



# AUTHORISATION FORM COMPLETION MANUAL

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# INTRODUCTION

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For years, Iron Mountain Polska Sp. z o. o. and Iron Mountain Polska Services (“Iron Mountain”) have been perfecting its standards of conduct to protect your Goods. One of such standards is the process of managing the authorisations of persons who have access to your Goods and the right to place orders for services.

In the course of our cooperation, there may be many instances where new authorisations related to access to Goods submitted to Iron Mountain will have to be granted and the current ones cancelled.

The Authorisation Form is used to update such information. Its template forms an Appendix to the Agreement for the provision of services.

# DEFINITION OF AUTHORISATION FORM

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Authorisation Form – the form which lists the persons authorised to access the Client's Goods and to place orders on his behalf.

The level of authorisation and the resource to which a person may have access is identified based on this form.

Using the Authorisation Form you can grant two levels of authorisation:

1. The users authorised to change the content of the form, to grant and cancel the authorisations of other persons, also if they are not officially authorised representatives of the Company listed in public registers (such as the Polish National Court Register, the KRS).
2. The remaining users authorised to place orders for IM services and to access the Goods, not authorised to grant and cancel authorisations to other persons.

# HOW TO COMPLETE INDIVIDUAL PARTS OF AUTHORISATION FORM

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The Authorisation Form consists of four parts. Please complete them legibly in BLOCK CAPITALS.

**Part one** - requires entering the following data:

Acting on behalf of the company (name)* _____	Client No./NIP (Tax ID No.)* _____
Address* _____	Telephone _____
I*, _____ hereby authorise the <b>persons listed in Table 1 to:</b> grant authorisation to access Goods and to place orders for IM services; to access Goods and to place orders for IM services. <b>The persons listed in Table 2</b> are authorised to access Goods and to place orders for IM services.	
<b>NOTE:</b> The completed form including any changes, cross-outs or supplements must be submitted in writing to IM, addressed to CUSTOMER SERVICE (please do not include any names). Any queries should be made by phone on <b>+48 22 103 37 16</b> or by e-mail at <b>fa@ironmountain.com</b>	

All the fields marked with \* are mandatory.

**Details of the organisation** which the Authorisation Form relates to:

- name
- Client No. / NIP (Tax ID No.) – you can obtain your Client number by sending an enquiry to [fa@ironmountain.pl](mailto:fa@ironmountain.pl)
- registered office address
- contact phone number

**Details of the person authorising the document** (name and surname):

detailed information about who may authorise the document can be found on page 11 of this manual.

**Part two** – Table 1 – requires entering the data of the persons who are to be authorised::

- to grant/cancel authorisation
- to access Goods
- to place orders for IM services

**Table 1 – persons authorised:**

- to grant authorisation for access to Goods and to place orders for IM services
- to access Goods and place orders for IM services

				Access granted to*:		
Name and surname*	E-mail address*	Phone number	Password / PIN	Documents	Tapes	Signature*

All the fields marked with \* are mandatory.

1. The name and surname of the person you want to authorise to grant or cancel further authorisations and to access Goods and place orders for IM services. This person will be allowed to grant authorisations across the entire organisation. It is not possible to limit granted or cancelled authorisations to part of the resource.
2. E-mail address - the address from which the person will send orders to IM.
3. Phone number - the contact number of the authorised person.
4. Password/PIN – if you want to use a password or a PIN, please enter them in this field, while bearing in mind that they will be required for every order placed by the user.
5. Access granted to: documents/carriers - please specify which Goods can be accessed.
6. Signature – a template of the signature used by the person when approving the Authorisation Forms.

**Part three** - Table 2 - requires entering the data for the persons who are to be authorised:

- to access Goods
- to place orders for IM services

Table 2 – persons authorised to access Goods and place orders for IM services

Name and surname*	E-mail address*	Phone number	Password / PIN	Access granted to:*		all, some (please specify)*		Cancellation	Comments	Signature
				Documents	Tapes	All	Department			

All the fields marked with \* are mandatory.

1. The name and surname of the person you want to authorise to access Goods and to place orders for IM services.
2. E-mail address - the address from which the person will send orders to IM.
3. Phone number - the contact number of the authorised person.
4. Password/PIN – if you want to use a password or a PIN, please enter them in this field, while bearing in mind that they will be required for every order placed by the user.
5. Access granted to: documents/carriers – please specify which of the resources can be accessed.
6. Access to documents: all, some (please specify) – please specify the resource or part of the resource or documentation of a department/departments (please indicate that department/those departments) to which the access will be granted.

If you wish to:

1. Add authorisations to a resource which is already stored, and your structure is reflected in the IM system, you should specify in the Department column the resource to which the access should be granted. If access is to be granted to the entire resource, you should put an X in the All column in the Access to documents section.
2. Change someone's authorisations by extending them from a part to the entire resource, you should put an X in the All column in the Access to documents section.

3. Change someone's authorisations by limiting them from the entire resource to its part, you should cancel the current authorisations of that person (details in point 7 on page 8) and then define the scope of access again from the start.

Apart from granting authorisations for the current resource you can create new PCGs (places of cost generation) which will enable reflecting the structure of your organisation in our system. PCGs can correspond to departments in which you archive your resource. To create a new PCG in the Department column, you should enter the name of the department next to the name of the person who will be authorised to access this resource.

