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# DUBLIN AND DUN LAOGHAIRE EDUCATION TRAINING BOARD

## Mobile Phones Acquisition and Acceptable Usage Policy for DDLETB Business Plan Users

2018 V2

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## 1.0 Purpose

Dublin & Dun Laoghaire Education Training Board (DDLETB) 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 DDLETB 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 DDLETB.

This policy is mandatory and by using any mobile phone device that is the property of DDLETB, users are agreeing to abide by the terms of this policy.

## 2.0 Scope

This policy represents DDLETB's position and takes precedence over all other relevant policies and procedures which are developed at a local level. The policy applies to all mobile phone devices which are owned by DDLETB, users and holders of these mobile phone devices and all use of such mobile phone devices.

## 3.0 Definitions

A list of terms used throughout this policy are defined in *Appendix A*.

## 4.0 Policy

### 4.1 Assignment & approval of mobile phone devices

- The relevant senior manager must approve the assignment of a DDLETB mobile phone device. (*See Appendix B*).
- DDLETB mobile phone devices may be assigned on an individual basis for use by a designated employee or on a shared basis for use by a designated department or service area.
- The assignment of a DDLETB mobile phone device will be made for an initial two year term. At the end of the two year term, senior managers will be provided with a list of existing business phone users which must be reviewed and the need for the mobile phone device be re-approved.

### 4.2 Criteria for determining the assignment of a DDLETB mobile phone device

- The decision to approve the assignment of a DDLETB mobile phone device to an employee must only be made after careful consideration and examination of the employee's duties. A DDLETB mobile phone device must only be issued to employees who meet at least one of the following criteria.
  - a) The employees duties require them to spend time out of the office or normal place of work;
  - b) The employee is on an official on-call rota;
  - c) The employee has been identified as a key member of staff and needs to be contactable at any time;
  - d) The employees duties are such that the mobile phone device is needed for health and safety reasons;
  - e) At the discretion of the Chief Executive.

- Once a decision has been made to assign a DDLETB mobile phone device, the senior manager must forward a completed application to the HR Department. See *Appendix B*.
- The Head of Organisation Services with the HR Manager shall assess:
  - whether an employee's work necessitates a business user mobile phone and/or portable modem device in the discharge of their duties and if approved,
  - the type of mobile phone and/or portable modem device required.

#### 4.3 Procurement of mobile phone devices

- Procurement of business mobile phone devices and associated equipment shall be through a single-party provider resulting from an OGP Tender Competition. The request to supply DDLETB business mobile phone devices and associated equipment (e.g. car kit, battery charger etc.) will be through the ICT Department.
- All DDLETB mobile phone devices, mobile phone accounts and associated equipment remain the property of DDLETB.

#### 4.4 Register of Mobile Phone Devices

- DDLETB will maintain (in electronic format) a list of all mobile phone devices. The list will include the following information for each mobile phone device: (See *Appendix C*)
  - a) Assignment details (Employee name, Employee Number, location, and email address);
  - b) Mobile phone device telephone number (IMEI Number);
  - c) Date the mobile phone device was issued;
  - d) PIN & PUK number;
  - e) Billing address and contact name;
  - f) Delivery address if different from above;
  - g) Dates and details of any upgrades or replacements;
  - h) Dates and details of any associated equipment (e.g. car kit, battery charger etc.) supplied with the mobile phone device;
  - i) Review date.

#### 4.5 Mobile phone billing

DDLETB will pay the full amount of each bill for the duration of the contract to the service provider.

- The staff member will be paid an allowance each month equal to the amount of the agreed bundle charges, (which is negotiated by DDLETB with the service provider). The staff member will be required to sign a Payroll Deduction Mandate Form (*Appendix E*) authorising deduction of the full invoice amount from their pay each month. In the event that there are no calls outside the scope of the tender with the provider, the amount of this deduction will be equal to the amount of the allowance. Staff with a

Business Mobile Phone Plan will be given access to an Eir Portal to view their usage and billing details.

