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PUBLIC HEALTH WALES MOBILE DEVICES POLICY

Policy Statement

The purpose of this policy is to outline the procedures and arrangements relating to provision and management arrangement of Public Health Wales mobile devices, and to define the responsibilities of managers and employees in relation to the provisioning of devices and their appropriate use.

Policy Commitment

This Policy will ensure that the use of Public Health Wales mobile devices are used securely, efficiently and responsibly to protect organisations assets, sensitive information and the privacy of employees. This policy outlines the standards and expectations for the use, management, and safeguarding of all devices issued by or used for business purposes.

All employees and authorised users are required to adhere to this policy to maintain the integrity, confidentiality, and availability of corporate resources. Public Health Wales will provide the necessary support, training, and resources to enable compliance with this policy and will regularly review and update it to reflect evolving security risks and business needs.

By using a Public Health Wales device, users acknowledge their responsibility to comply with this policy and contribute to a secure and productive working environment.

Supporting Procedures and Written Control Documents

[All corporate policies and procedures are available on the Public Health Wales website](#)

This section is to list the following:

- Underpinning procedures, and what they describe
- Identify interdependencies with other policy/control documents.

Other supporting documents are:

- [Low voltage electrical safety and electrical equipment procedure](#)
- [Information security policy](#)
- [Safe driving at work policy](#)

Scope

All Public Health Wales owned mobile devices are in the scope of this policy, including all types and models of devices.	
Impact Assessments	An Equality and Health Impact Assessment has been completed.
Approved by	Quality, Safety and Improvement Committee
Approval Date	TBC
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Group with authority to approve supporting procedures	Leadership Team
Accountable Executive Director/Director	Angela Williams, Interim Executive Director of Operations and Finance
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Summary of reviews/amendments

Version number	Date of Review	Date of Approval	Date published	Summary of Amendments

1 Introduction

This document sets out Public Health Wales policy concerning the allocation and use of corporate owned mobile phones, tablets, MiFi and Wi-Fi dongles and wireless devices (together termed and referred to as 'mobile devices' for the purposes of this policy) issued to staff. Staff issued with corporate mobile devices are referred to as 'Users' in this document. Further clarification on any points can be obtained by emailing the PHW Mobile Devices inbox (PHWMobileDevices@wales.nhs.uk).

2 Scope

All Public Health Wales owned mobile devices are in the scope of this policy, including all types and models of devices. For clarification, this policy does **not** extend to personal or non-corporate mobile devices, even if they are used on Public Health Wales premises or for PHW business related activity.

3 Definitions

Network data: Data transferred over the cellular network (3G, 4G or 5G). Data used over Wi-Fi (wireless) network does NOT count as cellular data.

Data roaming: Data roaming occurs when using network data outside of the United Kingdom.

4 Criteria for issue of corporate mobile devices

Public Health Wales will only issue a mobile device where there is a clear business requirement, dictated by the requirements of the user's role. It is ultimately at the discretion of their manager, budget holder and Head of Estates or team member with delegated responsibility whether to issue a mobile to a staff member or not. The eligibility of a user for provision of a mobile device should 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 (e.g. responding to emergency situations or 'on-call' service requirements).
- The User is required to regularly make or receive business calls when away from the office.

Mobile devices may be issued on an individual or shared basis (e.g. a screening services 'pool' mobile).

5 Procuring of corporate mobile devices

The Estates team work with the Digital Services department to identify an appropriate mobile devices for distribution. Users can choose to request the following

- a voice/ text only mobile,

- smartphone,
- Wi-Fi / MiFi device
- Networked enabled Tablet

Mobile devices are provided to staff members of Public Health Wales for business use only. The mobile devices and all peripheral equipment leads / chargers etc. remain the property of Public Health Wales and must be returned to the Estates Division if the device is upgraded, withdrawn, or on termination of employment. Spare chargers and protective screens / covers will not be provided but can be purchased by individuals. For Health & safety reasons replacement chargers will be provided for damaged chargers in line with section 5.12 of the [Low Voltage and Electrical Equipment Procedure](#).

Devices that have reached the end of their working life must be returned for decommissioning in line with section 2.12 of the [Information Security Policy](#).

