

BYOD / Workspace ONE

User Privacy FAQs

Q. What is BYOD?

A. BYOD stands for “Bring Your Own Device.” It is a mobile industry term that refers to the use of an employee’s personal device – such as a smartphone, tablet or laptop – for work purposes.

Q. What are the benefits of BYOD to the employee?

A. There are several employee benefits for using your own device for work purposes:

- Ability to carry just one device for both personal and work
- Ability to choose and use a device type and operating system that you are comfortable with versus a potential learning curve of a corporate-issued device
- Increased productivity through ability to access company apps and networks from anywhere

Q. What are the benefits of BYOD to my company?

A. There are several corporate benefits for implementing a BYOD program:

- Increased employee satisfaction and retention
- Reduced cost of purchasing and providing devices to employees
- Ability to mobilize a larger part of their workforce
- Increased employee productivity

Q. What happens to my phone or tablet when it’s activated into the BYOD program?

A. When you activate workspace services on your device, it will show up as the Workspace™ ONE™ app. When downloaded, it creates a separate work area on your device, which allows IT to push down applications and company access via profiles based on your role in the company. This gives you seamless access to company apps and networks, and can even automate VPN and Wi-Fi access for you.

Q. How do I know what my company can and can’t see on my phone when it’s activated?

A. Similar to any application you put on your device, the Operating System (iOS, Android, Windows) has a built-in privacy framework that puts you – the user – in control of whether an application can use your location, contacts, and photos or run the background. Workspace ONE is no different and operates under a framework that Apple, Google and Microsoft have built into the operating system to ensure enabling corporate access on the device doesn’t violate end user privacy. You can view the specific permissions in your device settings application and, like any application you put on your device, can always remove it at any time.

Q. What if I forget what they can and cannot see after I have activated my phone?

A. When you have activated Workspace ONE on your device, a dynamic Privacy App is automatically pushed to your device. This app is a real-time reflection of the privacy policy for your company, and is a great reminder of what your company can and cannot see. The app is there as long as you have Workspace ONE on your device.

Q. Can my company see anything personal, like my apps, photos, videos or texts?

A. No. Your personal data and information stay completely separate and remain un-viewable and unmanageable by your IT department. They can only manage corporate apps and data that you choose to have on your device.

Q. Can my IT department track my location through my phone?

A. No, the company does not have the ability to track or pinpoint your location at any point through your device. For example, they can configure the profile to automatically shut off VPN access when your device gets to a certain distance away from the main office. But they cannot view or track where you are, or where you are going.

Q. How do my personal apps stay separate from my work apps?

A. Technology known as app containerization provides an “iron curtain” of separation between personal and corporate data. Companies cannot access or manage apps or data that are housed outside of the corporate container.

Q. Are all company privacy policies the same?

A. No. Every company is responsible for creating a privacy policy that is right for their business and employees, therefore policies will differ from company to company. There is not one “cookie-cutter” privacy policy. For more information on your company’s specific policy, refer to your IT or legal department.

Q. What happens if I leave the company?

A. If you leave the company, your IT administrator is required to remove access to all corporate data and apps. This can be done while preserving personal data. For example, should you leave the company, the company will perform a selective wipe of your personal device to remove access to corporate resources, leaving your personal data, photos, and other files intact.

Q. What happens if I lose my phone?

A. If you lose your phone, be sure to report it to the IT department immediately so they can remove access to corporate data immediately.

Q. What if I decide I no longer want Workspace ONE on my device – is it easy to remove?

A. Yes, you have total control over your device. Our Self-Service Portal allows you to simply log in and make changes, add or delete apps, onboard new devices, or remove your device from the platform completely. As the owner of the device, the control is completely yours.