- If there is a situation where the individual is required to pay for a work related call i.e. where a call is made on a work related issue that is not comprehended to be within the bundle charge, the staff member shall reclaim this amount through the Mobile Phone Charges Form. (See *Appendix D*).

#### 4.6 Call Charges

All normal calls and texts placed and received within Ireland and within the EU/EEA while roaming will be free (included in the prevailing rate). All business calls outside the bundle rate will be refunded through the Finance Department (*Appendix D*). All non-normal calls and texts i.e. Premium rate calls or premium texts (11811 transfer calls, or calls to 1550, 1890, 0818 numbers etc.) will **not** be refunded, the user is personally liable for these call costs.

#### 4.7 Monitoring

- DDLETB reserves the right to monitor and inspect any DDLETB mobile phone device or on a DDLETB mobile phone account, in order to:
  - a) Investigate system problems;
  - b) Investigate potential security violations;
  - c) Maintain system security and integrity;
  - d) Prevent and detect misuse;
  - e) Ensure compliance with DDLETB policies, current legislation and applicable regulations.
- While DDLETB 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.
- 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. Monitoring may include retrospective records.

#### 4.8 Usage

- Access to the mobile business plan is intended for DDLETB work related purposes. While reasonable making and taking of personal calls is not prohibited, staff are encouraged to keep this to a minimum during working hours (e.g. 30 minute personal calls during working time is not reasonable).
- Mobile phone devices may only be used by an assigned DDLETB employee and must not be used by any other DDLETB employees or a third party without the prior authorisation of the line manager.

- Users must ensure that they use DDLETB mobile phone devices at all times in a manner which is lawful, ethical and efficient. DDLETB may withdraw a mobile phone device from any employee who it believes is not complying with this policy or who misuses a mobile phone device in any manner.
- Users must make every reasonable effort to ensure that their DDLETB mobile phone device is secured at all times, kept charged and switched on during working hours.
- Only software which has the correct and proper license and has been purchased and/or approved by the ICT Department may be installed and used on a DDLETB mobile phone device.

#### 4.9 Restrictions on Usage

- DDLETB mobile phone devices must not be used to dial premium rate numbers (i.e. calls to telephone numbers beginning with the 15xx prefix – i.e. 1550, 1590 etc).

#### 4.10 Courtesy

- As a matter of professional courtesy, we advise mobile phone users to either turn off their mobile phone or divert it to voicemail, another number, or set the device into "silent mode" during meetings, training courses, seminars etc. In exceptional circumstances, where it becomes necessary to take a business call, it is courteous to inform colleagues that an urgent call is expected.

#### 4.11 Voice Mail

- Your Voicemail should be personalised with the following message:-  
"Hello - you have reached (your name), DDLETB's voice mail, I am unable to take your call at present however if you leave your name and number and a brief message, I will contact you as soon as I can. Thank you

#### 4.12 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 **DDLETB Acceptable Usage Policy**
- Where a user accesses DDLETB information on a mobile device, that device must
  - (a) have the screen auto-lock turned on, and
  - (b) use a PIN code to unlock the device.
- Where a user accesses a DDLETB information asset on the mobile device they must apply the following device built-in protection mechanisms in the day-to-day operation of the mobile device:

#### 4.13 Health & Safety

- For legal reasons and in the interest of public and personal safety, the use of DDLETB 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. 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 offence under the *Act*.

#### 4.14 Security

- Users must ensure their DDLETB mobile phone device is protected at all times. As a minimum, all mobile phone devices must be protected by the use of a screen auto lock and a PIN code.
- 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.
- Confidential and personal information must not be stored on a DDLETB mobile phone device.

