No10 WhatsApp User Policy

You may now use WhatsApp on your No10 phone, with some limitations. This is to enable more effective and agile working and to minimise the need to use personal phones for work purposes.

WhatsApp is a US based app not managed by No10 ICTS. ICTS cannot centrally setup or change any of the settings in WhatsApp. You must do this yourself and ensure that settings are correct and in place before you start using WhatsApp on your No10 iPhone.

It is not officially approved for use in UK Government at this point. You should therefore be mindful of what you discuss on WhatsApp. Some helpful examples of what you should and shouldn't do are below.

What Can WhatsApp be used for?

On our No10 phones WhatsApp can be used for things like:

- Confirming who is in the office
- Confirm a time for a meeting
- Confirm receipt of a document

If travelling with the PM, you might message colleagues to say that the event went well and that you are on route back to the office

- Arranging staff social activities

WhatsApp chat should NOT:

- Include any discussion about detailed policy or policy development
- Confirm the PMs location, dates, route or future travel plans

If you find a chat is unexpectedly developing into a more sensitive conversation, you should move the chat onto the No10 IT system and continue it there.

WhatsApp use and functionality

WhatsApp Backup

On a personal phone you can use your personal storage plan to back-up your chat history. This will not be possible on a No 10 iPhone due to technical limitations around how backups are managed in a WhatsApp environment. This means if your iPhone needs to be rebuilt or you need a new iPhone you will lose access to your previous chat messages.

House Keeping

If you have set up a group WhatsApp chat, you as the administrator should delete the chat contents regularly (at least quarterly through the year). You should also make sure you remove yourself from any discontinued chat groups, e.g. those set up for a specific event or discussion. Similarly, as a group chat administrator you should remove participants who no longer need to be in the chat, e.g. staff that have left No10 or phone numbers that are no longer used.