



The Keys Service

Mobile Phone and Smart Device Policy

September 2026

Monitored by:

Dawn Neale

Intervention Manager

Update due: September 2027

Policy Statement

The Keys recognises that mobile phones, tablets and other smart devices are valuable tools that support communication, teaching, safeguarding and learning. This policy aims to ensure that all devices are used safely, professionally and in a way that protects children, staff and visitors.

This policy should be read alongside

- The Keys' Safeguarding and Child Protection Policy,
- Photography, Video and Social Media Policy,
- Staff Code of Conduct
- Online Safety Policy.

Aims

This policy aims to:

- Protect children from safeguarding risks.
- Promote the safe and professional use of mobile technology.
- Ensure compliance with UK GDPR and data protection legislation.
- Provide clear expectations for staff, visitors and volunteers.

Staff Personal Mobile Phones

Staff may bring personal mobile phones into The Keys; however:

- Personal phones must be kept on silent and stored away during teaching sessions.
- Personal phones must not be used to photograph, record or film pupils.
- Personal phones must never be used to communicate with pupils or parents.
- Personal devices must not be used to access or store confidential information relating to pupils.

If a member of staff needs to make or receive an urgent personal call, this should be done away from pupils wherever possible and the Intervention Manager / DSL or DDSL in her absence to be made aware of this.

Work Mobile Phones and iPads

The Keys provides staff with work-issued mobile phones and iPads to support communication, teaching and learning.

These devices may be used to:

- communicate with colleagues and professionals;
- access educational resources;
- support learning activities;
- record evidence of learning where appropriate;
- take photographs or videos in line with parental consent;
- upload photographs and updates to Padlet;
- contribute content to The Keys' official Instagram account.

Work devices remain the property of The Keys and must be used professionally at all times.

Staff are responsible for ensuring devices are password protected and kept secure when not in use.

Photographs and Videos

Only work-issued devices should be used to take photographs or videos of pupils.

Before taking or sharing any image, staff must:

- check that parental consent has been given;
- follow The Keys' Photography, Video and Social Media Policy;
- ensure photographs are appropriate and respectful;
- avoid (and where necessary remove) capturing unnecessary personal information.

Images must only be stored on approved systems and should be deleted from devices once uploaded to the appropriate secure location.

Padlet

Padlet is used by The Keys to share photographs, videos and updates with parents, carers and referring schools. This system uses invite only permissions to view content. Invites are only shared with parents / carers and referring schools.

Only authorised members of staff may upload content.

Staff must ensure:

- parental consent has been obtained;

- only relevant information is shared;
- confidential or sensitive information is not included with photographs;
- access is limited to authorised users.

Social Media

Only authorised staff may upload content to The Keys' official Instagram account.

When using social media:

- parental consent must be confirmed before images are shared, images will not be of a pupils full face – only the side of the face, back of the head or the face blocked out;
- pupils will not be identified by name, surname or other personal information;
- images should promote learning, achievements and positive experiences;
- all images will have any location or personal defining information removed before posting;
- staff must consider safeguarding risks before posting.

Staff must never post photographs or information about pupils using personal social media accounts.

Pupils' Mobile Phones

As a KS1 and KS2 provision, pupils are not expected to bring mobile phones or smart devices to The Keys.

Where a pupil does bring a device into the key:

- it should be handed to a member of staff at the start of the day;
- it will be securely stored until the end of the day;
- pupils must not use mobile phones during the school day unless authorised by the Intervention Manager in exceptional circumstances.

Smart Watches

Smart watches with messaging, recording or internet access should not be used by pupils during the school day.

Where necessary, staff may ask for smart watches to be removed and stored safely until the end of the session.

Visitors and Volunteers

Visitors, volunteers and contractors must not take photographs or videos of pupils without prior permission from the Intervention Manager.

Personal mobile phones should be used in accordance with the staff personal mobile phones section of the Code of conduct.

Contractors are not onsite whilst the children are present, if in exceptional circumstances they are they will be reminded of the use of personal mobile phones.

Lost or Stolen Devices

Any loss or theft of a work-issued mobile phone, iPad or device must be reported immediately to the Intervention Manager.

Where appropriate, the device will be remotely secured or wiped to protect personal information.

Monitoring and Compliance

Failure to follow this policy may be treated as a disciplinary matter and may also constitute a safeguarding concern.

The Intervention Manager is responsible for ensuring that this policy is implemented consistently across The Keys Service.

Review

This policy will be reviewed annually or sooner if there are changes to legislation, safeguarding guidance or organisational procedures.

Approved by: Dawn Neale – Intervention Manager

Review Date: September 2027