#### 4.15 Confidentiality & Privacy

- In view of the need to observe confidentiality at all times, users must be vigilant when using their DDLETB mobile phone device in public places in order to avoid unwittingly disclosing sensitive information.
- Users must respect the privacy of others at all times, and not attempt to access DDLETB 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.
- Mobile phone devices equipped with cameras must not be used inappropriately within DDLETB. In this regard users must not:
  - a) Take photographs or video recordings using a DDLETB mobile phone device or any other device in areas where an employee, client or third party has a reasonable expectation of privacy.
  - b) Distribute photographs, videos or recordings of any type using DDLETB mobile phone devices, unless the content and use have been approved.
- Users must not use their DDLETB mobile phone device to send text messages which contain any confidential and/or personal information regarding DDLETB, its employees, clients or third parties.
- All email messages sent from a DDLETB mobile phone device which contain confidential and/or personal information must be encrypted in accordance with the DDLETB guidelines.

#### 4.16 Lost or stolen mobile phone devices

- Users must report all lost or stolen mobile phone devices to the ICT Department and the mobile phone service provider immediately.
- Incidents where a lost or stolen DDLETB mobile phone device contained confidential or personal information must be reported and managed in accordance with the ***DDLETB Data Protection Breach Management Policy***

#### 4.17 Employees Leaving DDLETB / Employee Transfers

- Employees must return their DDLETB mobile phone device and any associated equipment (e.g. car kit, battery charger etc) to the ICT Department before they leave the employment of DDLETB.
- Employees transferring internally within DDLETB must ensure that they notify the line manager in the area they are leaving and area they are joining to ensure amendments are made to the register of mobile phone devices.
- Employees who are retiring / resigning may, by agreement, purchase their mobile phone device and any associated equipment (e.g. car kit, battery charger etc). The current value of the mobile phone device and associated equipment will be set by the Director of OSD.

#### 4.18 Disposal of Mobile Phone Devices

- Old and obsolete DDLETB mobile phone devices must be recycled in accordance with the requirements of the *Waste Electrical and Electronic Equipment (WEEE)* directive. Users are responsible for ensuring all DDLETB data is removed before disposal of a device.

#### 4.19 Unacceptable Use

DDLETB mobile phone devices **may not** be used:

- For excessive personal use;
- For commercial activities, such as running any sort of private business, advertising or performing work for personal gain or profit;
- For political activities; such as promoting a political party / movement, or a candidate for political office, or campaigning for or against government decisions;
- To knowingly misrepresent the DDLETB;
- To transmit confidential or personal data outside DDLETB unless the data has been encrypted and transmission has been authorised by the data owner;
- To send text messages which contain any confidential and/or personal information regarding DDLETB, its employees, clients or third parties;
- To enter into contractual agreements inappropriately (i.e. without authorisation or where another form of agreement is required);
- To view, create, download, host or transmit 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;

- To retrieve, create, host or transmit any material which is designed to cause annoyance, inconvenience or needless anxiety to others;
- To retrieve, create, host or transmit material which is defamatory;
- For any activity that would infringe intellectual property rights (e.g. unlicensed installation, distribution or copying of copyrighted material);
- For any activity that would compromise the privacy of others;
- For any activity that would intentionally cause disruption to the computer systems, telephone systems or networks belonging to DDLETB or others;
- For any activity that would intentionally waste DDLETB's resources (e.g. employee time and ICT resources);
- For any activity that would intentionally compromise the security of DDLETB's ICT resources, including the confidentiality and integrity of data and availability of ICT resources (e.g. by deliberately or carelessly causing computer virus and malicious software infection);
- For the installation and use of software or hardware tools which could be used to probe, and / or break DDLETB ICT security controls;
- For the installation and use of software or hardware tools which could be used for the unauthorised monitoring of electronic communications within DDLETB or elsewhere;
- For creating or transmitting "junk" or "spam" emails. This includes unsolicited commercial emails, chain-letters or advertisements;
- For 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 DDLETB mobile phone devices may exist.

## 5.0 Roles & Responsibilities

### 5.1 Senior Managers

Senior Managers are responsible for:

- The implementation of this policy and all other relevant policies within DDLETB.
- Ensuring adequate procedures are in place for approving and renewing the assignment of mobile phone devices for employees within their service area;
- Ensuring DDLETB mobile phone devices are only assigned to employees who satisfy the approved criteria (see section 4.2);
- Forwarding copies of decisions assigning mobile phones to the HR Manager.

