

South Devon Health Informatics Service

Mobile Phone Policy

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Amendment History

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1. Purpose of Document

This policy supports and defines the acceptable use of Trust owned mobile telephones, staff-owned “Bring Your Own Device” (BYOD) mobile telephones and various data-only SIM options provided by the Trust.

2. Intended Audience

This policy provides guidance for all staff and managers using mobile telephones or SIM cards in conjunction with their work.

3. Devices & Plans

3.1 IMPORTANT – note on data usage

All Trust SIM tariffs (both for corporate devices or BYOD) share a pooled data allowance allocated to the Trust. This provides a cost-effective solution for the Trust and balances the varying data usage requirements of our different employees. Due to the shared nature of the data allowance it is essential that all users are mindful of their data usage and keep it within reasonable limits to avoid the Trust incurring punitive data charges

As a guideline, reasonable data usage is around 2GB/month. The Telephony Team monitors data usage of all issued SIM cards and may contact individual users where their data usage is of concern. Where appropriate, guidance will be provided to ensure that the user has configured their device correctly, utilising Wi-Fi where available and not consuming data where this can be avoided.

If data usage remains excessive following such assistance/advice the Trust reserves the right to implement data usage caps where necessary, or to suspend or withdraw SIM cards.

3.2 Bring Your Own Device (BYOD) SIM-Only

Employees requiring use of a mobile phone for their role have the opportunity to use their own personal mobile phone and can apply for a Trust issued BYOD SIM card to use with it. This will allow staff to benefit from tariffs charged at the corporate rate, for both work and personal use. The current cost is £7 per month, and this will be reviewed annually with any increase, if applicable, coming into effect from 1st April.

The BYOD tariff provides unlimited voice calls (excluding international/premium rate

calls), unlimited texts and UK 4G data subject to a fair use constraint (see section 3.1 above). Staff using a BYOD SIM are responsible for any out-of-plan charges incurred; this would include international calls, premium rate calls, data used abroad etc. These costs will be deducted from the staff member's salary.

Staff are responsible for procuring their own, unlocked handset. This can be done through normal retail channels. BYOD SIM cards support both Micro and Nano form factors.

Staff using their own devices under the BYOD policy shall be responsible for the cost of any insurance, and all accessories, chargers, covers etc. These items shall not be purchased from Trust Funds.

NHSmail can be accessed from Apple, Android or Windows smartphones. If staff intend to use NHSmail, this guidance will provide you with further information including handsets that are compatible. The Trust is not responsible if staff purchase an incompatible handset.

Clinical photographs must not be taken using a smartphone. If this is a requirement, please see section 3.3.2

3.3 Mobile Phone Provided by Trust

If 'Bring Your Own Device (BYOD) SIM-Only' (section 3.1) is not an option for the staff member, their manager will need to justify them having a mobile phone provided by the Trust. All requests are subject to Budget Holder and Finance approval. The standard Trust mobile phone is currently a CAT B40 (non-Smartphone) and users are encouraged to choose this model wherever possible in order to minimise costs to the Trust. A smartphone is available (currently iPhone 11) but it should be borne in mind that these cost between 6x and 9x the CAT option, so the latter should be chosen wherever possible.

The Trust shall update the available model of handset from time to time but shall only purchase the most cost-effective models. The device remains the property of Torbay and South Devon NHS Foundation Trust. If it is no longer required, the device must be returned to SDHIS Telephony department for disposal or reissue.

Personal calls/texts are not permitted to be made from a Trust-provided mobile phone.

3.4 SIM-only plans

Where users require a SIM-only contract there are options available for Voice & Text only or data only (see section 3.5 for details of the order form)

3.5 Other options

3.5.1 Use of personal phone and SIM for work purposes

In some instances, staff may find it convenient to use their own handset and SIM/dataplan at their own expense. Provided their use complies with the general recommendations laid out within this policy this would be permitted.

3.5.2 Enhanced Mobility Functions (tablet devices)

If tablet functionality is required, for example access to the limited number of clinical applications that can be delivered through an iOS app or taking clinical photographs, a suitable iOS device will be required. Details of the iOS devices available for purchase within the Trust are available [here](#). iOS devices are typically available as Wi-Fi only (the device can only be used in Trust premises using the NHS-SDHC-SECURE Wi-Fi) or Wi-Fi + 4G. In the latter case a suitable data SIM will also be required to use the device via the 4G network (see sections 3.3 and 3.5 for details of data-only SIMs)

The same approval process (outlined in Section 3.2) applies to tablet devices, and there will be additional licencing costs for these devices to be managed via the Trust's management platform (MobileIron).

