



ISIA Guide to Procuring Secure Data Destruction Services



Irish Security
Industry Association



Introduction

Almost all companies produce confidential material on a regular basis. Confidential data can be anything from customer details, employee records to financial information. The data can be stored on a variety of media ranging from paper to CDs and hard drives. In addition to the commercial damage that can be caused by a data breach as a result of not correctly disposing of such material, a company may also find itself violating the Data Protection Act (2003). This Act states that responsibility under the law regarding confidential material remains with the Data Controller at all times and they could face fines if found to be in breach of the Act. As such, it is critical for all businesses to choose an assured Data Destruction Service Provider.

In the complex world of data security, it can be difficult and time consuming to gain the required knowledge to determine the correct method of securely destroying data when it is ready for disposal. However, following the creation of the Irish Security Industry Association's (ISIA) Secure Data Destruction Division, this guidance document has been developed to assist companies in choosing a Data Destruction provider in Ireland.

ISIA Members

By checking to see if your Data Destruction provider is a registered member of the ISIA, (which can be done here: <http://www.isia.ie/secure-data-destruction>), you are ensuring that the service provider is committed to industry best practice. Every ISIA member has chosen to join an association with a long tradition of driving best practice and raising standards throughout the security domain. Each member has signed up to the ISIA's Bye-Laws, Code of Ethics, Complaints and Disciplinary Procedure and requirements to meet specific standards.

The standards stipulated as requirements for membership of the ISIA's Secure Data Destruction Division – include Qualsec: the unique standard developed by the ISIA's Secure Data Destruction Division and EN 15713:2009 – Secure Destruction of Confidential Material.

EN15713 - Applied to an Irish Context

EN15713 is the authoritative document on data destruction. It thoroughly covers all aspects of data destruction and specifies standards and measures which must be adhered to in order for service providers to receive this certification. A guideline summary of the standard, along with the recommendations of the ISIA, has been provided as part of this guidance document.

Security Screening of Personnel

EN15713 requires that all personnel involved in the destruction of confidential data must:

- Be security screened in accordance with the National Standard. In Ireland, the ISIA has adopted the screening guidelines laid out in PSA 28 for its Secure Data Destruction division members.
- Have a signed Deed of Confidentiality or Confidentiality Agreement prior to their commencement of employment.

Collection and Retention of Confidential Material

EN15713 states that service providers must ensure the following steps are taken and adhered to:

- Confidential material should be protected from unauthorised access from the collection point to the complete point of destruction.
- Confidential material should be stored in containers secured by a security lock or an individual numbered seal.
- Collections should be carried out by suitably trained staff who are wearing a uniform and carrying photographic identification.
- If offsite shredding is the method being utilised, the destruction of confidential material should take place within one working day from the arrival at the destruction facility.

Destruction Facility

If one chooses to have their confidential material destroyed off site, the destruction facility of the service provider needs to comply with the following in order to adhere to EN15713:

- Have an approved intruder alarm system conforming to EN 50131-1 and monitored by an alarm receiving centre.
- Have a CCTV system capable of recording for at least 28 days (unless otherwise agreed by the client), monitoring zones which cover the

unloading, storage and processing areas.

- Be physically isolated from other business or activity on the same site.
- Have an administrative office and/or operational centre where necessary records and documentation for conducting business transactions should be kept.

Collection Vehicles used for Offsite Destruction

As per the standard, all collection vehicles must:

- Be either box bodied or have a secure demountable container.
- Have a suitable sealed secure container for which to house the material if the vehicle is a curtain-side model.
- Be able to communicate with the service provider via telephone or radio.
- Be fitted with electro-mechanical immobiliser or alarm system.
- Be closed, sealed and locked during transit.
- Be immobilised or alarmed when left unattended.

Note: Although not specified in EN15713, it is the ISIA's view that vehicles should be equipped with a satellite tracking system.

Mobile Shredding Vehicles used for Onsite Destruction

As per the standard, all mobile shredding vehicles must:

- Be box bodied.
- Be fitted with sealable and or lockable doors.
- Be able to communicate with the service provider via telephone or radio.
- Not be left unattended when unprocessed material is on-board.
- Process all material before leaving the client's site.

Note: Although not specified in EN15713, it is the ISIA's view that vehicles should be equipped with a satellite tracking system. In addition, if charging by weight, the scales should be certified and calibrated annually.