### 5.2 Users:

Each user assigned a DDLETB mobile phone device is responsible for:

.../ cont'd.

- Ensuring that they use their DDLETB mobile phone device at all times in a manner which is lawful, ethical and efficient;
- Ensuring all call charges and costs associated with the use of the mobile phone device are fully cleared with the service provider.
- Taking appropriate precautions to ensure the security of their DDLETB mobile phone device and the information stored on the device;
- Complying with the terms of this policy and all other relevant DDLETB policies, procedures, regulations and applicable legislation;
- Complying with instructions issued in relation to mobile phone usage;
- Reporting all misuse and breaches of this policy to their line immediately;
- Reporting all lost or stolen mobile phone devices to the ICT Department, the service provider and where necessary the Data Protection Officer of DDLETB immediately;

## **6.0 Enforcement**

- DDLETB reserves the right to take such action as it deems appropriate against users who breach the conditions of this policy. DDLETB employees who breach this policy may be denied access to the organisation's information technology resources, and may be subject to disciplinary action, including suspension and dismissal as provided for in the DDLETB disciplinary procedure.
- DDLETB will refer any use of its mobile phone devices for illegal activities to the appropriate law enforcement agencies.

## **7.0 Review & Update**

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

## Appendix A

**Authorisation / Authorised:** Official DDLETB approval and permission to perform a particular task.

**Confidential Information:** Information that is given to DDLETB in confidence and/or is not publicly known. The Information must only be accessible to those person(s) who are authorised to have access. For example – unpublished financial reports, tenders, contracts, passwords etc.

**Defamatory:** False statement or series of statements which affect the reputation of a person or an organisation

**Electronic Media:** Any Information that has been created and is stored in an electronic format, including but not limited to software, electronic documents, photographs, video and audio recordings

**Information:** Any data in an electronic format that is capable of being processed or has already been processed.

**Information Owner:** The individual responsible for the management of a DDLETB service.

**Information Communications Technology (ICT) resources:** Includes all computer facilities and devices, networks and data communications infrastructure, telecommunications systems and equipment, internet/intranet and email facilities, software, information systems and applications, account usernames and passwords, and information and data that are owned by DDLETB.

**Intellectual Property:** Any material which is protected by copyright law and gives the copyright holder the exclusive right to control reproduction or use of the material. For example - books, movies, sound recordings, music, photographs software etc

**Line manager:** The individual a user reports directly to.

**Mobile Computer Device:** Any handheld computer device including but not limited to laptops, notebooks, tablet computers, smartphone devices .

**Mobile Phone Device:** Any wireless telephone device not physically connected to a landline telephone system. Including but not limited to mobile telephones, smartphone devices (e.g. PDA, iPhone, etc), mobile data cards. This does not include cordless telephones which are an extension of a telephone physically connected to a landline telephone system.

**Mobile Phone Service Provider:** The organization that operates and maintains a mobile telephone network. (For example Eir, Three, Vodafone, etc.)

**Personal Information:** Information relating to a living individual (i.e. DDLETB employee, client or third party) who is or can be identified either from the Information or from the Information in conjunction with other information. For example: - an individuals name, address, email address, photograph, date of birth, fingerprint, racial or ethnic origin, physical or mental health, sexual life, religious or philosophical beliefs, trade union membership, political views, criminal convictions etc.

**Personal Use:** The use of a DDLETB mobile phone device for any activities which are not DDLETB work-related.

**Personal Call:** Telephone calls or text messages which are not DDLETB work-related.

**Privacy:** The right of an individual or group to exclude themselves or information about themselves from being made public.

**Process / Processed / Processing:** Performing any manual or automated operation or set of operations on information including:

- Obtaining, recording or keeping the information;
- Collecting, organising, storing, altering or adapting the information;
- Retrieving, consulting or using the information;
- Disclosing the information or data by transmitting, disseminating or otherwise making it available;
- Aligning, combining, blocking, erasing or destroying the information.

