

Frequently asked Questions about DataShredder:

• **What are the qualifications of the people who will be servicing the organization's account?** All of our customer service technicians are trained by our general manager, Scott Hovan. Security is top priority in DataShredder's training program. Further, each DataShredder employee is screened and required to sign confidentiality agreements. For more information, please see below.

• **Are background checks performed on employees or contractors who will have access to the organization's most-sensitive data?**

- All **DataShredder** employees are properly screened for background checks including criminal records, DMV history and credit report.
- Each **DataShredder** Service Technician is bonded for your protection and peace-of-mind.
- **DataShredder** is fully insured and licensed. We are always proud to supply a list of professional references from various industries

• **Will the service provider give the organization a certificate of data destruction for proper data disposal?** Yes, **DataShredder** provides a Certificate of Destruction for each and every service.

• **What items may be destroyed with paper documents?**

- For the destruction of all paper, there is never any need to remove paper clips, staples or even Pendaflex folders, those items will process through the shredders.
- In addition to paper, **DataShredder** also destroys media – including floppies, back up tapes, microfiche, X-rays, CD/DVDs, videotape, portable data storage devices and much more.
- Further, we offer complete hard drive destruction and electronics recycling services.
- **DataShredder** asks that all media and electronics be kept separate from your paper – small amounts of media may be stored in your locked **DataShredder** cabinets or you may call us at 1-800-622-1808 to make other arrangements for larger quantities of materials.

- **What size receptacles are available?** **DataShredder** offers 2 receptacle options: The most popular is our 36" Executive Cabinet which fits nicely into an office setting (dimensions are 15 3/4"L x 22 3/4"W x 36"H). We also offer a larger, more industrial, 64-gallon wheeled tote which is a better value, but designed more for a back office area (dimensions are 23"W x 29"D x 42"H)

- **What process is used to destroy hard drives?** The hard drive destruction process completely shreds and destroys all components of the hard drive so that it is impossible to retrieve any information from it. **DataShredder's** HDD program has been approved by Harvard's security officer.

- **What process is used to verify that all data is eradicated?** As with each **DataShredder** shredding service, a Certificate of Destruction also accompanies each hard drive destruction service. In addition, we also offer serialization, for an additional fee.

- **Are materials reclaimed or recycled in an environmentally friendly manner?** **DataShredder** securely transports the hard drives to a certified North East Resource Recovery Associate Member and N.H. Department of Environmental Services facility. Paper documents are 100% recycled. All shredded material is then displaced in an environmentally correct manner that is in accordance with all local, state and federal regulations. EPA Membership # NHD510186497.

- **What security procedures does DataShredder provide at its site? Is equipment held in a secure location?** All materials collected are kept securely locked until ready to be shredded. Our service facility has 24 hour surveillance and our service vehicles are always secure.

- **What**

- **Has DataShredder been approved by the University Security Officer and Harvard University Archives?** **DataShredder** has met with approval from both the Security Officer and the Archives. Site visits and review of security procedures have been documented and any change to those procedures will be reviewed by the University Security Officer before being implemented.