

HEALTH SERVICES UNION

Mobile Phone Device Policy

Purpose

The purpose of this policy is to provide employees of Health Services Union NSW/ACT/QLD (thereafter HSU) with guidelines regarding the appropriate use of their HSU supplied mobile phone device issued as a tool of trade to be used while performing their duties for HSU.

Policy

1. Mobile phone usage should conform to HSU's Code of Conduct.
2. Mobile phones are HSU resources, and accordingly should be used ethically, effectively, efficiently, and carefully.
3. Employees should be conscientious in their use of HSU resources including mobile phones and must not permit misuse by any other person or body.
4. Mobile devices must be protected with a password, PIN, or biometric authentication to prevent unauthorized access. Employees must not share their device passwords or PINs with anyone.
5. Employees must not use the mobile phone while operating a motor vehicle unless a 'hands free car kit' or Bluetooth is installed in an employee's or HSU vehicle. The incursion of any penalties and fines will be solely at the employees' cost.
6. Private use of HSU supplied mobile phones is allowable as this incurs no additional costs to the organisation. However, mobile phone private use during business hours must not interfere with the employee's work performance or detract from the employee performing their normal duties. Further, mobile phones should not be utilised during internal HSU election periods for the purposes of electioneering that may be deemed to be promoting a particular candidate over another.
7. Employees are responsible for any overseas call charges unless they are for HSU business and pre-approved by their manager.
8. Employees are responsible for all overseas call and roaming charges whilst they are on leave other than where it can be established that calls were work related. Employees must advise the IT Services Division in advance of overseas travel where the HSU supplied mobile phone is intended to be used.
9. All employees who have been allocated mobile phones to take the utmost care and responsibility for them. Employees are required to:
 - take good care of the mobile phone.
 - take all responsible precautions to ensure that the device is not damaged, lost or stolen.
 - keep mobile devices clean and in a serviceable condition to the best of their ability.

- ensure HSU mobile device has case and screen protectors to safeguard against water, dust, sock, and other risk damaging factors; and
 - report all irregularities in the operation of the mobile device immediately to IT Services Division.
10. If a phone is lost, stolen, or damaged it should be reported to the IT Services Division as soon as possible. Depending on the circumstances in which the phone was lost, stolen or damaged, the employee may be held responsible for replacing the phone if the loss, damage, or theft was caused or contributed to by the employee's lack of care.
11. Mobile devices will be fitted with the Find My iPhone and Lone Worker applications (or other similar application), and location services are to be turned on at all times. The disabling of such features by employees may result in disciplinary action. The HSU has a health and safety duty to manage risks caused by remote or isolated work, the correct operation of location applications and services are a critical part of this process.
12. Information stored on the mobile device is not backed up by HSU, it is the responsibility of the employee to backup personal data and to ensure that HSU information is stored on an approved device. HSU takes no responsibility for the loss of personal data.
13. On termination of employment or otherwise at the request of HSU, an employee who has been issued with HSU mobile phone must return the phone to their manager or the IT Services Division. Any battery chargers or other accessories supplied by HSU for use with the mobile phone must also be returned.
14. The approved user must not use their mobile phone in any manner that would constitute unacceptable and/or inappropriate mobile phone use. This includes but is not limited to:
- An employee may inappropriately use the mobile phone to send a text message or to make a call to a fellow employee or a contractor who is working for HSU, the content of which amounts to unlawful discrimination, sexual harassment, or bullying.
 - An employee may inappropriately use the mobile phone to download pornographic images or offensive ring tones.
 - An employee may also inappropriately use the mobile phone to engage in other conduct which is unacceptable.
 - An employee may also inappropriately use the mobile phone to engage in other conduct which is unacceptable and inappropriate. This would include breaching the duty of confidentiality the employee owes to HSU by relaying the employer's confidential information to another third party.

Any employee identified using HSU supplied mobile phone in a manner that is unacceptable or inappropriate could be subject to disciplinary action and possible criminal prosecution.

15. Device Management, Reporting and Compliance

- The IT Services Division of HSU reserves the right to install, update, and manage software applications on company-owned mobile devices.

- Mobile devices may be subject to remote monitoring and tracking for security and compliance purposes.
- Employees should not attempt to bypass or disable any security measures or monitoring tools installed on company-provided mobile devices.
- Any violations of this policy must be reported to the IT Services Division immediately.
- Failure to comply with this policy may result in disciplinary action, up to and including termination of employment or contract.

Policy Version Control

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