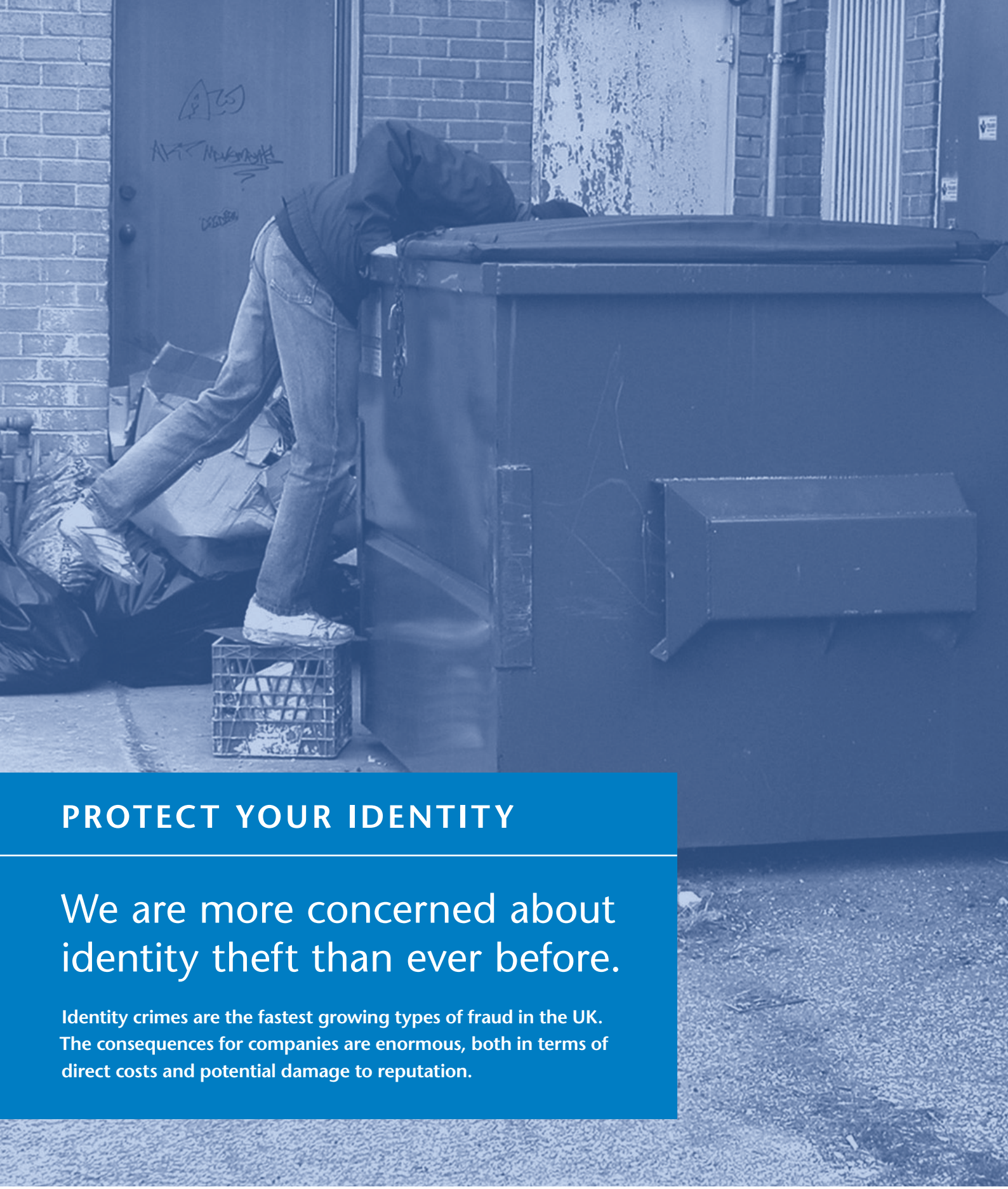


PROTECT YOUR IDENTITY

We are more concerned about identity theft than ever before.

