CONQUEST CENTRE

Conquest Farm, Norton Fitzwarren
Taunton, Somerset. TA2 6PN
01823 433614
info@conquestcentre.org.uk

Conquest Centre

Mobile Phone Policy

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MOBILE PHONE POLICY

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MOBILE PHONE POLICY

1. Policy Statement
Conquest Centre recognise that mobile phones, including smart phones, are an important part of everyday life for our clients, carers, volunteers and staff, as well as the wider community.

This policy aims to:

- Promote, and set an example for, safe and responsible phone use.
- Set clear guidelines for the use of mobile phones for clients, staff, carers, parents and volunteers.
- Support the centre's other policies, especially those related to child protection.

This policy also aims to address some of the challenges posed by mobile phones at Conquest Centre, such as:

- Risks to child protection.
- Data protection issues.
- Potential for disruption.
- Risk of theft, loss, or damage.
- Appropriate use of technology.

2. Data Protection
Conquest Centre supports the objectives of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and other legislation relating to Data Processing, including the Human Rights Act 1998, Regulation of Investigatory Powers Act 2000 and the Freedom of Information Act 2000. Conquest Centre has a statutory obligation to process personal data in accordance with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Every member of Conquest Centre has an obligation to ensure that the information they process (use) is collected, maintained and disclosed in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and the Conquest Centre Data Protection Policy.

3. Disclosure of Information
Any use or disclosure of information held within Conquest Centre, without there being a legitimate purpose or legal basis, will be classed as unauthorised and is a criminal offence under Section 55 of the Act Right of Access (Subject Access Requests)

4. Possible misuse of mobile technology
Things that have happened due to mobile technology misuse and why we need to ensure all our clients and staff are safe.

- Use of mobile devices for up-skirting and obtaining imagery of genitals.
- Adults taking pictures of children for theirs and others' sexual gratification.
- Pornography and violent content accessed by children's own internet connectivity.
- Gang culture, knives, extremism accessed by children's own internet connectivity.
- Inappropriate and violent games accessed and played including 'Blue Whale' which requests users to undertake a series of tasks; the final one being suicide.
- Pornographic and violent interpretations of known children's cartoons etc. accessed inadvertently.

- Inappropriate and ‘dangerous’ material stored on personal devices by family members, then accessed without internet connectivity.
- Pupils contacting family members/ birth family against parental permission.
- Pupils taking pictures and videos of staff, creating memes and using VI to distort images, meaning and publishing online.
- Using images taken of others for bullying and humiliation on social media.
- Sharing of personal data on social media inappropriately.

5. Roles and responsibilities

Centre Manager

- The Centre Manager is responsible for monitoring the policy every two years, reviewing it, and holding staff and clients accountable for its implementation.

Staff

- All staff are responsible for enforcing this policy.
- All staff are being protected by the procedures in this policy.
- Pupils should secure their phones as much as possible, including using passwords or pin codes to protect access to the phone’s functions.
- Staff must also secure their personal phones, as well as any work phone provided to them. Failure by staff to do so could result in data breaches.
- Volunteers, or anyone else otherwise engaged by Conquest Centre will be made aware of this policy through the information given at induction.
- Staff need to report via MyConcern and inform the Centre Manager should this policy be breached.

6. Use of personal mobile phones by staff

Staff (including volunteers, contractors and anyone else otherwise engaged by Conquest Centre) are not permitted to use their mobile devices for non-urgent calls while children are present/during session time. Staff keeping their phone with them during session times must ensure their phone is switched to silent/ vibrate only.

Use of personal mobile phones is restricted to non-session time, and to areas of Conquest Centre where clients are not present.

7. Data protection – see Data Protection Policy

Staff must not use their personal mobile phones to process personal data, or any other confidential information. Staff must not use personal phones to take photographs or recordings or anything else which could identify a client. If a staff member has not been issued a work phone any media that could identify a client must be transferred to the Conquest Centre share point or and deleted from personal devices at the end of the day.

Staff can access website programmes that access data on external servers such as outlook and MyConcern though should never download content onto their personal devices.

Staff must secure their phones as much as possible, including using passwords or six digit pin codes to protect access to the phone’s functions. Staff must also secure any work phone provided to them. Failure by staff to do so could result in data breaches and disciplinary action.

8. Safeguarding – see Safeguarding Policy

See Conquest Centres’ policies on Safeguarding and ICT.

- Staff must not give their personal contact details to clients, parents or pupils, including connecting through social media and messaging apps.
- Staff must not contact children on the child's personal devices, only ever contacting them through their parent/carer should this be required/necessary to do so.
- Staff must avoid publicising their contact details on any social media platform or website, to avoid unwanted contact by parents or pupils.

9. Staff Work phones

Conquest Centre will only provide a mobile phone if there is an essential business need specific to the individual role. The most appropriate handset and tariff combination will be determined based on need. Handset allocation is determined based on cost effectiveness not personal choice.

If an employee loses a mobile then Conquest Centre reserves the right to refuse to issue any further devices to that individual and may request that the device is replaced. Mobile devices remain the property of Conquest Centre at all times and must be surrendered when a member of staff leaves employment or on demand by the Centre Manager.

Staff must:

- Only use phone functions for work purposes, including making/receiving calls, sending/receiving emails or other communications, or using the internet. (Note: All users be aware that usage will be monitored on a regular basis)
- Ensure that communication or conduct linked to the device is appropriate and professional at all times, in line with our staff code of conduct.
- Only authorised staff are permitted to use Conquest Centre phones, and access to the phone must not be provided to anyone without authorisation.
- Members of staff who are allocated a mobile device will be held responsible for the handset and all calls made and other charges incurred.
- The handset/SIM PIN code or other security locking system should always be used.
- Handsets that are lost or stolen must be reported immediately to the Centre Manager so that the handset can be deactivated. It is strongly recommended that users keep a separate note of their handset's IMEI number as this will need to deactivate the handset.
- Staff should only use work phones / iPads/ cameras to take photographs or recordings of clients or their work. Photos can be sent directly to clients via Conquest Centre email, Teams or stored securely on Conquest Centres share point or Montyzooma.
- Staff will be issued with a protective case and waterproof pouch but due care and attention must be used, Conquest Centre reserve the right to charge for repairs.
- Mobile phone use is not permitted when driving

10. Mentor work phones

All Conquest Centres mentors are provided with a mobile phone by Conquest Centre for communication onsite (to replace radio use) and other work purposes. Mentor work phones are not to be used to contact clients, it is essential that communication about client's attendance, safeguarding or individual needs are directed through the main office.

Mentor mobile phone numbers are for internal use only.

Mentor mobile phones must be placed in a charging stations and remain at Conquest Centre when not in use.

11. Use of Mobile Phones by Clients, parents, volunteers and visitors
Conquest Centre ask that everyone (including trustees and contractors) adhere to this policy as it relates to staff if they are on the site during the working day. Conquest Centre discourages the use of mobile phones by clients, parents, volunteers and visitors who are not aware of the policy and will provide access to this policy for their information.

This means:

- Not taking pictures or recordings of clients or staff at Conquest Centre without consent.
- Not posting any images/data about Conquest Centre on social media without consent.

12. Loss, theft or damage
Conquest Centre accepts no responsibility for mobile phones that are lost, damaged or stolen on the premises or transport, during visits or trips, or while clients are travelling to and from Conquest Centre.

13. Policy Review
The Centre Manager is responsible for monitoring and reviewing this policy. This policy will be reviewed annually. In addition, changes to legislation, national guidance, codes of practice or government advice may trigger interim reviews**.**