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Wales

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## PUBLIC HEALTH WALES MOBILE DEVICES POLICY

### Policy Statement

The purpose of this policy is to provide clear guidance on the provision and management of Public Health Wales mobile devices to support managers and enable employees to work effectively and ensure the responsible management of all devices. It sets out practical arrangements and defines roles to ensure devices are allocated, managed, and used in a way that promotes security, efficiency and productivity.

### Policy Commitment

Public Health Wales is committed to ensuring that mobile devices are used in a secure, efficient and responsible way that protects organisational assets, safeguards sensitive information and respects employee privacy. This policy sets out clear standards and expectations for the use, management and protection of all devices issued by or used for business purposes.

All employees and authorised users play an important role in maintaining the integrity, confidentiality and availability of corporate resources. To support this, Public Health Wales will provide the necessary guidance, training and resources to help users comply with this policy. We will also review and update the policy to reflect changing security risks and evolving business needs.

By using a Public Health Wales device, users actively 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](#)

- Low voltage electrical safety and electrical equipment procedure
- Information security policy
- Safe driving at work policy
- Business Travel policy

### Scope

All Public Health Wales owned mobile devices are in the scope of this policy, including all types and models of devices.

<b>Impact Assessments</b>	An Equality, Welsh Language and Health Impact Assessment has been completed and can be viewed on the policy webpages.
<b>Approved by</b>	Quality, Safety and Improvement Committee
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<b>Accountable Executive Director/Director</b>	Executive Director of Operations and Finance
<b>Author</b>	Project Support Manager, Operations and Finance

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**Summary of reviews/amendments**

<b>Version number</b>	<b>Date of Review</b>	<b>Date of Approval</b>	<b>Date published</b>	<b>Summary of Amendments</b>
1		24/02/26	18/03/26	

## **1 Introduction**

This document outlines Public Health Wales' approach to the allocation and use of corporate mobile devices, including mobile phones, tablets, MiFi units, Wi-Fi dongles, and other wireless devices (together termed and referred to as 'mobile devices' for the purposes of this policy) issued to staff. Staff who are issued with these devices are referred to as 'users' throughout this document. Further clarification on any points can be obtained by emailing the PHW Mobile Devices inbox ([PHWMobileDevices@wales.nhs.uk](mailto: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 provides mobile devices where there is a clear business need aligned with the requirements of the user's role. Decisions on issuing a mobile device rest with the user's manager, the relevant budget holder and the Head of Estates (or their delegated representative).

Eligibility should be assessed against one or more of the following criteria:

- The user needs to be contactable outside normal business hours to support critical business functions (e.g., responding to emergencies or fulfilling 'on-call' duties)
- The user regularly needs to make or receive work related calls

Mobile devices are available to staff across all bands, subject to approval from the designated budget holder. Mobile devices may be allocated on an individual basis or as part of a shared resource (e.g., a screening services 'pool' mobile).

## **5 Procuring of corporate mobile devices**

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

- Voice/ text only mobile,
- Smartphone
- Wi-Fi / MiFi device
- Networked enabled Tablet

Mobile devices are provided to Public Health Wales staff to support their work and enhance business communication. These devices, along with any associated equipment such as leads and chargers, remain the property of Public Health Wales. To ensure responsible management of resources, staff are asked to return all equipment to the Estates Division when a device is upgraded, withdrawn, upon leaving employment or no longer required.

All mobile phones provisioned are carefully selected by the Estates Division and Digital Services for their durability and ability to meet operational requirements. These devices are designed to perform reliably without the need for protective cases or screen covers. Staff may, at their discretion, purchase screen protectors or phone covers personally or seek approval from their budget holder to fund these through the team's budget code.

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](#).

### **5.1 Device Lifecycle and Security**

All mobile devices have a defined lifecycle and will eventually reach end of life, at which point they will no longer receive manufacturer software or security updates. Devices that are no longer supported present a security risk and may experience performance or compatibility issues, making them unfit for continued use.

When a device reaches end of life, the user will be notified by a member of the Estates team that the device is no longer secure or compliant. Replacement of the device will be the responsibility of the user's department, including any associated costs.

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. While not all requests may meet the criteria, this process supports Public Health Wales' commitment to sustainability, cost-effectiveness and responsible 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](mailto: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. The device provided is designed to fully support users in their work.

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**

Each user will receive a smartphone selected by the Estates and Digital Service teams to ensure compatibility, functionality and alignment with business needs. This approach guarantees reliable performance and the equipment provided is designed to fully support users in their work.

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. Devices are allocated to ensure consistency and reliability, and the equipment provided is designed to fully support users in their work.

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.