6 Requesting a mobile device

All requests for mobile devices must be submitted using the Mobile Device Request Form, which is available on the Facilities team's intranet page. Each request will be assessed individually, with the justification for the device evaluated against established criteria. Requests that do not meet these criteria may be declined. This process supports Public Health Wales' commitment to sustainability and cost-effectiveness and effective resource management.

7 Mobile device options

When a new mobile device is purchased, a one-off purchase cost will apply. The cost of devices will vary depending on the model. In addition, each device will incur a monthly connection charge, which may fluctuate from month to month. For up-to-date information on current one-off and monthly costs, please email the PHW Mobile Devices inbox (PHWMobileDevices@wales.nhs.uk).

To support Public Health Wales' commitment to sustainability, mobile devices that are returned and deemed fit for reuse will be reset to factory settings (all data will be securely erased) and made available to fulfil new device requests. Devices reissued in this way will **not** incur the one-off purchase charge.

Where necessary, mobile devices may be replaced due to business requirements or changes in technology. In such cases, the cost of the replacement device will be charged to the user's cost centre.

7.1 Voice and text only mobile phone

The user will be provided with a basic mobile phone device which will only allow incoming and outgoing calls and text messages. Users must ensure there is a security lock (e.g., PIN or password) to gain access to the device. Requests for specific brands or models cannot be accommodated. However if a user has any specific accessibility need they should advise the Estates Division at the time of requesting a device and alternative model / brand options will be looked at.

7.2 Smartphone

Users will be issued a smartphone that has been selected by the Estates and IT departments based on compatibility, functionality, and business needs. Requests for specific brands or models cannot be accommodated. However if a user has any specific accessibility need they should advise the Estates Division at the time of requesting a device and alternative model / brand options will be looked at.

Users are required to implement a security lock (e.g., PIN or password) to restrict access to the device. All users must follow the provided setup instructions to ensure the device is configured securely in accordance with organisational security standards.

7.3 Wi-Fi device

An appropriate device will be issued to users by the Estates Division. Please note that users are not able to select the brand or model of the device provided.

The Estates Division does not retain or manage device passwords for users. It is the responsibility of the user to securely store and manage their device password to ensure continued access and security of devices.

7.4 Tablet

Tablet requests will be reviewed by the Digital Services team to determine if a device can be issued. If approved, an appropriate device will be provided by IT; however, users cannot select the brand or model of the device. However, if a user has any specific accessibility need they should advise the Estates Division at the time of requesting a device and alternative model / brand options will be looked at.

If mobile data is required on the tablet, a 'data-only' sim card can be requested by emailing the PHW Mobile Devices inbox (PHWMobileDevices@wales.nhs.uk). Please note, a monthly connection fee applies to the sim card.

8 Mobile device usage

Mobile devices issued by Public Health Wales are strictly only to be used for work-related communication and business purposes. Corporately owned and managed devices are monitored for security purposes.

Prohibited Use

The use of, or subscription to, premium or interactive mobile services is not permitted. This includes, but is not limited to, downloading or streaming videos, TV services, or similar non-work-related content. Misuse of a device may result in the provision of a device being removed or temporarily suspended. Any and all associated costs incurred as consequence of prohibited use will be the responsibility of the user and the Trust may seek to reclaim such costs.

Although hands free can be used when driving it is important to consider if the road conditions are such that it is safe to do so, as referenced in the safe driving at work policy.

Security Requirements

Corporately owned smartphones must be managed via "Intune" or "Apple business" (mobile device management).

All mobile devices must be secured with a strong password or PIN. The current advise for mobile device inactivity lock period is 5 minutes, consider reducing this to 2- or 1-minute lock period. Users must take appropriate steps to protect the confidentiality of conversations, especially in public places. If you're unable to ensure privacy (for example, while on public transport or in public spaces) it is recommended to delay the call until you are in a more secure environment.

Voicemail Use

Relevant mobile devices are equipped with voicemail to ensure messages can be received when you're unavailable. If you change your voicemail greeting, it should include a clear and professional message.

Data Usage and Connectivity

If you're using a data-enabled device (e.g., smartphone or tablet), it is recommended that you connect to known, trusted Wi-Fi networks when available to reduce mobile data usage.