Identity crimes are the fastest growing types of fraud in the UK. The consequences for companies are enormous, both in terms of direct costs and potential damage to reputation.

0800 028 1164
shredit.co.uk

Shred-it

Making sure it's secure.™

Identity Theft Facts

Identity crimes involve criminals making use of pieces of information – birth dates, financial details, passwords, etc. – to bypass organisations' security measures. Identity Theft involves criminals using the details of a genuine victim (either an individual or a company) to impersonate them, usually for financial gain, e.g. applying for credit cards/loans, mobile phone contracts and even mortgages.

- In 2013 the National Fraud Authority (NFA) estimated the annual loss to the UK economy from fraud at £52 billion (consisting of £15.5 billion actual identified losses and £36.5 billion estimated hidden losses)
- In December 2012 an online survey of over four thousand UK adults conducted by the NFA revealed that:
  - Just under 9% had been an identity fraud victim in the previous 12 months
  - Those individuals who actually lost money lost on average £1,203 each – across the UK adult population this equates to £3.3 billion lost each year
  - Just over one-quarter (27%) of the UK adult population surveyed had been a victim of identity fraud at some point in time

According to CIFAS, a not-for-profit organisation used by 300 organisations from the public and private sectors to assist prevention by sharing fraud-related information:

- In serious ID theft cases where a 'total hijack' has occurred, it may take a victim over 200 hours to rectify the damage and clear their name
- Victims may suffer considerable damage to their credit status, which may then affect their ability to obtain finance or insurance
- The damage isn't limited to financial losses and inconvenience – far more difficult to quantify is the distress that being a victim causes – many describing emotions such as distrust, fear and violation.

According to CIFAS's 2014 annual Fraudscape report, Identity Fraud accounted for almost half of all frauds reported in 2013.

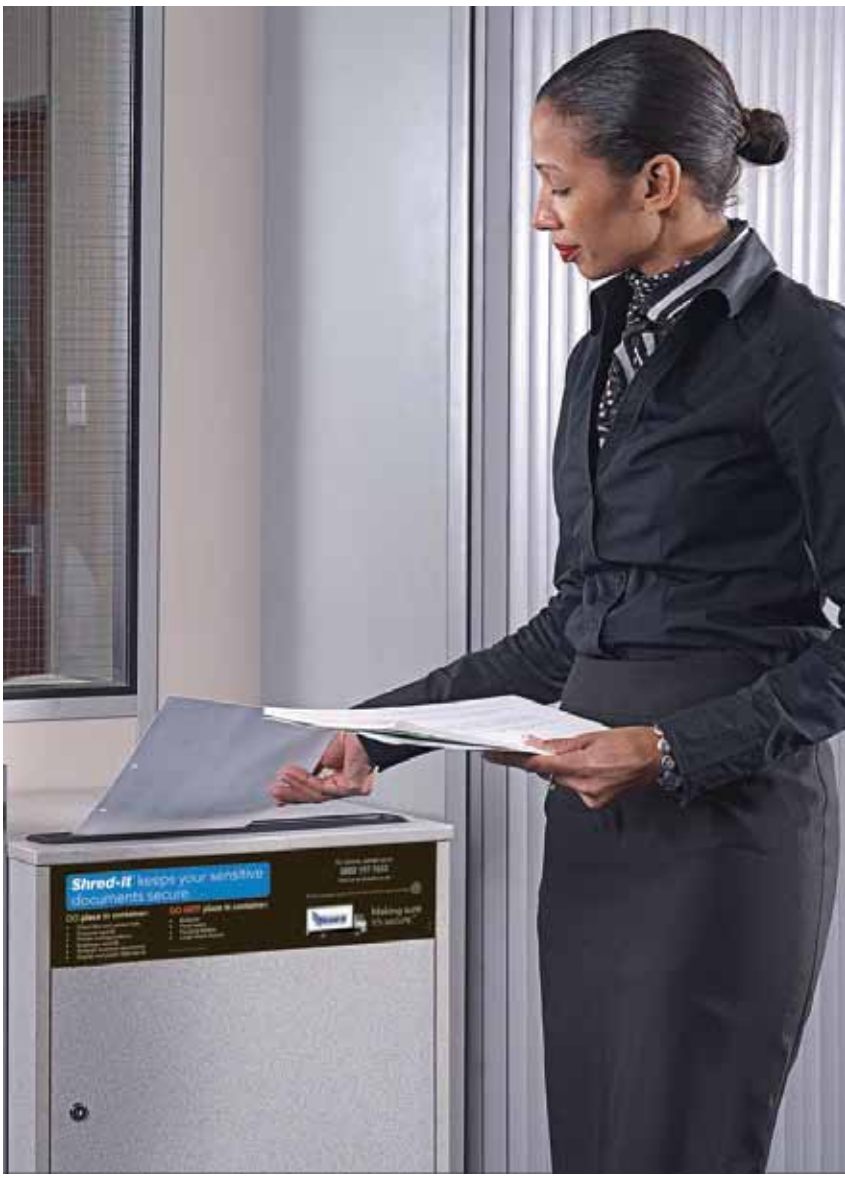
Identity Theft Facts (cont'd)

