AU Mobile devices policy edited by RLH January 2021

**ABERYSTWYTH UNIVERSITY POLICY**

Policy on Mobile phones issued by Information Services

Approving Body: University Executive Group, Information Services Senior Management Group

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**1. PURPOSE OF POLICY**

This document sets out the University’s Policy to regulate the issue and use of mobile phones, SIM

card contracts and wireless devices (together termed ‘mobile devices’ for the purposes of this policy)

issued to staff members and, in exceptional circumstances, others contributing to the business of

the University, by the Department of Information Services.

**2. APPLICABILITY/SCOPE/ELIGIBILITY**

This Policy applies to all staff issued with mobile devices by Information Services and to any other

individuals who may, from time to time, be issued with mobile devices in relation to the business of

the University. All are referred to as ‘users’ throughout this document. The Policy covers:

• Eligibility for allocation of a University Mobile Phone.

• Mobile Usage

• User Responsibilities and Data Security

• Contract Obligations

• Managing Mobile phone contracts

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**3. RESPONSIBILITIES**

**3.1** Information Services Senior Management Group is responsible for the development,

implementation, monitoring and review of this Policy.

**3.2** Other levels of responsibility are detailed in the Policy section below

**4. POLICY**

**4.1 Principles**

**4.1.1** The University will only provide a mobile phone/device if there is a clear business requirement

specific to the individual role.

**4.1.2** With the exception of members of the Executive Group, Institute Directors and Heads of

Departments (who may request mobile devices for themselves), all requests for a mobile phone

must be made by completing the mobile phone application form as found on the University

Information Services website. This will require authorisation from an Institute Director or Head of

Department who will only authorise the application once the business case has been assessed by

them using the criteria listed in 4.1.3 below.

**4.1.3** The eligibility of a user for allocation of a mobile device will be evaluated against one or more

of the following criteria:

The user is required to be available outside business hours to assist with critical business

functions of the University (e.g. responding to emergency situations, responding to ICT or

building infrastructure problems)

The user is required to make regular calls when away from the office

The user is required to spend frequent or prolonged periods off campus

The user is required to spend frequent periods working alone

There is an identifiable and proportionate benefit to the University, such as Work allocation

via a mobile phone app a SIM card in experimental systems or fire alarms etc.

**4.1.4** Allocation of devices is determined on the basis of cost effectiveness and not personal choice.

**4.1.5** Requests which are not appropriately authorised will not be processed.

**4.1.6** Mobile devices ordered subsequent to such a request will normally need to be picked up in

person by the intended user who should be able to present a current form of photo‐identification.

**4.1.7** In every case, devices should be collected within 7 days of the user being informed that the

University has received that device.

**4.1.8** Line Managers, senior staff and Information Services may view usage reports for monitoring

compliance with this Policy.

**4.1.9** Eligibility must be reassessed whenever a user/staff member transfers to a different post.

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**4.1.10** Mobile devices may be issued to a Department or section, rather than an individual, where

there is a clear and legitimate need.

**4.1.11** AU mobile devices will (wherever possible) be supplied with international and data roaming

capability disabled. Users requiring these services will need to provide evidence of need and

appropriate authority from their Director or Head of Department.

**4.1.12** Upgrading to a new model of mobile device will also require authorisation if the existing

model is still in working order.

**4.1.13** Disposal of phones, all phones once a user has finished with them must be sent to

Information Services to be placed back to factory settings or destroyed. This will ensure the wiping

of any sensitive data that may be on the phone. If the department still require the phone for other

users the phone will then be sent back for reuse following a data reset. Any phone that’s old or

broken and left for disposal, or been replaced by insurance swap outs may be used by information

services as spare parts or repairs where appropriate.

**4.2 Mobile Usage**

**4.2.1** Mobile equipment issued by the University should, primarily, be used for work‐related

business and communications.

**4.2.2** Use of, or subscription to, premium and/or interactive mobile services using a University device

is prohibited. This includes, but is not limited to, the downloading or forwarding of ringtones, videos

and mobile‐TV. Failure to comply may lead to disciplinary action being taken.

