

<b>Reference:</b>	FOI.17889.25
<b>Subject:</b>	Mobile phone/digital device policy
<b>Date of Request:</b>	24 July 2025

**Requested:**

Is there a mobile phone / digital device policy available within your health board in relation to service users using mobile phones /digital devices please?

**Response:**

Hywel Dda University Health Board (UHB) does not hold a specific policy for service users' use of mobile phones or digital devices.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and can confirm that it has a range of policies and guidance in place to ensure the safe and appropriate use of digital technology across its services.

While there is no standalone policy for service users, the UHB promotes the responsible use of personal devices in clinical and care settings, ensuring that their use does not compromise patient confidentiality, safety or the delivery of care. Local teams across the UHB may provide additional guidance to service users where necessary, particularly in sensitive areas such as wards or treatment rooms.

Additionally, there are policies relating to the use of mobile phones and/or digital devices for UHB staff, namely the Mobile Working Policy and All Wales Information Security Policy, which govern the use of mobile and digital devices for work purposes, ensuring compliance with data protection and information governance requirements. These policies outline security measures, acceptable use and responsibilities for safeguarding information when using mobile devices.

As the policies mentioned above are available on the UHB's website, the UHB has applied an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA), as the information is accessible by another means. A link to the UHB's policies and written control documents webpage has been provided below.

[Policies and written control documents - Hywel Dda University Health Board](#)