



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR INFORMATICS

Directorate C – Digital Workplace & Infrastructure

Bring Your Own Device (BYOD)

User Charter

You have the choice to enrol your private mobile device in the Digital Workplace (DWP) BYOD Mobile devices service¹. Enrolment grants access to corporate data, including your Commission mailbox, calendar, and contacts. Access to corporate data can only be granted if minimum security requirements are met. Thus, the Commission enforces minimum security settings on all devices enrolled in the service.

Before granting access, we will check if:

- your device and Operating System (OS) are supported and compatible,
- your device is up-to-date and secure,
- the IT Service Desk (or IRM team) has provided all mandatory information,
- you have accepted this Charter.

¹ DIGIT Service Catalogue [My mobile devices](#)

You must read the information below carefully. You are invited to familiarise yourself on the processing of data on your BYOD². In ticking the box below the Charter, you declare that you have read and will comply with its instructions.

In signing the BYOD User Charter, I understand and accept that:

- the European Commission enforces:
 - using an appropriate pin code.
 - using an appropriate passphrase or biometric authentication that protects certain apps accessing corporate data (e.g., Windows password for the Email app).
 - an auto-lock feature that keeps the device secure. The device is locked automatically if it has not been used for some time.
 - removing the device from the service if it does not meet the minimum security requirements.
- To access corporate data, I must ensure the security of my device by:
 - installing the required app on my device. I will check for app updates regularly.
 - periodically updating the device's OS and applications to keep it secure.
 - removing any applications that do not meet security criteria promptly from the device.
 - in the event of loss or theft immediately informing the IT Service Desk (or the IRM team). Outside working hours, I will ring the Central Helpdesk on +32-(0)2-295 81 81.
- I am aware that the Commission is processing personal data to provision the service.
- Android 10 and newer devices need location data to be turned on to provide the full BYOD service. The location data is not collected and therefore not stored.
- Any third-party cost of using the service (data, communication) is neither covered nor refunded.
- Only software downloaded from Apps@Work is supported by the IT Service Desk.
- The Commission may amend the user charter or publish further guidelines on the acceptable use of DWP services. I will acknowledge such information.

² [DPR-EC-03608 DWP Mobile devices service](#) and [Privacy statement](#)