**4.2.3** University mobile devices must not be used for the purposes or illegal transactions,

harassment, obscene communications or any other activity which might breach another University

policy.

**4.2.4** The University does not permit the transfer of the University SIM card from the supplied

handset to a personal device. This may incur substantial cost for incorrect tariff usage and the

University will seek full recompense for any additional charges incurred. Such action might also

cause serious security breaches where the device carries confidential or sensitive University data.

**4.2.5** Users must not use a University mobile device whilst operating a motor vehicle. Any fines

incurred as a result of traffic regulation breaches are the responsibility of the user involved.

**4.2.6** Users may, on the payment of an extra charge (£10 per month – to be arranged via the Finance

Department), utilise mobile devices for personal use. If this facility is made use of, it is on the

condition that there is:

‐ No overseas use

‐ No use of premium rate phonelines

‐ No downloading of data in excess of the maximum limits set

If any of the above do become necessary, permission must be sought from the Director of Finance

and a further charge may be levied.

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**4.2.7** User’s must not install any un-signed applications to the device, this means only applications

sourced via the Android or Apple “Play Store” app is allowed, unless directed by line management

for specific departmental applications.

**4.3 User Responsibilities**

**4.3.1** Users who are allocated a mobile device will be held responsible for the handset and all calls

made and other charges incurred. It is therefore essential that devices are kept secure at all times

and use by anyone other than the named individual is prohibited. Users should take all reasonable

and practical precautions to keep the device safe from damage, loss or theft.

**4.3.2** The handset/SIM PIN code or other security locking system should always be used. Sensitive

information (e.g. personal data, passwords, or any other data that could bring the University into

disrepute should it fall into the wrong hands) must not be stored unsecured on a mobile device.

**4.3.3** Handsets that are lost or stolen must be reported immediately to Information Services (2400 or

01970 622400 if outside the University) so that the handset can be deactivated. It is strongly

recommended that users keep a separate note of their handset’s IMEI number as this will need to be

provided to the mobile provider to deactivate the handset, and also note their SIM number.

**4.3.4** If a device is stolen, the user must report the theft to the police immediately and obtain a case

number. Information Services should then be informed.

**4.3.5** If a user loses more than three mobile devices within any one‐year period, then the University

reserves the right to refuse to issue any further devices to that individual.

**4.3.6** Mobile devices remain the property of the University at all times and must be surrendered

when a member of staff leaves employment or a user ceases to work on behalf of the University, or

on demand by the head of department, or by Human Resources or Information Services. Users can

purchase their mobile phone if desired and permitted by their department head or director. There is

normally a fee for the value of the phone and this is negotiated by the department and the user.

**4.3.7** Departments are responsible for ensuring that users issued with mobile devices have returned

phones to the budget‐holder or directly to Information Services

**4.4** Contract Obligations, Budget‐holder and other Responsibilities

**4.4.1** No phone changes or re-allocations should be made unless approved by the departmental

head, director or designated phone admin for the given department, further more information

services must be informed for internal recharging and record keeping purposes.

**4.4.2** Local or departmental budget‐holders are responsible for:

‐ reviewing ongoing requirements for each mobile device funded from their budget

‐ reviewing the summary bills and addressing high call and data usage

‐ consulting Information Services regarding user charges

**4.4.3** Porting of numbers to individuals for personal use will only be permissible via prior agreement

from Director or Head of Department and from Information Services.

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**4.4.4** Devices that have reached the end of their working life must be disposed of legally as they fall

under the WEEE regulations. All end‐of‐life devices must be returned to Information Services for

disposal.

**5. RELATED LEGISLATION/GUIDANCE**

• Data Protection Act 1998

• Regulation of Investigatory Powers Act 2000 (“RIPA”)

• Telecommunications (Lawful Business Practice) (Interception of Communications)

Regulations 2000 (SI 2000/2699)

**6. RELATED POLICIES AND PROCEDURES**

• AU E‐mail Policy

• AU Data Protection Policy

• AU Data Security Policy

7. APPENDICES/FORM None

8. WELSH VERSION OF POLICY