



**Policy Title: Mobile Device Usage Policy & Guidance**

**Policy Manual Section: Corporate Services**

**Date Approved by  
Audit & Staffing Sub Committee: 12 September 2019**

**Next Review Date: September 2024**

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ENGLISH This information is available on request in other languages, in large print, in Braille and on audio format. If you would like this information in one of these formats please contact Cadder HA on **0141 945 3282**

POLISH Niniejsze informacje dostępne są na żądanie w innych wersjach językowych, dużym drukiem, językiem Braille'a oraz w formie audio. Aby otrzymać powyższe informacje w jednym z wymienionych formatów, proszę skontaktować się z Zespołem ds. Cadder HA pod numerem telefonu **0141 945 3282**

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ARABIC به أحرف به ط باعة أخرى، به لغات الا طلب ت تحت م توفرة المعلومة هذه في ت رغب أنت إذا . صوتي شريط على و بر ايل به طريقة ، أب يرة أن الرجاء صديغ، ال هذه من به أي المعلومة هذه على الحصول ل لساكان آلا سكو جمعوية سدياسة به فريق ت تصل Cadder HA **0141 945 3282** الارقم على

SOMALI Warbixintaan waxaa, haddii la dalbado lagu heli karaa luuqaddo kale, daabacaad weyn, Farta ay dadka indhaha la' akhriyaan (Braille) iyo qaab cajaladdo maqal ah. Haddii aad doonayso inaad warbixintan ku hesho mid ka mid ah qaababkaas, fadlan kala xidhiidh Kooxda Xeerarka ee Cadder HA telefoonka **0141 945 3282**

Farsi يا درشت حروف به ا چاپ شکل به دي گر، هلی زبان به ت واندیدی می را مطالب این آه صورتی در بنمایید درخواست صوتی نوار وی بر و (نابینایان به رای) به ریل حروف دفت به الطفاً هس تید فوق هلی شکل از ی کی به مطالب این دریافت به مایل Cadder HA تماس تلفن شماره. آنید حاصل **0141 945 3282**

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## **1.0 Purpose**

Mobile telephones and tablets are an integral feature of Cadder Housing Association's business operations. The purpose of this policy and procedure is to ensure that all employees, workers, Committee Members and volunteers are aware of their responsibilities when using such equipment.

## **2.0 Scope of the Policy**

This policy applies to:

- All permanent, temporary employees, sessional workers and Management Committee Members of Cadder Housing Association. (Mobile Device Users)
- All forms of mobile devices used include all types of mobile phones and tables including iPads.

## **3.0 Policy**

### **3.1 Policy Statement**

The practices and procedures set out in this document reflect the provisions set out in the Computer Misuse Act 1990; the Data Protection Act 2018; the Communications Act 2003; the Road Vehicles (Construction and Use) (Amendments) Regulations 2015; the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000.

### **3.2 Policy Objectives**

The objectives of this policy with regard to appropriate use of mobile devices and the protection of information system resources as held on or accessible from mobile devices are to:

- Minimise the threat of accidental, unauthorised or inappropriate access to electronic information owned by Cadder Housing Association or temporarily entrusted to it;
- Provide guidelines for professional use of mobile devices, to ensure that they are used in such a manner that does not compromise the Association's business, reputation or its employees in any way.
- To outline the legal considerations that must be followed and also user responsibilities when it comes to security and appropriateness of call and call length
- To detail the acceptable use of privately owned mobile phones for Association business.

### 3.3 Policy Overview

All Mobile Device Users must be aware of their responsibilities when using mobile devices provided by the Association to carry out Association business. This policy clarifies the bounds of personal use; and underlines the seriousness with which the Association views the inappropriate, unlawful and malicious use of the mobile devices provided.

Users are expected to observe the arrangements set out in this policy and procedure and to report to Senior Management any circumstances where they believe mobile devices are not being used appropriately.

## 4.0 **Policy Requirements**

### 4.1 User Responsibilities

The user should take reasonable steps to prevent damage or loss to their mobile device. This includes not leaving it in view in unattended vehicles and storing it securely when not in use. The user may be responsible for any loss or damage if reasonable precautions are not taken.

In general, mobile devices will only be provided for Association business purposes. However, it is recognised that there may be a need to make and receive occasional private communications.

Cost and usage is monitored and where excessive personal use is identified costs will have to be reimbursed. The Association will determine what constitutes excessive personal use.

The mobile device is, at all times, the property of Cadder Housing Association and must be returned on request for any reason.

### 4.2 Privacy and Dignity

Mobile devices having the capability to take still or moving images represent a potential threat to the privacy, dignity and safety of employees, Committee Members and members of the public.

