Mobile Device Policy

**Classification**: Internal

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# Purpose of This Document

At TechSolution.inc, we understand the importance of providing employees with the tools necessary to perform their duties effectively. We may provide employees with a mobile phone or device and a mobile plan to enable them to be contactable and access mobile applications.

This policy outlines the guidelines for using mobile devices provided by TechSolution.inc.

# Scope

This policy applies to;

* Any staff member allocated a TechSolution.inc mobile phone or device (e.g. 5G dongle).
* Any line manager that approves a mobile device for use.

# Responsibilities

Line Managers will

* Ensure staff comply with this policy
* Notify IT of any suspected breaches of this policy
* Ensure TechSolution.inc devices and supporting media are returned by staff leaving TechSolution.inc or no longer requiring them
* Ensure all staff granted mobile devices have a genuine need
* Ensure terms of personal usage are documented with the employee

All staff will

* Abide by this and associated policies & procedures;
* Report any suspected breaches of this policy to their line manager or the IT Department;

# Exceptions

* Exceptions to this policy should be requested via the IT Help Desk.

# Eligibility & Requests

* The TechSolution.inc will only provide a mobile phone or device for business needs.
* The relevant line manager must approve requests for a mobile phone.

# Equipment

* The TechSolution.inc IT team will select the most appropriate device and plan based on business factors.
* Devices will not be issued based on personal choice, but consideration will be given to any reasonable requests (for example, relating to a specific need for accessibility).
* A staff member may use their own device and should adhere to the "Bring Your Own Device" policy.

# Device Plans & International Roaming

* IT will determine the most cost-effective mobile phone plan.
* International roaming will require the line manager's permission.
* Ensure a suitable roaming package is added by talking to the IT Help Desk before travelling.

# Usage

* Please refer to the Acceptable Use Policy.
* The TechSolution.inc does not permit the transfer of the TechSolution.inc SIM card from the supplied handset to a personal device.
* Devices may be used for personal communication, depending upon the employee's documented agreement with the line manager.

# Costs & Allocation

* Premium and interactive mobile services are strictly prohibited.
* IT will review all current contracts yearly.
* IT will evaluate extra spending limits depending on business needs.
* Never accept reverse charge calls unless they are for business use.

# Data & Security

* Do not disable or try to circumvent any security settings on the device.
* TechSolution.inc has the authority to manage all devices and can request usage information without employee approval.

# Lost, Stolen or Damaged Devices

* Any lost or stolen mobile device should be reported immediately to the IT Help Desk.

# Actions upon Leaving the TechSolution.inc

* Return all TechSolution.inc issued devices and data to the TechSolution.inc Line Manager.
* All TechSolution.inc data or intellectual property developed or gained during the period of employment remains the property of TechSolution.inc.
* Devices must not be reallocated to another individual.
* Employees will not be allowed to transfer their mobile number to another plan.