



# GETTING IT RIGHT FROM THE START

ENSURING A SECURE CHAIN OF CUSTODY



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**WHY READ THIS?** In this guide, you'll learn how to clear your office space without jumping into compliance hot water. Because when it comes to disposal, taking the easiest route may be tempting, but mitigating risk and avoiding fines should be your top priority.

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# THE TWO PS - PAPER AND PROCESSES

RECENT MID-MARKET RESEARCH FROM IRON MOUNTAIN\* INDICATES THAT DESPITE THE PROMISE OF A PAPER-FREE OFFICE, PAPER USE WON'T BE STOPPING ANY TIME SOON.

OVERALL, 32% OF RESPONDENTS USE INFORMATION IN PAPER FORM ALL THE TIME, WITH ONLY 6% STATING THEY NEVER USE PAPER.

A study on paper use and information practices from AIIM, 'Paper Free 2016: Are We There Yet?' confirms this trend, with only 25% respondents stating they run a completely paper-free environment. According to the same report, 65% of companies still use paper for signatures. For many businesses, digital transformation is ongoing. If paper is still part of your processes, it's essential to manage and store it correctly in order to achieve compliance. Using a secure, offsite records management solution will ensure your records are:

- collected and transported by a team that is security checked
- stored at a secure, climate-controlled, purpose-built facility
- returned to you with the same attention to safety and risk
- securely destroyed or permanently stored when the retention period is reached.

By using standardised, proven processes for storage, access and destruction, a trusted provider can help ensure your records will be there when you need them or are destroyed securely when you don't.

\* The research was undertaken for Iron Mountain by Opinion Matters and questioned a total of 4,006 workers in mid-market companies (with between 250 -3,000 employees (250-5,000 in North America) across the UK, France, Germany, The Netherlands, Belgium, Spain and North America.



# WHAT ARE YOUR OLD IT ASSETS HIDING?

**MITIGATING RISK GOES BEYOND PROTECTING YOUR PAPER. THE DATA WITHIN YOUR ORGANISATION IS GROWING, AND YOU NEED A WAY TO PROTECT IT.**

ANNUAL GLOBAL IP TRAFFIC WILL PASS THE ZETTABYTE ([ZB]; 1000 EXABYTES [EB]) THRESHOLD BY THE END OF 2016 AND WILL REACH 2.3 ZB PER YEAR BY 2020, ACCORDING TO CISCO.

Did you know that your current or old IT assets could be hiding sensitive information? When it's time to dispose, resell or recycle those electronics, you need to ensure the data they hold is securely wiped. And it's not just laptops or mobile phones that you need to worry about. Even photocopiers/printers contain information that you wouldn't want to pass on to a stranger.

To keep that sensitive employee and customer information safe, you need to choose a provider that takes chain of custody seriously. Your chosen vendor should provide you with real-time access to your assets' locations along the destruction, recycling or re-sale process and provide certificates of destruction as required by compliance mandates.

**ASK YOURSELF:** HOW MUCH OF MY INFORMATION IS ONSITE? HOW MUCH OF IT IS OFFSITE? AND HOW IS ALL OF THIS INFORMATION PROTECTED AT EVERY STEP?

## DID YOU KNOW?

ACCORDING TO RESEARCH FIRM STRATEGY ANALYTICS, THE NUMBER OF GLOBAL INTERNET-CONNECTED DEVICES IS PREDICTED TO HIT 33 BILLION BY 2020, WITH THE AVERAGE NUMBER OF CONNECTIONS PER PERSON AROUND 4.3.



# CHAIN OF CUSTODY SAVES THE DAY

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**CHAIN OF CUSTODY (COC) MAY BE A TERM YOU'VE HEARD AND UNDERSTAND, OR IT MAY JUST SOUND LIKE LEGAL JARGON.**

The dictionary defines chain of custody as the chronological documentation or paper trail, showing the seizure, custody, control, transfer, analysis and disposition of physical or electronic evidence in a legal case. This can be especially

important in criminal trials, as the unbroken trail of accountability ensures the physical security of samples, data and records.

In terms of information and media management, chain of custody has a broader definition. Not only is it about processes and documentation; it's also about the people behind those processes, as well as the security of the transportation and buildings involved.

# CHAIN OF CUSTODY FOR PAPER

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**FOR PAPER RECORDS, A SECURE CHAIN OF CUSTODY MUST BE IN PLACE FOR STORAGE, RETRIEVAL, ARCHIVING AND DESTRUCTION.**

Here's an example of secure chain of custody for records storage pick-ups from a customer perspective:

- 1 Order your records pick-up online.
- 2 Affix a barcode label to your relevant records boxes, provided by your vendor.
- 3 Driver arrives.
- 4 Driver scans boxes onsite.
- 5 Electronic signature captured.
- 6 Real-time transmission of custody occurs.
- 7 Receive an email notification from your supplier.
- 8 Secure vehicle transport will transfer your boxes.
- 9 Items scanned upon arrival to records centre.
- 10 Available for online order from records centre.
- 11 Optional premium processing available for imaging, data entry and classification.
- 12 Items scanned to storage location.
- 13 Items are automatically invoiced.





## WHAT DOES SECURE TRANSPORTATION LOOK LIKE?

Secure transportation is an important part of managing your paper. It isn't just about a vendor throwing your boxes in a van and navigating them to the correct warehouse. When it comes to keeping your information safe, you need to address all potential risks. Choose a vendor whose fleet has security devices with services that include:

- ignition immobilisers
- high-security locks
- alarm systems
- open-door operations
- RF proximity sensors.