Populating in this column will result in creating a PCG in the IM system and, as a result, the person mentioned in the Authorisation Form will have access only to the resource which will be registered with this department, without access to the documents already stored on other PCGs.

After creating PCGs it is possible to assign an already archived resource according to the created PCGs.

In order to do so, you should:

Step 1: create new PCGs using the Authorisation Form

Step 2: place an order for a list of contents of the archived resource at [baza@ironmountain.com](mailto:baza@ironmountain.com)

Step 3: send an order to divide the resource into separate PCGs at [baza@ironmountain.com](mailto:baza@ironmountain.com)

7. Cancellation – put an X if you need to revoke someone's authorisations. Revoking authorisations will apply to the department/ departments indicated in that line in the form.

8. Comments – applies to, for example, a change of surname; this is discussed in detail on page 10.

9. Signature – an optional field – it is necessary to put a signature in this field when you want to place an order using a method other than e-mail.

Please note that failure to enter all the required details may result in delays in the provision of services. A service will be provided only after we receive a complete set of data.



**Part four** – specifies the actions that IM needs to take with regard to previously submitted Authorisation Forms.

There is a choice of three options, please select only one:

- ☐ the form supersedes all the current access forms across the organisation\*\*
- ☐ the form supersedes all the current forms across the department\*\*
- ☐ the form is an update of all the current access forms\*\*

Please select the first one if only persons listed in the form should be authorised for the entire resource. All previously granted authorisations will be cancelled.

Please select the second one if the change applies only to authorisations within a department. All previously granted authorisations for that resource will be cancelled. Please select the third one if previously granted authorisations remain valid.

If none of the above options is selected, we will treat the submitted form as an update of the details of the persons listed on it. Previously granted authorisations will remain unchanged.

The last stage is to have the Authorisation Form approved by the person indicated as the person acting on behalf of the organisation.

legible signature of an authorised person\* \_\_\_\_\_ date\* \_\_\_\_\_

# GOOD TO KNOW

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1. If the person authorised to access Goods have changed their surname, you have to notify us about this change using the Authorisation Form. From the point of view of the system, a change of surname requires granting authorisations from the beginning.
2. If the domain in the e-mail address has changed, you have to notify us about this change using the Authorisation Form, indicating the new e-mail address for each authorised person. Failure to make the change may result in an order being rejected.
3. If the authorised person is no longer your employee, you have to notify us about it using the Authorisation Form. You also have to cancel the authorisations of that person.
4. Any queries concerning authorisations should be sent to [fa@ironmountain.com](mailto:fa@ironmountain.com)

# FREQUENTLY ASKED QUESTIONS

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## SHOULD AN UPDATE OF THE LIST OF AUTHORISED PERSONS HAVE THE FORM OF AN ANNEX?

No. Changes are made based on an update of the Authorisation Form, the template of which is an Appendix to the Agreement.

## WHO MAY APPROVE THE AUTHORISATION FORM?

The Authorisation Form is approved by:

- a person who was previously registered using the Authorisation Form as a person authorised to grant authorisation,
- a person authorised to represent the company in accordance with the provisions of law, e.g. listed in the Polish National Court Register (KRS),
- a person authorised to represent the company (the power of attorney should include information about the possibility of granting further powers of attorney).

## CAN AN UPDATE OF AUTHORISATIONS BE MADE BASED ON A SCAN OF THE AUTHORISATION FORM?

No. According to the agreement signed between you and IM, the forms and their update should be submitted in writing. If you agree to update authorisations based on a scan of a document (i.e. without showing IM the original document), please contact us in advance at [customercare@ironmountain.pl](mailto:customercare@ironmountain.pl) so that we can prepare relevant changes to the Agreement.

## WHEN CAN THE PERSONS LISTED ON THE UPDATED FORM USE THE SERVICES OF IM?

We strive for the information we obtain from you to be reflected in our system as soon as possible, no later than 2 working days from the moment they are received by IM..

## HOW CAN YOU CHECK WHO CURRENTLY HAS ACCESS TO GOODS?

To obtain information about the persons who currently have access to Goods, please make a written enquiry at

[fa@ironmountain.com](mailto:fa@ironmountain.com)

# CUSTOMER SERVICE - CONTACT

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WE ARE A TEAM PROVIDING YOU WITH DAY-TO-DAY SERVICES INCLUDING:

## ORDERS FROM CLIENTS

If you want to place an order, obtain information about its status or about documents archived by us, please contact the Orders Team at:

[orders.pl@ironmountain.com](mailto:orders.pl@ironmountain.com)

## ACCOUNTS MANAGEMENT

If you are interested in issues related to the settlement of accounts (invoices and/or attachments) – please contact the Accounts Team at:

[fv@ironmountain.pl](mailto:fv@ironmountain.pl)

## ACCESS TO DOCUMENTS

If you would like to modify the list of persons authorised to order our services, please contact us at:

[fa@ironmountain.com](mailto:fa@ironmountain.com)

## QUALITY PROCESSES COORDINATION

Enquiries about any issues related to the quality of the provided services will be answered by the Complaint Team at:

[bok@ironmountain.com](mailto:bok@ironmountain.com)