No still or moving images of individuals may be taken without their express consent. Images of properties may be taken on work mobile devices but these must not include identifiable images of individuals without their express consent first being obtained. In no instance whatsoever may still or moving images taken with Association or personal devices relating to Association business be posted onto the internet or social media sites without appropriate permissions being first obtained.

#### 4.3 Security Requirements

All Mobile Device Users must take care of any mobile devices issued to them. All such devices must be password protected and not used in public places without due care and attention by the user.

All lost, stolen or mislaid mobile devices are to be reported immediately to the Line Manager and Corporate Services Officer and as soon as possible. The user must report the loss to the police and obtain a case reference number.

All security incidents, including actual or potential unauthorised access to Association Information Systems, must be reported immediately to the Finance & Corporate Services Manager and Line Manager.

Mobile devices that are lost or otherwise compromised through persistent lapses in security by the user may incur costs in respect of replacement charges or, in extreme cases availability may be withdrawn.

#### 4.4 Safety and Driving

The Association discourages the use of mobile devices whilst driving at all times.

Where a driver has to take a call they should ensure that they comply with the law and that any hands-free device used is compliant with current legislation. Calls should be kept short and where possible arrangements should be made to continue it when the drive is parked safely and legally.

At all times drivers should keep their concentration on the road and ensure that they drive with due care and attention to themselves and other road users.

Whenever possible, drivers should let incoming calls go to voicemail and then find a safe, legal, place to park, switch off their engine and respond to the call.

On no account should Association personnel use mobile devices other than hands free whilst driving.

#### 4.5 Acceptable Use

All Mobile Device Users are expected to use mobile devices provided by the Association in an appropriate, acceptable and reasonable manner. All mobile device users, in particular, are expected to exercise good sense and responsibility in limiting any personal use of their own mobile

devices to a minimum and refrain from any inappropriate use.

The following list gives examples of inappropriate use of Association mobile devices

- Communications to premium rate numbers
- Communications to social media sites e.g. Facebook, Twitter etc (Please note that inappropriate information or images relating to association business from personal devices is not allowed.)
- Communications to votes of TV/radio programmes
- Communications involving bidding in online auctions
- Communications to betting/competitions
- Communications that are illegal, obscene or libellous
- Communications that are offensive or threatening
- Communications that infringe copyright
- Communications that transmit unsolicited commercial or advertising material
- Communications that transmit spam, chain or junk messages
- Use of device for personal emails.
- Accessing websites that are not essential for the better of the Association
- Any other use that might cause commercial, reputational or financial issues for the Association.

Mobile device users are reminded that emails and text messages sent on Association mobile devices are admissible in court and subject to Data Protection and Freedom of information legislation and therefore could possibly be released into the public domain or to individuals mentioned in them.

Mobile device users found using their mobiles in an inappropriate manner may have their mobile devices withdrawn and subject to Action under the Associations Disciplinary and Grievance Procedure.

#### 4.6

#### Use of Privately Owned Mobile Devices

- Connection of personal equipment to the Association's information systems will not be allowed unless appropriate permission has been received from the Corporate Services Manager.
- Support and assistance for personal equipment will only be provided on a 'best endeavours' basis.
- Personal equipment which has been connected to the Association's information systems and then lost will be considered a security incident and must be reported to the Finance & Corporate Services Manager and Line Manager as a

matter of urgency.

- It is the responsibility of the owner of the equipment to contact their service provider as a matter of urgency and request the equipment be terminated remotely.

#### 4.7 Usage Charges

- Mobile device bills are received monthly from our service provider for checking and payment
- Finance & Corporate Services Manager will have responsibility for identifying those individuals who use a mobile device excessively and then advising the appropriate Line Manager to take steps to reduce this.
- It is the responsibility of the Line Managers to discuss usage issues with individual users
- Airtime charges are monitored by the Finance & Corporate Services Department
- Retention of information on mobile devices is in line with the Associations' Data Retention Policy.

#### 4.8 Personal Data

Mobile device users have the general right, under the Data Protection Act, to receive, on written request, a copy of any personal data concerning them, including information held electronically on systems owned by Cadder Housing Association. There are a few limited exceptions to this such as data held for crime prevention / detection purposes, but most individuals will be able to have a copy of the personal data held on them. Full details of how employees can obtain such information are set out in the Associations Data Protection Policy.

#### 5.0 **Disciplinary Process**

It remains the responsibility of individual users and their managers to ensure that business and privately owned mobile devices are used appropriately. Any misuse may constitute a breach of Staff Code of Conduct and as such the person committing the misuse may be subject to disciplinary procedures.

#### 6.0 **Deviation from Policy**

Unless specifically approved, any deviation from this policy is strictly



prohibited. Any deviation to or non-compliance with this policy shall be reported to the Finance & Corporate Services Manager.

## **7.0 Policy Review**

The Policy will be reviewed on a 5 year basis or earlier to take account of:

- Legislative changes
- Device usage within the Association