Research carried out on behalf of Fellowes showed that just 5% of British people are 100% confident that the organisations they deal with treat their personal information in such a way that it will not accidentally fall into identity fraudsters' hands – meaning 95% are not completely confident in this respect.

The annual Department for Business, Innovation and Skills (BIS) Information Security Breaches Survey is conducted by PWC to provide greater awareness amongst UK business of risks, insights on how risks are mitigated and key trends.

The 2014 survey found that:

- 81% of large organisations and 60% of small businesses had a security breach in the past year
- the average cost to a large organisation of its worst security breach of the year is £600,000 – £1.15 million
- the average cost to a small business of its worst security breach of the year is £65,000 – £115,000
- 59% of respondents expected there to be more security incidents in the next year than last



Shred-it provides locked consoles to safely store confidential documents before being securely shredded

Sources:

National Fraud Authority, *Annual Fraud Indicator June 2013*, gov.uk

CIFAS – cifas.org.uk

Identity Fraud: Don't Let It Be You stop-idfraud.co.uk

PWC, 2014 Information Security Breaches Survey, pwc.co.uk

Identity Theft Prevention Tips

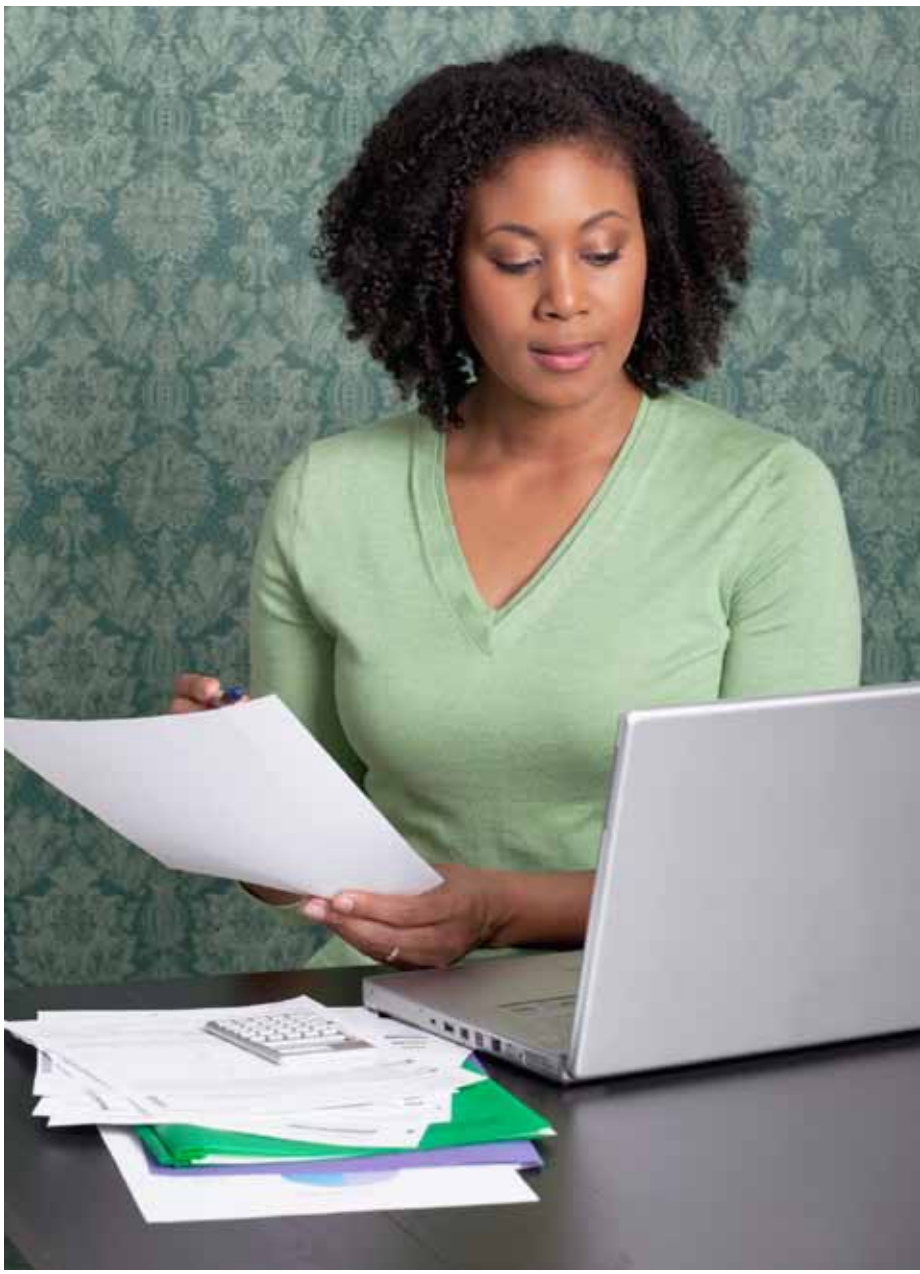
In the workplace:

- ☐ Ensure your company has in place an information security policy – including document and data destruction procedures.
- ☐ Create a culture of security by training all employees in information security policies and best practices. Explain why it's important and conduct regular security risk assessments of your office to monitor effectiveness.
- ☐ If data you are collecting contains personal information, only collect what is essential and obtain consent from the subject. Limit access to sensitive data to only those that really need it.
- ☐ Ensure your data is stored securely – whether on paper or in electronic format:
  - Develop a document management system that includes secure storage for paper documents that must be kept and shred documents at the end of their life once no longer needed
  - Encrypt data on networks, laptops and remote access devices
- ☐ Conduct employee background checks to reduce the risk of 'insider' data security attacks
- ☐ Use physical security measures such as locks, alarms and CCTV video cameras
- ☐ Prepare a strategy to manage a security breach if it happens to your organisation
- ☐ Shred all sensitive documents and old files, including:
  - financial reports, customer data, letterhead, proprietary information
  - business cards, contact lists, receipts, financial reports
- ☐ Implementing a "shred all" policy is a good way to avoid the risks of human error or poor judgement when deciding what needs to be shredded. Shredding all paper before recycling avoids the risk of confidential documents sitting unattended in recycling bins.
- ☐ Think prevention, not reaction. Don't wait for a breach to happen before taking action. Develop preventative approaches that are strategic, integrated and long-term, such as eliminating potential security risks at the source and permanently securing the entire document lifecycle in every part of your organisation.