**Removable storage Device:** Any optical or magnetic storage device or media including but not limited to floppy disks, CD, DVD, magnetic tapes, ZIP disk, USB stick/keys, external hard drives.

**Senior Manager:** Any DDLETB employee at Director, Principal, Manager level or other management level as designated by the Chief Executive

**System Administrators:** The individual(s) charged by the designated system owner with the day to day management of DDLETB information systems. Also includes the DDLETB personnel and third parties who have been authorised to create and manage user accounts and passwords on these applications and systems.

**Text Messages:** Short messages which are sent in clear text from a mobile phone device to another mobile phone device using the Short Message Service (SMS).

**Third Party(s):** Any individual, consultant, contractor or agent not registered as a DDLETB employee.

**Users:** Any individual assigned the use of a DDLETB mobile phone device.

## Appendix B

### Business User Mobile Phone and Portable Data Device Application Form

Application to: **HR Manager**

From: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Member

I wish to apply for a Business Mobile Phone

**New**

**Upgrade**

☐
☐

<b><i>Brief description of your duties /role:</i></b>	
<b><i>Reasons why you deem you need the above in the performance of your role:</i></b>	

Line Manager: \_\_\_\_\_ Date: \_\_\_\_\_

-----**FOR HEAD OFFICE USE ONLY**-----

On the basis of the application above and a review of the role and duties we deem the employee (*tick appropriate*)

Merits application

☐

Does not merit application.

☐

\_\_\_\_\_  
Head of Organisational Services

\_\_\_\_\_  
HR Manager

Date: \_\_\_\_\_

## Appendix C

### Mobile Phone Business Plan Acceptance (with Handset and/or Modem)

By my signature below, I acknowledge receipt of the following equipment in good working condition. Additionally, my signature below indicates that I have read and understand the DDLETB Mobile Phone Acquisition and Acceptable Use Policy and agree to the conditions of this policy.

#### *Handset and Package Details:*

Make : \_\_\_\_\_

Model: \_\_\_\_\_

IMEI Number: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_

Package Signed Up To:

Voice and Text Only ☐

Voice, Text and Data ☐

Do you require a car kit: Yes ☐ No ☐

#### *User Details*

Employee Number: \_\_\_\_\_

Business email address: \_\_\_\_\_

Billing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Printed User Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Position/Role

\_\_\_\_\_  
School/Centre Location:

Date: \_\_\_\_\_

#### **Mobile Provider**

On behalf of the DDLETB mobile phone device and service provider, I confirm the above details are correct.

\_\_\_\_\_  
Signature

## Appendix D

### Mobile Phone Charges Form

If you hold a business mobile phone and incur additional phone charges on work related calls please complete the details below in order to be reimbursed.

The refund will issue via payroll and will be included on the next available pay run.

**Employee Name (Print)** \_\_\_\_\_.

**Staff Number:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**School/Centre Location:** \_\_\_\_\_

**Reason for additional charges:**

.....

.....

.....

.....

.....

Please attach copy of phone bill highlighting the additional costs incurred.

**Employee Signature:**

.....

**Signature of Principal/Centre Manager:** .....

**Date:** .....

Completed form including copy of phone bill can be scanned to [NMiller@ddletb.ie](mailto:NMiller@ddletb.ie) or submitted by post to Nicola Miller, Payroll, DDLETB, 1 Tuansgate, Belgard Square East, Tallaght, Dublin 24

#### HEAD OFFICE USE ONLY

**Location:** ..... **Project:** ..... **GL Code:** 3520

**Signature:** .....

## Appendix E

### Payroll Deduction Mandate Form

**To Whom It May Concern:**

I, hereby authorise Dublin and Dun Laoighaire ETB to deduct the monthly charge for my Business Mobile Phone Plan issued by Eir from my wages/salary.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
*Print name (caps)*

**EMPLOYEE NO:** \_\_\_\_\_ **PAY GROUP:** \_\_\_\_\_