Protection Policyand Internet Acceptable Use Policy.

3.10. Health & Safety

3.10.1 For legal reasons and in the interest of public and personal safety, the use of all mobile phone devices (Aurora and personal 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 the mobile phone device touching any part of the person (in hand or on lap etc) and does not require the driver to be making or receiving a call but merely in contact with 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 deemed 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 Aurora to pay any fine incurred.

3.11. Security

3.11.1 Users must ensure their Aurora 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 an Aurora mobile phone device without the prior authorisation of the IT Officer. Where confidential and personal information is stored on an Aurora 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 Aurora mobile phone device in public places in order to avoid unwittingly disclosing sensitive employee, or Person Supported information.

3.12.3 Users must respect the privacy of others at all times, and not attempt to access Aurora 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 Aurora. In this regard users must not:

- Take photographs or video recordings using an Aurora mobile phone device or any other device in areas where an employee or person supported has a reasonable expectation of privacy;

- Distribute photographs, videos or recordings of any type using Aurora mobile phone devices around Aurora, unless the content and use have been approved in advance by the user's line manager.

3.12.5 Users must not use their Aurora Mobile phone device to send text messages which contain any confidential and/or personal information regarding Aurora, its employees, or People Supported.

3.12.6 All email messages sent from an Aurora 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 Aurora 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, the IT Officer and Data Protection Officer immediately.

3.13.2 Users must complete a NIMS report in the event an Aurora device is lost.

3.13.3 The IT Officer must report the incident to the Director of Finance and the mobile phone service provider.

3.13.4 Incidents where a lost or stolen Aurora mobile phone device contained confidential or personal information must be reported and managed in accordance with Aurora's Data Protection Policy.

3.14. Employees Leaving Aurora's / Employee Transfers

3.14.1 Employees must return their Aurora mobile phone device and any associated equipment (e.g. battery charger etc.) to the IT Officer before they leave the employment of the Aurora.

3.14.2 Employees transferring internally within Aurora 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. battery charger etc.) that may have been provided, from Aurora for their current value. The current value of the mobile phone device and associated equipment will be set by the Director of Finance

3.14.3 Any employee who 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 Aurora mobile phone devices must be recycled in accordance with the requirements of the *Waste Electrical and Electronic Equipment (WEEE)* directive.

3.16. Unacceptable Use

Aurora 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 Aurora;

3.16.5 Sending text messages which contain any confidential and/or personal information regarding Aurora, its employees or People Supported;

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, family status 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 Aurora or others;

3.16.13 Any activity that would intentionally waste Aurora resources (e.g. employee time and IT resources);

3.16.14 Any activity that would intentionally compromise the security of Aurora 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 Aurora 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 Aurora 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 Aurora mobile phone devices may exist.

4. Roles & Responsibilities

4.1 Director of Finance

The Director of Finance is responsible for:

4.1.2 Ensuring that there is centralised visibility of the following:

- The assignment of Aurora's mobile phone devices;
- The replacement and upgrade of Aurora mobile phone devices;
- The restrictions on the usage of Aurora 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 Aurora Mobile Phone Device User Agreement (Appendix 1) in advance of them receiving their Aurora mobile phone device;

4.3.3 Maintaining signed copies of all Aurora 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. battery charger etc.) within Aurora;

4.3.5 Ensuring all mobile phone devices and associated equipment (e.g. battery charger etc.) are returned to them when an employee leaves the employment of the Aurora;

4.3.6 Reporting all lost or stolen Aurora mobile phone devices to the Director of Finance and mobile phone provider.

4.4 Users

Each user assigned an Aurora mobile phone device is responsible for:

4.4.1 Ensuring that they use their Aurora 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 Aurora mobile phone device and

the information stored on the device;

4.4.3 Complying with the terms of this policy and all other relevant Aurora 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 Aurora reserves the right to take such action as it deems appropriate against users who breach the conditions of this policy. Aurora employees who breach this policy may be denied access to the organisations information technology resources and maybe subject to disciplinary action, including suspension and dismissal as provided for in the Aurora disciplinary procedure.

5.2 Breaches of this policy by a third party, may lead to the withdrawal of Aurora information technology resources to that third party and/or the cancellation of any contract(s) between the Aurora and the third party.

5.3 Aurora 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 Aurora organisational 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 Aurora.

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 Aurora.

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 Aurora 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: _____