Clinical photographs must not be taken using a smartphone.

3.6 Ordering

The BYOD SIM, phone handsets and various SIM-only options can all be ordered via the Mobile Device Request form, which is available [here](#).

4. International Calling, Roaming and Premium numbers

All Trust-provided SIM cards and mobile devices will be configured for national UK access only. Premium/international calls will be barred, unless the staff member is benefitting from the SIM-only BYOD option (3.1) and agrees that any costs incurred will be deducted from the following month's salary.

If calls are made or data is used whilst abroad, the costs incurred will be recovered from the staff member's salary. It is recommended that, if going abroad, the device holder's phone is used for voice communication only and WiFi is used to gain data access.

5. Decommissioning of Mobile Phones

5.1 Lost or Stolen Devices

Staff must notify SDHIS immediately if their Trust mobile phone or BYOD SIM is lost or stolen so that the device or SIM can be de-provisioned. If the device supports remote wiping of data, SDHIS can advise how this can be done. The Trust will not accept any liability for personal data, pictures, music or apps that are deleted by any remote wipe.

Staff should also notify the Security Team, and Information Governance Team, and follow any advice they are given.

5.2 Repair or Replace

Staff benefitting from the SIM-only BYOD option (3.1) are responsible for arranging the repair or replacement of their mobile phone. It is recommended that staff take out adequate insurance to cover this. Before a phone is sent off for repair or replacement, staff must request through the Service Desk that SDHIS de-provision the device and remove any corporate information.

5.3 Mobile Phone or SIM No Longer Required

Staff must notify SDHIS via the Service Desk should they no longer wish to use their mobile phone or BYOD SIM for work purposes. The device or SIM will be de-provisioned and may be reissued. Staff will be advised whether the monthly deductions will cease if the device has been reissued, or if it's not possible to reissue the device the staff member may remain liable to continue paying for the device until the final payment has been made.

6. Acceptable Use

6.1 Healthcare Community Rules for Staff Using Mobile Phones

6.1.1 Data Confidentiality

Staff shall ensure that, when accessing data held on the device (i.e. through NHSmail), confidentiality of that data is respected. Staff shall prevent disclosure of any such confidential data which may be used in the course of daily work to any unauthorised person.

6.1.2 Passcode

The device's passcode shall be known only to the user. It shall not be revealed to any other person for any reason. For fingerprint recognition enabled devices, the staff member's fingerprints only, and no fingerprints of other family members should be set up to gain access.

6.1.3 Remote Wipe

The Trust reserves the right to issue a remote wipe to the device via the NHSmail service if required. The Trust will not accept any liability for personal data, pictures, music or apps that are deleted by any remote wipe.

6.2 General Rules

6.2.1 All Mobile Phones Including SIM Only

Staff should refer to Government legislation regarding the use of mobile phones while in control of a motor vehicle and be aware of other relevant trust policies regarding mobile devices. Any costs incurred purchasing or installing a hands-free kit must be met by the user.

Staff shall not use the Internet or email in ways that could lead to private gain whilst on Trust premises or whilst they are working on behalf of the Trust. In addition staff shall not use the Internet or email in ways which constitute illegal activity, bring the Healthcare Community into disrepute, make the Healthcare Community liable to legal action or that may interfere with normal operations. To do so means that Healthcare Community rules will be breached and disciplinary proceedings may result. In this case, the Trust may request the user surrenders the mobile phone if it is required as evidence in a police or HR investigation.

Staff shall not browse Internet sites that could be classed as unsuitable, inappropriate and in particular offensive or pornographic whilst on Trust premises or whilst they are working on behalf of the Trust.

6.2.2 Trust Allocated Mobile Devices

The installation of apps is allowed. Unless these are specifically mandated for the role an employee undertakes they shall be paid for by the staff member.

By accepting a Trust SIM, Trust Mobile or using your own personal phone for work purposes, you are agreeing to this policy. Any member of staff who has been found to breach the rules contained in this policy may be liable to disciplinary action.