



# **Mobile Tracker Employee Handbook**

V1.2



## Document Control

Version	Date	Changes Made	Author
1.0	14/09/10	Initial version	Synergize IT
1.1	01/01/11	Updated to be generic text number	Synergize IT
1.2	02/02/11	Updated to include text-in opt-in details	Synergize IT

## Related Documents

Reference	Date	Version	Title
[1]	10/06	1.1	Industry Code of Practice – For the use of mobile phone technology to provide passive location services in the UK
[2]	08/03	1.0	Vodafone Location Services – Privacy Management Code of Practice
[3]	09/10	Latest	SIT – Product Overview Mobile Tracker

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# 1 Introduction

## 1.1 Scope

This document specifies information about Synergize IT's Mobile Tracker product and how its use by your employer may impact you.

For the latest product feature set of Mobile Tracker please refer to [3], which is available for download off the Synergize IT website [www.synergizeit.com](http://www.synergizeit.com).

## 1.2 Objectives

1. Define what Mobile Tracker is
2. Business benefits
3. Detail frequently asked questions

## 1.3 Intended Audience

1. Employees or sub-contractors of companies who have purchased Mobile Tracker

## 1.4 Definitions

Active Location Service	Active location services are initiated directly by the mobile phone user. For example sending a text to find my nearest pizza restaurant.  <b>Mobile Tracker does not support active location services.</b>
Passive Location Service	Passive location services allow a mobile user (once he/she enables the service) to be located by others. Passive location services are highly regulated in the UK.  <b>Mobile Tracker supports Passive Location Services and specializes in Corporate location services only.</b>
Locatee	The person being located in a passive location service.  <b>This is typically the employee or sub-contractor.</b>
Locator	The person initiating a location request in a passive location service.  <b>This is typically the employer.</b>
LSP	Location Service Provider.  <b>This is Synergize IT.</b>



## **2 Mobile Tracker**

### **2.1 Overview**

Mobile Tracker delivers corporate location services to Synergize IT customers in the UK. As a passive location service it adheres to strict UK regulations set out in [1] and [2] to deliver a feature rich tracking service to UK companies.

As a passive location service Mobile Tracker uses technology to locate your corporate mobile phone anywhere in the UK. Synergize IT has Mobile Tracker approved with UK mobile network operators and runs the service as a fully managed service within its data centres.

### **2.2 Business Benefits**

Employers wish to maximise resources whilst demonstrating duty of care responsibilities. Mobile Tracker enables this and the bullet points below cover why your Employer is using the service:

- Reduce operational costs
- Utilize mobile workers
- Improve job efficiency and customer response times
- Demonstrate duty of care responsibilities



## 3 Frequently Asked Questions

### **Q. Why employers use Mobile Tracker?**

Please refer to section 2.2. Typically employers wish to improve customer service, increase efficiency and demonstrate duty of care obligations. This is particularly important to employers who have mobile workforces and/or employees who travel on a regular basis. Mobile Tracker can also be used to locate stolen or lost phones.

### **Q. Can you locate anyone?**

No. Synergize IT adheres to the codes of practice [1] and [2] and implements internal policies that do not allow this to occur. Locators can only track locatees who have been validated and whitelisted against their organization and the individuals have given consent.

### **Q. How accurate is Mobile Tracker?**

Location accuracy is subject to signal strength, elevation and number of operator masts (base station) in the area. Guidelines are as follows:

Urban : 100m - 400m

Suburban : 500m - 1000m

Rural : 1000m - 2000m

Very remote (with very little signal strength), e.g. highlands of Scotland can be up to 8/9km.

### **Q. Can it work on any phone?**

Yes. Furthermore no special software is required on the phone.

### **Q. How will Mobile Tracker protect my privacy?**

1. You can withdraw permission to be tracked at any time by texting "TRACKER STOP" to 83080 and/or contacting Synergize IT support.
2. You can turn off your mobile phone at any time. If a locator requests your position when your phone is turned off they will see your last known location.
3. You can contact Synergize IT support to receive details on who can locate your phone.

### **Q. Does it work outside the UK?**

No. If a locator requests your position when your phone is attached to a network outside the UK they will see the last known location in the UK.



### **Q. What happens if I turn my phone off?**

If a locator requests your position when your phone is turned off they will see your last known location.

### **Q. How does consent work?**

Following registration you will receive a text message to prompt you to respond with your name to confirm consent. Until consent is received your employer will not be able to track you. In some circumstances (for example if text messaging is not an option) consent will work direct with your employer and your employer may embed terms into your employment contract. At all times Synergize IT will ensure consent is granted before allowing locators to track you.

### **Q. How do employers access the information?**

Employers are given access to the Mobile Tracker web portal and allocated usernames and passwords.

### **Q. How can I temporarily stop being tracked?**

By texting "TRACKER STOP" to 83080 to disable tracking and "TRACKER GO" to 83080 to enable tracking. When tracking is disabled the locator will see your last known locations and will have an indicator to show them that tracking has been disabled by the locatee.

### **Q. How can I check who is monitoring my phone?**

You can contact Synergize IT support to receive details on who can locate your phone.

### **Q. How can I contact Synergize IT support?**

All details are on the website <http://www.synergizeit.com/contact/support/>

Telephone: +44(0)203 3686858

Email: [support@synergizeit.com](mailto:support@synergizeit.com)

Synergize IT support operates on a 24x7x365 basis but for the purpose of queries please contact us during UK business days (10.00am to 4.00pm).

### **Q. What data is stored?**

Mobile Tracker stores location data (longitude, latitude etc.), mobile phone numbers and operator usernames/passwords in it's database. This data is only accessible to Synergize IT staff and your employer. Furthermore Synergize IT stores on its files server information such as:

- Company phone bills



- Employee list including names, dates of birth, mobile number and consents
- Operator list including details of employers allowed to access the information

**Q. How secure is the data?**

The Mobile Tracker service is deployed in a secure data centre. Your data is only available to your employer and to Synergize IT staff. Data is not shared to any other third parties.

**Q. How can I access the code of practice applicable for this service?**

Please visit website <http://www.mobilebroadbandgroup.com/> to obtain the latest code of practice.

**Q. How can I complain about instances of non-compliance?**

We would strongly recommend contacting Synergize IT support first with any concerns or queries. If you wish to take things further you may contact the Mobile Broadband Group by e-mail at [mobilebg@btopenworld.com](mailto:mobilebg@btopenworld.com) or write to The Secretariat, Mobile Broadband Group, PO Box 34586, London SE15 5YA.