Material Recycled

EN15713 requires the following environmental measures to be taken when destroying confidential waste:

- Where practicable, end products should be recycled.
- If recycling is not practicable, the cost and convenience of other methods should be taken into account.
- Landfill should only be used where no other method of disposal is practical. Animal bedding can never be the destination point of confidentially shredded material.
- Each service provider should hold an active Waste Collection Permit.

Contracts and Subcontracting

The standard states that a written contract covering all transactions should exist between the customer and the service provider. This is also a requirement under the Data Protection Act. In relation to subcontracting, the service provider should only allocate work to a company following the recommendations in EN15713. The client should be informed when a service provider intends to use a sub-contractor.

The customer, as the Data Controller, should:

- Choose a data processor providing guarantees in respect of technical and organisational security measures.
- Take reasonable steps to ensure compliance with these measures.

Material Specific Shred and Disintegration Sizes

EN15713 Shred No.	Average Surface Area of Material (mm ²)	Maximum Cutting Width (mm)	Method of Destruction	Paper Based Information
1	5000	25	Shred	✓
2	3600	60	Shred	✓
3	2800	16	Shred	✓
4	2000	12	Shred	✓
5	800	6	Shred or Disintegrate	✓
6	320	4	Shred or Disintegrate	✓
7	30	2	Disintegrate	n/a
8	10	0.8	Disintegrate	n/a

 The shaded areas indicate the minimum levels which the ISIA recommend in order to comply with industry best practice.

EN15713 Shred No.	SIM cards, negatives	Video/ Audio Tapes, Diskettes, Cassettes And Film	Computers Including Hard Drives, Embedded Software, Chip Card Readers, Components And Other Hardware(a)	ID Cards, CD's and DVD's	Counterfeit Goods, Printing Plates, Microfiche, Credit And Store Cards and other products	Corporate or Branded Clothing and Uniforms	Medical X-Rays, Projector Slides
1	x	✓	✓	x	✓	✓	✓
2	x	✓	✓	x	✓	✓	✓
3	x	✓	✓	x	✓	✓	✓
4	x	✓	✓	x	✓	✓	✓
5	x	n/a	✓	✓	✓	✓	n/a
6	x	n/a	✓	✓	✓	✓	n/a
7	✓	n/a	✓	✓	✓	✓	n/a
8	✓	n/a	✓	✓	✓	✓	n/a

(a) All materials in this column be destroyed so that information is unreadable and subject to secure disposal, shredded to a maximum cutting width of 25mm and have an average surface area of 3600 mm².

 The shaded areas indicate the minimum levels which the ISIA recommend in order to comply with industry best practice.

Note: EN15713:2009 incorporates the complete destruction process and should not be viewed as only providing shred sizes. As the European Standard, EN15713 takes precedence over all other national standards such as DIN (Deutsches Institut für Normung) which only pertain to the individual geographical areas in which they are published.



It should also be noted that, as a general rule, the smaller the shred size required, the higher the cost to achieve that particular output. The ISIA encourages self-classification of the material or data by the end user/creator, along with guidance from other informed bodies or associated third parties as the approach to specifying desired shred sizes.

For example, a book publisher creates a large surplus of a publication that they want securely destroyed. In this case shred No. 3 (16 mm width 2800 mm particle area) is more than adequate to render the product useless and to specify a shred size above shred No. 3 would not be sensible commercially. The same principle applies to other products such as uniforms.

The ISIA does not specify specific particle size requirements, but best practice states that particles for paper shredding should be to a minimum of shred size Number 3 of EN 15713, which is 16 mm width and 2800 mm area.

To address the risk of over-sized pieces passing through the cross cutting shredding process the ISIA considers shred sizes No.3 to Shred No. 6 of EN 15713 as appropriate for secure destruction.

In general, the ID sector (manufacturers, outsourcing service providers & customers) is aligning behind a minimum shred size No.

3 which is 2800 mm particle area cross-cut shredded up to shred size No. 6, which is 320 mm particle area as being appropriate for 'confidential shredding'. Self-classification by the end user/creator is required to establish the most suitable shred size for paper data.

Selecting a Secure Data Destruction Provider

By choosing a member of the ISIA as your data destruction provider, you are placing your trust with a company who is committed to developing and operating to the very best industry standards. Members of the ISIA meet the requirements of EN15713, Qualsec and all of the rules and codes of the association. For a full list of members and their standards please visit our website <http://www.isia.ie/secure-data-destruction> or contact us for further information.

ISIA

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Current Members of the ISIA Secure Document Destruction Division

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References

British Security Industry Association
www.bsia.co.uk/sections/information-destruction.aspx

Secure Destruction of Confidential
Material -

Code of Practice
EN15713:2009