Sim Card Policy

The sim card provided with your mobile device must not be removed or transferred to another device. Doing so may result in significant security risks, particularly if the device holds confidential or sensitive information.

9 Roaming abroad

Roaming is disabled by default on all Public Health Wales mobile devices.

If you are required to work abroad and need roaming activated for business purposes, you must contact the Estates Division as early as possible, and no later than seven working days before the departure date. Requests submitted with less than seven working days notice may result in delays in activating the roaming service, which could render the device unsuitable for use while abroad.

9.1 Requesting roaming abroad

All roaming requests must be emailed to the PHW Mobile Devices inbox (PHWMobileDevices@wales.nhs.uk). To ensure your request is processed promptly, please include the following information:

- **Name:**
- **Directorate & Division**
- **Mobile phone number:**
- **Date of arrival:**
- **Date of return:**
- **Country you are visiting:**
- **Budget Holder for the device:**
- **Business justification for roaming:**
- **Confirmation of approval of budget holder roaming request to be made:**

Failure to provide this information will cause delays in processing the request.

Each request will be reviewed on a case-by-case basis by the Estates Division and must be approved by the relevant budget holder. Final approval will be sought from the Operations and Finance Directorate Executive or their nominated deputy – in the event of either being unavailable the decision will rest with the Head Estates or their nominated deputy. The outcome of all requests received will be communicated to both requesting user and the approving budget holder.

If approved, roaming will be activated only for the specified travel dates. Roaming services will be deactivated on the date of the user's return. A new request must be submitted for any subsequent aboard visits requiring roaming. Users should not assume that roaming will be left enabled for the device.

It is the responsibility of the user if roaming is approved to ensure that on arrival at an overseas destination they correctly connect to the appropriate contracted roaming network. All additional costs incurred for roaming will be charged to the user's cost centre.

All users intending to travel outside of the should ensure that they are familiarise themselves with the Public Health Wales Business Travel Policy phw.nhs.wales/about-us/policies-and-

10 Responsibilities

10.1 User responsibilities

Users who are issued with a mobile device are responsible for:

- Complying fully with all relevant legislation, this policy and all related Public Health Wales policies relevant to mobile device use.
- Any operating system or security update must be applied to devices as soon as reasonably possible to maintain compliance, any non-compliant devices may be disabled.
- Appropriately securing the device and all information held on it.
- No Additional applications are to be installed to the mobile devices outside of business requirements, any new applications must be authorised by IT.
- No sensitive information should be stored on mobile devices.
- Deleting information from the mobile device when no longer required or sooner if requested to delete it.
- Public Health Wales' mobile devices must not be used to take photographs of an individual(s) without that individual's consent.
- Users must take reasonable care of the devices they receive.
- Users must notify the Estates Division via PHWFacilities@wales.nhs.uk of any damage relating to a mobile device the loss of any mobile device that results in the device being unusable at the earliest opportunity and no later than 48hrs. of the issue being identified.
- Users must notify the Estates Division via PHWFacilities@wales.nhs.uk of the loss of any mobile device at the earliest opportunity and no later than 48hrs. of the loss being identified.
- Users must not pass their mobile device to other staff members due to security reasons. At the end of their lifecycle, devices must be returned to the Estates Division to either be reissued or securely decommissioned.

- If the user no longer requires the mobile device it is their responsibility to notify the Estates Division via PHWFacilities@wales.nhs.uk to cancel the contract to prevent reoccurring monthly charges being incurred.

10.2 Line Managers responsibilities

It is the responsibility line manger of any the user of a mobile device to check and ensure the mobile device is returned along with other any other Public Health Wales equipment if the staff member is leaving the role. The mobile device should be returned to the Estates Division directly.

If the line manager wishes the device to be reallocated to another staff member the line manger is responsible for informing the Estates Division of the details of the proposed new user so that the appropriate arrangements can be made to make the changes to the devices deployment and management to ensure compliance with Public Health Wales' and NHS Wales Security protocols for Mobile devices. Failure to inform the Estates division as required may lead to the device network connection being suspended until details have been received.

11 Audit and Monitoring

This policy will be reviewed every three years, or sooner as required to ensure relevance to developments in technology.