With all of these features in place, you can rest assured that your confidential information is in secure hands. Or can you?

## IT'S ALL ABOUT THE PEOPLE

IN A RECENT REPORT FROM THE PONEMON INSTITUTE, 70% OF THE HEALTHCARE ORGANISATIONS AND BUSINESS ASSOCIATES SURVEYED IDENTIFIED EMPLOYEE NEGLIGENCE AS A TOP THREAT TO INFORMATION SECURITY.

Security equipment and solid procedures mean nothing to untrustworthy people. So how can you ensure the vendor you choose vets its employees properly? Ask yourself: Does the vendor outsource security personnel? What kind of checks do its drivers go through? You'll want to know all of this before you give your supplier confidential information. Here are some best-practices for vetting new hires at information management organisations.

## INFORMATION MANAGEMENT COMPANIES SHOULD HIRE BASED ON THE FOLLOWING UK STANDARDS:

- UK security standards including the BS7858 (2012), FCA PES (Level 3) and Baseline Personnel Security Standard (BPSS).
- BPSS – CBR and financial background checks.
- Government Security Clearance (as required).
- Other standards including: Security Clearance (SC), Counter-terrorist Check (CTC) and Developed Vetting (DV) as required for particular customers or contracts.

In addition to hiring great employees, the information management vendor you choose must also have ongoing policies and training in place to ensure that all standards are being met.

# FROM PAPER TO DIGITAL

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## PAPER IS IMPORTANT, BUT DIGITAL INFORMATION MUST ALSO BE DESTROYED SECURELY.

The information hiding in those laptops in the storage closet could end up costing you in fines, reputation and compliance. But what does secure destruction actually look like?

Here's what happens after a secure information management provider picks up that ageing equipment:

- › Items are transported securely to the information management provider's warehouse.
- › Items are scanned upon entry and exit.

- › Assets are prepared for shipping to the processing plant (if applicable).
- › Processing plant logs the arrival.
- › Processing plant shreds and smelts metal pieces and destroys plastic ones (all applicable contents are recycled).
- › Customer receives certificate of destruction (as applicable, unless the asset goes to secure remarketing).

Secure remarketing allows you to potentially gain back some of the value of your old assets, without having to sell them in dodgy places yourself, like eBay. Don't be a data breach waiting to happen.







# IRON MOUNTAIN CHAIN OF CUSTODY

IRON MOUNTAIN INFORMATION MANAGEMENT SOLUTIONS INCLUDE OFFSITE RECORDS MANAGEMENT AND SECURE IT ASSET DISPOSITION, COVERING ALL OF THE CHAIN-OF-CUSTODY BEST PRACTICES.

With the best people and processes in place, you can feel confident that we'll always protect your information as if it were our own.

**" WE HAVE COMPLIANCE IN OUR DNA. IT'S NOT JUST SOMETHING WE SAY; IT'S SOMETHING WE DO. "**

JASON LOMAX, CHIEF COMPLIANCE OFFICER AT IRON MOUNTAIN

Iron Mountain has:



stored **89 million** pieces of media and moved **63 million pieces** of media in 2015



an inventory accuracy rate of **99.9999968%** - better than Six Sigma accuracy



nearly **4,000** secure transportation vehicles worldwide, including over **200** in the UK alone



access to approximately **28,000** value-added resellers through our value-added ITAD partner.

To ensure we retain full accountability of services and minimise risk to customers, all transportation is completed by our fleet of secure vehicles and our security-vetted and uniformed staff. We use proprietary wireless scanning technology (InControl) to maintain a real-time audit trail to document each transaction with the capture of electronic signatures. In addition, all vehicles are fitted with security technology and enhancements designed to protect and track inventory in transit.

Iron Mountain adheres to global standard 2.5.1 that monitors driver licenses for validity every six months and documents accordingly. In the UK driver licences are checked quarterly via a supplier directly with the DVLA and all drivers are trained and assigned a Driver Induction Training course (1308), and assessed through a Driver Assessment (1590) and Drivers CPC. The induction covers a number of safe working practices that ensure our drivers are educated in managing your services. The induction course consists of:

- > safe loading
- > vehicle checks/safety
- > tachographs and working time compliance
- > health and safety in transport
- > fuel-efficient driving
- > driver behaviour/image
- > security
- > parking and road legislation.

Iron Mountain has received SAFED/ECO (Safety, Fuel and Efficiency Driving) training and stringent transport audits are in place to ensure procedures are being maintained and improvements progressed.

Over the years, Iron Mountain has won various awards for its road safety and commitment to low emissions and fuel usage. While this guide outlines some of the ways we help keep your information safe, it's only a starting point.

**FOR MORE INFORMATION ABOUT HOW IRON MOUNTAIN CAN HELP YOU COMMIT TO A SECURE CHAIN OF CUSTODY FOR YOUR INFORMATION MANAGEMENT NEEDS, CONTACT US TODAY AT [0800 00 24 24](tel:0800002424). ALTERNATIVELY, REQUEST A **FREE QUOTE** ONLINE.**

**NOT READY FOR A QUOTE? DOWNLOAD OUR CHAIN OF CUSTODY CHECKLIST TO VERIFY EXACTLY WHAT YOU'RE LOOKING FOR IN A VENDOR.**

SHARE YOUR THOUGHTS WITH US ON:

0800 00 24 24 | [IRONMOUNTAIN.CH](http://IRONMOUNTAIN.CH)



#### ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company website at [www.ironmountain.ch](http://www.ironmountain.ch) for more information.

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