If a user has any specific accessibility need, they should advise the Digital Services team 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](mailto:PHWMobileDevices@wales.nhs.uk)). Please note, a monthly connection fee applies to the sim card.

### **7.5 eSIMs (virtual sim card)**

eSIMs may be provisioned on a personal device for users who prefer not to carry a second device.

eSIMs can be requested by emailing the PHW Mobile Devices inbox ([PHWMobileDevices@wales.nhs.uk](mailto:PHWMobileDevices@wales.nhs.uk)). A justification will be required, and the request will be reviewed by the Head of Estates. If the request is approved, a monthly connection fee applies.

## **8 Mobile device usage**

Public Health Wales provides mobile devices to support users to work efficiently. These devices are intended primarily for work-related communication and business activities.

By default, all smartphones are issued with a standard set of apps selected by the Digital Services team. These apps are intended to meet general business needs. Should you require an app that is not included in the default configuration, please log a request with the Service Desk for Digital Services to review.

### **Device use not supported**

To ensure devices remain secure and available for work purposes, premium or interactive mobile services should not be used unless explicitly for work purposes; this includes activities such as downloading or streaming videos, TV services, or other non-work-related content. If a device is misused, access may be temporarily suspended or withdrawn. Any costs incurred through such use will be the responsibility of the user, and the Trust may seek to recover these costs.

Although hands free connectivity can legally 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 are managed via "Intune" or "Apple business" (mobile device management).

All mobile devices must be secured with a strong password or PIN to protect the information it holds. The current advise for mobile device inactivity lock period is 5 minutes, consider reducing this to 2- or 1-minute lock period for extra protection. 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**

If there is a requirement to remove the SIM card from the mobile device provided to you, for example, to place it in another device

such as a personal handset, you must submit a request to the Estates team prior to doing so.

### **eSIM Policy**

If your eSIM is no longer required or you are leaving Public Health Wales, please let the Estates team know. This helps us keep our systems up to date and ensures resources are managed effectively.

## **9 Roaming abroad**

Public Health Wales mobile devices have roaming turned off by default to ensure cost efficiency and security.

The Trust is able to support device users to be able to use their devices whilst travelling abroad for business purposes. If your role requires you to work abroad and you need roaming enabled for business purposes, please contact the Estates Division as early as possible, ideally at least seven working days before your departure. Requests made with less than seven working days' may affect the ability to use the device while overseas.

### **9.1 Requesting roaming abroad**

All roaming requests must be emailed to the PHW Mobile Devices inbox ([PHWMobileDevices@wales.nhs.uk](mailto: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 may cause delays in processing the request.

All requests will be assessed individually by the Estates team to ensure compliance with organisational requirements. Approval must be obtained from the relevant budget holder, followed by final authorisation from the Operations and Finance Directorate Executive or their nominated deputy. In the event that either is unavailable, the decision will be delegated to the Head of Estates or their nominated deputy to avoid unnecessary delays. The outcome of each request

will be communicated to both the requesting user and the approving budget holder to maintain transparency and accountability.

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. Roaming cannot be left enabled on 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 UK should ensure that they are familiarise themselves with the Public Health Wales Business Travel Policy.

To best support device users, the Estates / Facilities Division would encourage all users to engage at the earliest opportunity with them in relation to utilising their device whilst outside of the UK.

## **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 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 [PHWMobileDevices@wales.nhs.uk](mailto:PHWMobileDevices@wales.nhs.uk) of any damage relating to a

mobile device that results in the device being unusable at the earliest opportunity of the issue being identified.

- Users must notify the Estates Division via [PHWMobileDevices@wales.nhs.uk](mailto:PHWMobileDevices@wales.nhs.uk) of the loss of any mobile device at the earliest opportunity of the loss being identified.
- For security purposes, users must not share or hand over their assigned mobile device to other staff members. If device sharing is required, an approved open-pool device should be used instead.
- 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 [PHWMobileDevices@wales.nhs.uk](mailto:PHWMobileDevices@wales.nhs.uk) to cancel the contract to prevent reoccurring monthly charges being incurred.

## **10.2 Line Managers responsibilities**

It is the responsibility of the line manager to ensure that any mobile device assigned to a staff member is returned, along with all other Public Health Wales equipment, when that staff member leaves their role. Mobile devices must be returned directly to the Estates Division.

If the line manager wishes to reallocate the device to another staff member, they must notify the Estates Division with the details of the proposed new user. This allows the Estates Division to update the device's deployment and management settings in line with Public Health Wales and NHS Wales security protocols for mobile devices.

Failure to provide this information may result in the device's network connection being suspended until the required details are received.

## **11 Audit and Monitoring**

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