

Iowa State University
Document Destruction Operating Plan
August 23, 2007

With increased awareness regarding privacy issues, businesses and consumers are becoming much more wary of disclosing and securing personal or sensitive information. In a university setting, it is becoming extremely important to safeguard and properly dispose of confidential documents.

Currently, ISU departments are using various means to dispose of confidential papers, including the use of departmental shredders, by special collection requests to Facilities Planning and Management (FP&M), or by their own staff hauling materials for disposal. These methods can be time-consuming, inconvenient, and may not provide adequate security. In many cases, materials are stored until it is time to “clean out”.

With this in mind, FP&M is pleased to offer a campus-wide confidential document destruction service. To assure professional, certified document destruction, we have entered into a contract with a bonded document destruction vendor, Iron Mountain. Iron Mountain will provide locked collection containers (at no cost to the university), monthly collection from participating departments, and will provide certified document destruction services. FP&M will coordinate the program for the university, serving as the liaison with Iron Mountain.

By participating in this program, departments may find that they no longer need to maintain paper shredder/s. Moreover, it will provide secure storage of sensitive materials, without the need to wait for periodic purging.

After reading the document handling procedures, **departments interested in participating need to register and return the department participation form**. Notify Kelly McCool, kmccool@iastate.edu or 294-1396, if you have any questions.

NOTE: Collection of confidential material from campus will be every other Friday (see calendar for dates).

Confidential Document Handling Procedure:

1. Each department participating in the program needs to assign a representative to serve as a contact. This person will coordinate the program for the department and within the building, and serve as a liaison between their department staff/building occupants and FP&M (see attached form).
2. Iron Mountain of Urbandale will provide locked containers, free of charge. One size of container is available, 65-gallon units on wheels for use inside the building. Location of containers will be according to volumes and available space of participating departments/buildings. Iron Mountain will provide a lock and key for each container. Each designated contact person will have a key to the container/s.



65-gallon confidential paper bin

(to be located inside building – number of bins per building determined by need/volumes)

3. Collection from campus will be every other Friday (see calendar). Departments will request collection on-line via the FP&M confidential collection request form, with pick-up being on the next regularly scheduled collection day (www.fpm.iastate.edu/forms/Confidential_pickup/).
4. Any **paper of a confidential nature** (see list below) can go in the container including white paper, colored paper, slick paper, and file folders. You do not have to remove paper clips, staples, or spiral bindings (metal or plastic), although large metal binding clips should be removed. (Contact Kelly McCool to arrange for disposal of non-paper confidential materials such as microfilm/fiche, computer disks, videotapes, X-rays, compact disks, or credit cards – additional fees will apply.)

Confidential material may include documents containing:

- Accounts payable/receivable
- Arbitration/grievance files
- Bids/quotations
- Contracts
- Credit card numbers
- Home address/phone number
- Invoices
- Job applications/search committee information
- Medical information
- Personnel records
- Social Security number

5. It is important for staff members to place **ONLY CONFIDENTIAL PAPER IN THESE BINS**. Everyone should continue to put non-confidential white paper in the blue recycling bins; newspaper in designated newspaper recycling bins; and trash in appropriate trash receptacles.
6. On the designated collection day, the coordinator for each department/building will be responsible to transport FULL 65-gallon size bin/s to the designated location on the building dock. If your bin is not full, and you estimate you will have enough space until the next collection, do not take your bin to the dock. Alternatively, if your building has multiple bins, you may choose to consolidate material into one bin, and transport only the full bin to the dock. Several buildings have more than one department participating in this program. *Please make sure to label your container with your department name, in order to ensure that Iron Mountain collects the correct bin. (Please use an easy to remove label or tape.)*
7. A uniformed Iron Mountain employee will transfer the contents from the locked container/s to a secure vehicle. Materials are delivered to Iron Mountain's shredding facility where they are shredded, baled and stored in the secure facility until being shipped to a paper mill for recycling. (Iron Mountain's facility is fenced and equipped with alarm systems, surveillance cameras and restricted entry systems.)
8. Iron Mountain will issue a Certificate of Destruction to FP&M on a monthly basis along with the billing. FP&M will maintain a file of these documents. Copies will be available to departments upon their request.
9. Departments will be billed bi-monthly using our automated billing system. Billing rates are determined by collection frequency (see rate table below). (Billing will be divided by percentage for departments sharing bins as submitted on the departmental participation forms.)

Document Destruction Rate Table

# Tips Annually	Payment Amount	Number Payments Annually
1-2	\$2.00	24
3-4	\$5.00	24
5-6	\$8.00	24
7-9	\$13.00	24
10-12	\$17.00	24
13-14	\$20.00	24
15-16	\$23.00	24
17-18	\$26.00	24
19-20	\$29.00	24
21-22	\$32.00	24
23-24	\$35.00	24
25-27	\$39.00	24
28-30	\$44.00	24
31-33	\$48.00	24