



Mobile Phones and Data Enabled Devices Acquisition and Acceptable Usage Policy for Donegal ETB Staff

All Donegal ETB staff issued with business mobile phones and data enabled devices must abide by this policy. Staff are expected to use common sense and to conduct themselves in a manner which is appropriate to the execution of their duties in the workplace.

Usage

Access to mobile phones is intended for ETB purposes only. While reasonable making and taking of personal calls is not strictly prohibited, staff are encouraged to keep this to a minimum level during working hours. Donegal ETB reserves the right to monitor the use of business mobile phones.

Handsets

Donegal ETB's mobile phone contract is with **Three**.

- All new phones and replacements must be requested online [here](#).
- This form must only be completed by the Manager/Principal or Budget holder.
- A number of medium priced smartphones, deemed more than capable of carrying out ETB business, are listed.
- The standard contract with Three is for 24 months which includes all calls and text messages within ROI and unlimited data.
- A handset will be provided as part of the contract.
- The handset cost is applied to the associated phone number and charged to your School / Centre.

Any requests for ETB business mobiles or data devices must be processed taking account of this policy.

All phone holders will receive a monthly statement by email. All Principals/Managers will receive a monthly statement for all handsets in their School/Centre. The tariff is currently €13.75 + vat on all standard handsets. The cost of the handset is now built into the monthly rental charge and will be reflected in your monthly statement.

- Data roaming is available within the EU at no extra charge,
- Calling out of Ireland to other EU countries will still incur a charge.
- Staff are encouraged to use 048 when ringing landlines in Northern Ireland.

Procedures for Replacement

Handsets will only be replaced if lost or damaged. Malfunctioning handsets will be returned for repair during the 24 month contract.

- A replacement handset should only be requested when the current handset is broken or reported missing.
- Faulty handsets will be considered for repair prior to replacement.
- Any exceptions to the listed handsets will go to the relevant Director for approval. The additional cost will be charged to your School / Centre.

Accountability

- Mobile phone usage should be able to withstand public scrutiny and/or disclosure. Staff should not use their mobile phones in a way that could defame, harass, bully, abuse or offend individuals or the ETB.
- Donegal ETB reserves the right to audit any or all ETB funded mobile phone usage. Staff may be called upon to explain their use of the ETB funded mobile device.
- As a matter of professional courtesy, we advise mobile phone users to either turn off their phone or divert it to voicemail, another number, or set the phone 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.

Use of Mobile Phones whilst Driving

It is illegal to use mobile phones whilst driving. Donegal ETB does not accept legal liability for any penalty incurred by staff who infringe upon the law with regard to the use of mobile phones.

Voicemail

Your Voicemail should be personalised with the following message.

"Hello - you have reached (your name) 's Donegal ETB voicemail, 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."

Legislation

Staff are subject to all legislation regulating the use of communication technology.

Staff must not store, download, upload, circulate or otherwise distribute material containing:

- Any derogatory comment regarding gender, marital status, family status, sexual orientation, religious or political belief, age, disability, race or membership of the Travelling community or other categories pursuant to applicable law.
- Any material of a pornographic nature.
- Any material of a paedophilic nature.
- Material containing offensive or foul language.
- Any content prohibited by law.

If a staff member receives any offensive, unpleasant, harassing or intimidating messages he/she should:

- Bring it to the attention of his/her line manager, the Head of IT or HR.
- Inform the sender that such images are offensive and that they should refrain from sending such images in future.
- Delete the message.

Users Responsibilities

Staff referred to in this policy are required to be familiar with it and comply with its terms. It is your responsibility to;

- Report a lost or stolen unit as soon as possible to the Head of IT, Donegal ETB.
- Acknowledge and respond accordingly to legislative requirements regarding usage of mobile phones.

Line Manager Responsibilities

- Ensure ETB mobile phones are only issued to staff members who require a mobile phone for business reasons.
- Ensure that the staff to whom the device is allocated to is the sole user of the equipment.
- Ensure that records regarding mobile phones are kept up to date i.e. current user and cost centre.

Allocation of Mobile Phones

Mobile phones and data devices are only issued to staff on the basis of “business need.” A business need is defined as follows:

- Staff whose job entails significant working hours spent travelling away from their main location of work and staff who agree with their manager that they must be contactable at any time.
- Staff who are required to be contactable outside of normal working hours, such as senior management and those responsible for security at sites, or those employees required to take action in the event of an emergency.
- Any other reason deemed appropriate from time to time.

Problems

If there are any difficulties with the phone, (Faulty, Lost Broken etc) or with the network, the staff member should contact;

Ciaran Cunningham, Head of IT , ciaran@donegaletb.ie

Leavers

When the staff member's employment with Donegal ETB ceases (contract of employment comes to an end, employee resigns or retires), he/she must return the mobile handset and/or portable modem devices to HR. If staff members wish to retain their current mobile number, please advise before leaving the organisation.

When a staff member ceases to become an employee of Donegal ETB, access to the ETB tariffs will cease and the staff member will revert to the standard consumer tariffs.

Security

- To ensure ETB compliance with data protection and security of data, only authorised ETB business users have access to work email on their mobile handsets or data devices.
- All Senior Management and Donegal ETB accounts for staff who have been allocated mobile devices, will have 2-Step Authentication applied.
- All ETB handsets have a MDM Policy applied. This allows the Administrator to remove all ETB data from the phone if stolen or reported lost.
- Staff issued with a business mobile phone must ensure the security of the phone (and any allied equipment) at all times. The following items should be noted:
 - Should a mobile phone be lost or stolen, the user should contact the Head of IT to report the loss or theft in order to block the number and handset. Please note that the user may be liable for any costs involved in the replacement of the unit in the event that the unit is lost, stolen, damaged in any way.
 - There are a number of built-in protection mechanisms (as part of MDM) that the user must apply in the day-to-day operation of the mobile phone/device:
 - Activate the keypad lock.
 - A PIN code must be used to lock the phone/device so that if the phone/device unit is subsequently stolen or lost a PIN code must be used to unlock the phone/unit.
 - Mobile phones/devices should not be left in unattended vehicles.
While in the office, store the phone and associated equipment with due care.

Legislation

*Please bear in mind the following from the **Road Traffic Act 2006 (Restrictions on use of mobile phones) Regulations 2014***

- You may never hold a mobile phone in one hand and the steering wheel in the other.
- You may never send a text or an email from a phone nor may you look up the internet even if the phone is in a hands-free cradle. If you break that law you will have to go to court where you could be fined up to €1,000 for a first

offence and €2,000 for a second offence. You may also (theoretically) receive up to 3 months in jail.

- It is permissible to answer a call on a hands-free phone.
- You may not dial a number on hands-free while driving unless the system is voice-operated.
- Just because the law doesn't forbid something explicitly does not mean that you are free to do it. It is an offence to drive a car 'without reasonable consideration', so a hands-free user could still be prosecuted if their actions mean that they are not concentrating on their driving.