Identity Theft Prevention Tips (cont'd)

At home:

- ☐ Be wary of giving out personal information, especially by telephone or online (for example on social media sites). Remember, your bank will never ask you for your PIN number.
- ☐ Keep your personal documents in a secure place (e.g. in a personal safe or locked filing cabinet) and shred unwanted paperwork containing confidential information, including bank/credit card statements, utility bills, receipts, cheques and pay slips
- ☐ Don't carry with you personal documents that you don't need on a daily basis (e.g. passport, driving licence)
- ☐ Take receipts when leaving shops and restaurants – don't leave them at the checkout or on the table
- ☐ Destroy 'junk' mail including addressed envelopes and return labels – it's invaluable to a fraudster if it contains your personal information
- ☐ Check your credit report every year and report anything suspicious immediately



You can find advice on the signs to look out for and what you can do if you become a victim of identity theft on the Information Commissioner's Office (ICO) website: ico.org.uk/for_the_public/topic_specific_guides/identity_theft

Data Protection and Privacy Legislation

Privacy protection has been an EU and UK government priority in recent years. The following are some of the key pieces of legislation affecting document and data management, retention and disposal.

Data Protection Act 1998 (DPA)

The DPA enshrined the principles of the European Data Protection Directive into domestic law in the UK. It addresses how information is obtained, used and processed and is the main piece of legislation with which most people will be familiar in connection with the protection of confidential information. Principle 7 relates directly to document management as it requires that: "Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data."

Freedom of Information Act 2000 (FOIA)

The FOIA deals with access to official information. It provides individuals with the right to request recorded information held by, or on behalf of, public authorities. Organisations that are subject to the FOIA must take into consideration its requirements when considering document retention and destruction policies/procedures.

Waste Electrical & Electronic Equipment (WEEE) Directive

The WEEE Directive aims to encourage recovery, reuse and recycling of electrical and electronic equipment. Electronic storage devices such as computers, smart phones and laptops, often contain vast amounts of personal and confidential information – as highlighted in a number of high profile data breaches for which organisations have been fined by the ICO under the DPA. Organisations should be aware of and take appropriate action when it comes to the disposal of these types of equipment as privacy obligations are highly likely to apply.

Industry-specific regulations

Most industry sectors' regulators, professional bodies and associations publish guidance on information security and data protection. Some also have the power to impose penalties for non-compliance. It is therefore recommended that you ensure your policies and procedures are aligned with the bodies relevant to your business or organisation.

A Change in Data Protection Laws

Data protection legislation is currently the subject of a review within Europe. The new proposals will strengthen individual rights and tackle the challenges of globalisation and new technologies. When the law changes, it will have a profound effect on businesses and organisations in the UK and it is likely they will need to review and amend their document retention and destruction policies to ensure compliance. More information on the proposed reforms can be found on the European Commission website – **ec.europa.eu**

Further help, advice and information:

Information Commissioner's Office
ico.gov.uk

CIFAS
cifas.org.uk

Action Fraud
actionfraud.police.uk

Identity Fraud: Don't Let It Be You
stop-idfraud.co.uk

Shred-it
shredit.co.uk/resource-centre

How Shred-it Can Help

Shred-it partners are all Certified Information Security Professionals and provide advice and expertise to help you protect your business and stay up to date with changing data protection laws.

Shred-it ensures materials are destroyed completely by your security-trained representatives. Upon completion, Shred-it provides a Certificate of Destruction to prove that the documents were destroyed.

To learn more about Shred-it's services or to book your FREE Data Security Survey, contact us at ***shredit.co.uk | 0800 028 1164***

Shred-it®

ISO Certified

Shred-it Limited has been assessed and certified as meeting the requirements of ISO 9001:2008, ISO 14001:2004 and BS EN15713.