



Mobile Phone Use Policy

Last review date: May 2025

Next review date: May 2027

Version Control

Date	Version	Name	Description
04/02/2017	1.00		Initial Version
27/09/2018	1.10	Zoe Bell	Updated for GDPR 2018
May 2020	1.20	Zoe Bell	General review
July 2021	1.30	Zoe Bell	General review
Feb 2023	1.40	Zoe Bell	General review More explicit guidance on not using personal phones
May 2025	1.50	Gaye Locke	General review – ref ChurchSuite and not using a mobile whilst driving

Ashwood Church Mobile Phone Use Policy

(Please also refer to Social Media Policy, Photograph Policy and Safeguarding Policy)

Mobile phones are the most common way now to communicate with other people by either telephone conversations, text messaging, sending pictures or receiving and sending emails. Though they are a very useful way of communicating they can also be a source of bullying and threats for young and vulnerable people. As a result we need to make sure that as a church we are using mobile phone communication safely and appropriately.

This policy sets out appropriate use of mobile phones for Ashwood Church Staff and Volunteers.

Personal mobile phones should generally not be used to contact children, young people and vulnerable service users.

A church-owned mobile phone or the ChurchSuite system should be used when texting children, young people and vulnerable adults.

If you are considering using a personal mobile phone for contacting children, young people and their parents, consideration should always be given to whether this is necessary and the best way to communicate. You may like to ask the following questions:

- Is there another more appropriate way to make contact? (e.g. group WhatsApp, ChurchSuite message, group email.
- Am I comfortable with this means of contact?
- Do I know the family well?
- Will their parents/guardians be happy with this mode of communication?
- Are they likely to misinterpret the communication?
- What are the benefits to them?
- Am I demonstrating equality (i.e. giving all members of the group equal treatment and information)
- Have I got consent to use this mobile number for official church communications, in line with GDPR requirements? (If you are unsure about this please speak to your team leader or line manager).

When using your mobile phone to communicate please follow these guidelines:

- Keep any communications information-based only (e.g. times and dates of meetings.)
- Keep a log of significant calls and texts. Don't delete texts between yourself and a child or young person in case they are needed later.
- Any texts or conversations that raise concerns should be raised with the youth work leader or safeguarding officer.
- Always use clear language, and avoid abbreviations, or kisses on the end of messages.
- Don't use mobile phone messages or phone calls to counsel young people or give advice, or get drawn into long communications. This can be misinterpreted and so should be done in person.
- Cease any communication after 9pm.

Staff and volunteers should ensure that they only take photographs of children and young people in accordance with Ashwood Church's policy on photography e.g. ensure that consent is obtained and all images are stored in accordance with GDPR principles. E.g. Do not take or store images on your personal mobile phone.

Do not use church records to obtain a mobile phone number for your personal use.

Do not share someone else's telephone number or other personal details without their consent.

Do not answer your phone or make phone calls whilst you are driving your car on behalf of Ashwood Church. Even on hands-free, evidence suggests that this can limit your reaction time. Always ensure that the vehicle is stationary and safely parked before using a mobile phone.