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Mobile phone use

Whilst the Company will tolerate essential personal telephone calls concerning your domestic arrangements, excessive use of the mobile phone for personal calls is prohibited. This includes lengthy, casual chats, text messaging, e-mailing, web browsing and calls at premium rates. Not only does excessive time engaged on personal telephone calls lead to loss of productivity, it also constitutes an unauthorised use of the Company's time and money.

Excessive use of the mobile phone for telephone calls unrelated to Company business will constitute a disciplinary offence and will be dealt with under the Company's disciplinary procedure.

Mobile phones and driving

Some employees are required to travel by car or other motor vehicle on the Company's business from time to time as part of their job duties. Operating a mobile phone whilst driving both reduces concentration and increases the likelihood of an accident. It is also a criminal offence. This policy therefore sets out the Company's requirements in relation to your using a mobile phone whilst driving on Company business. It applies irrespective of whether you use the Company-provided mobile phone or your own personal mobile phone.

Hand-held mobile phones


You are prohibited from using a hand-held mobile phone or similar hand-held electronic device whilst driving as part of your duties, whether this is to make or receive telephone calls, send or read text or image/picture messages, send or receive facsimiles or to access the internet or e-mail. If you are discovered contravening this rule, you may face serious disciplinary action under the Company's disciplinary procedure. In view of the potential health and safety implications, it may also constitute gross misconduct and could render you liable to summary dismissal.

If you do wish to use a hand-held mobile phone whilst driving in these circumstances, you must pull over and stop the car in a safe place and completely turn off the car's engine before using the mobile phone. A person is regarded as 'driving' for the purposes of the law if the engine is running, even if their vehicle is stationary. This means you must not use a hand-held phone at traffic lights, during traffic jams or at other times when the engine is still running.

Hands-free mobile phones

A hands-free phone is one that does not require the user to hold it at any point during the course of its operation. A mobile phone that is attached to fixed speakers and does not require the user to hold it whilst in use (for example, because it is stored in a cradle) would be covered, as would a hands-free mobile phone that has voice activation. If the phone needs to be held in the driver's hand at some point during its operation, for example to dial the number or to end the call, it is not hands-free.

However, even with hands-free equipment, driving and conducting a telephone conversation are both demanding tasks and you should take all reasonable steps to ensure you do not carry out these tasks at the same time. Whilst driving as part of your job duties, you should make use of any voicemail or

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call divert facility available, rather than make or receive 'live' calls. You should then stop regularly in safe places to check for voicemail messages and to make and return calls. If you do need to make or receive a call whilst driving on Company business with appropriate hands-free equipment, these should be limited to emergency or essential calls and only when it is safe to do so, with any incoming callers being informed that you are driving and so the call must be kept short. Please note that you can also be prosecuted for using a hands-free device if you are not in proper control of your vehicle when using the device.

Data protection

The Company will process the personal data collected in connection with the operation of this policy in accordance with its data protection policy and any internal privacy notices in force at the relevant time. Inappropriate access or disclosure of personal data will constitute a data breach and should be reported immediately to the Company's Data Protection Officer in accordance with the Company's data protection policy. Reported data breaches will be investigated and may lead to sanctions under the Company's disciplinary procedure.

Reviewed:- 14th October 2025

S L Pickles
Serendipity Healthcare Ltd