

Mobile devices will be issued to employees where VAN ELLE considers it necessary to enable the individual to perform the duties required of them during their employment. The decision as to whether any employee will be allocated a mobile device will be taken by a DIRECTOR.

Our voice and data contract with O2 more than satisfies VAN ELLE's business requirements together with a generous provision for personal use. However, with irresponsible use it may be possible to exceed the contracted usage and excess charges will apply. This particularly applies to international roaming outside of Europe, where it is possible to incur costs of many thousands of pounds. Where these excessive costs are shown not to be business related, the user will be expected to reimburse VAN ELLE.

Mobile devices are relatively secure as they may be remotely managed by VAN ELLE'S MaaS server. All information forwarded to the mobile device is controlled in a secure way, but as security of client data is of the utmost importance to VAN ELLE, users are specifically asked to note the following:

## 1. Device Security

It is the responsibility of the user to keep the device safe and ensure use of the keypad lock and password facilities. The device must not be left where it may be accessed by non-authorized users.

For your information, the agreed default security settings are:

- Password length - minimum of 4 characters
- Keypad lockout time - 15 minutes

It is the responsibility of the user to keep the device free from damage.

Accidents obviously happen from time to time, but repeated carelessness will be monitored, and a user may be asked to meet the cost of either a repair or replacement device in certain circumstances. In the event of the loss of a device this should be reported immediately to the IT Department on 01773 814358. They will arrange for disconnection of the device and for a replacement to be issued.

To protect itself from loss of data the IT Department have the capability of remotely applying a 'factory reset' to all issued devices. VAN ELLE reserves the right to do this at its discretion.

It is essential that you inform the IT Department immediately if you lose control of your device (whether it be lost or stolen) - do not delay thinking that you may be able to recover the device.

## 2. Email Protocol

Users are reminded that they are subject to VAN ELLE'S policy governing emails (This can be found on VAN ELLE'S Intranet/ in Van Elle Handbook).

## 3. Leavers

When an employee leaves VAN ELLE their device must be surrendered together with the SIM. The mobile number will remain the property of VAN ELLE. It will not be permissible to transfer the mobile number to private ownership. Users are responsible for removing any private data from the device prior to handing it back to IT.

## 4. Personal Calls

VAN ELLE retains the right to monitor phone calls made via mobile devices and may ask individuals to pay for any calls that are not business related. In any case calls, should never be allowed to exceed one hour (see the second paragraph above).

## 5. Premium Rate Numbers

Calls made to premium rate numbers (including the speaking clock) will be blocked by the carrier.

## 6. Internet Access

Internet access via a mobile device is subject to the same protocols as would apply if you were on your PC. Usage will be monitored periodically going forward.

Mobile users are reminded that they are subject to the Group's policy governing internet access. (This can be found on VAN ELLE'S Intranet).

## 7. SMS (Short Message Service)/MMS (Multimedia Messaging Service)

It is accepted that there may be times when messages may need to be sent. However, these should be kept to a minimum. As with personal calls, VAN ELLE retains the right to monitor mobile device usage and may ask individuals to pay for any messages that are not business related. The Multimedia Messaging Service is blocked by default. To send photographs please use email.

VAN ELLE does not permit texts to premium rate services as these are non- business related. Any service where a text is sent to a number usually 4/5 digits in length falls within this category. (This is a text message service charged at premium rate).

## 8. Data usage

Each of the Group's mobile devices are provided with a monthly data allowance. This agreed allowance forms part of VAN ELLE'S contract with the provider. The amount of UK data has been set higher than any foreseen business need. It is very unlikely that a user would exceed this allowance.

However, in some circumstances this allowance can be exceeded, for example, streaming video to the device or tethering to another device to provide internet connectivity to that device. This has the potential to attract charges of several thousand pounds per quarter. It is the users' responsibility to ensure this does not occur.

VAN ELLE reserves the right to charge users for excessive, non-business related, data usage.

You must not stream content unless you have confirmed a Wi-Fi internet connection.

## 9. International Mobile Device Usage

Only make calls abroad that are work related and absolutely necessary.

International Data roaming charges remain extremely high in particular for Apple iPhones. Unless you have specific permission, you must not enable data roaming whilst outside of the UK. Data functions on your device should be turned off for the duration of your trip – THE IT DEPARTMENT will assist you with this.

If you are going abroad and need to review your emails, IT will advise you on the best way forward.

NB If you need to access your voicemail when you are abroad you **MUST** ensure the facility is set up on your device whilst you are in the UK. This function cannot be accessed when you are abroad and cannot be performed remotely by THE IT DEPARTMENT. (Once you have set up voicemail in the UK the facility will work both in the UK and abroad).

To act as a reminder to you of the need to advise THE IT DEPARTMENT and they will issue an email to all mobile device users on a monthly basis requesting details of any overseas travel plans.

These costs will be monitored going forward and any trends will be investigated.

## 10. Personal Application

Personal Apps should not be downloaded on to corporate devices as they inhibit THE IT DEPARTMENT's ability to support the device.

## 11. Personal Data

Personal data may be loaded on to your corporate device at your own risk. It may be necessary to reduce the amount of personal data storage to enable operating system upgrades and security patches. It is the user's responsibility to remove any personal data when requested.

## 12. Mobile phones and driving

It is against the law to use a hand-held mobile phone when driving.

Employees are strictly prohibited from using a hand-held mobile phone at any time when driving, or in charge of, a Company vehicle.

Drivers are not expected to answer any call until it is safe and legal to do so.

Office staff shall end any call where they suspect the other party is driving.

If an employee is caught by the police using a hand-held mobile phone or similar device whilst driving the individual can expect to get an automatic fixed penalty notice. This will result in three penalty points and a fine of £60.

If the case goes to court the individual will also face disqualification from driving on top of a maximum fine of £1,000.

Van Elle will not be responsible for any civil or criminal liability resulting from an employee being caught using a mobile phone whilst driving.

Van Elle applies zero-tolerance in this area and any instances of using a mobile phone whilst driving will be treated as a serious breach of health and safety and dealt with accordingly.



Signed

Mark Cutler - Chief Executive Officer

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