

# Privacy notice for Paperworks (Harrogate) Ltd Shredding Services



Paperworks take the protection of your privacy very seriously. Correct handling, transferral and destruction of confidential waste and shredding is of paramount importance to us. In line with the new confidentiality and GDPR regulations we have issued a Privacy notice for all our customers. In addition, we have outlined our strict procedures below to demonstrate our adherence and commitment to legal requirements and good practice in the field.

## **Collection and transportation of confidential waste**

Upon collection of confidential paper, bags will be cable tied securely. Waste will be transferred quickly to our van which will be locked at all times. A document is completed at each collection point declaring how many bags were collected and a signature is required before removal as proof and approval of the collection. A collection certificate will be emailed to you within 7 days. This is then used for billing and population of the destruction certificates. Waste we are unable to shred is disposed at Paperworks discretion.

Once back at Paperworks site, waste will be caged in a secure area. The area is not accessible to the public. Any visitors to the site will be accompanied at all times by a staff member.

## **Destruction of the confidential waste**

Waste is shredded in one of two ways:

1. Through our large industrial shredder
2. Waste is sorted and de-stapled by our trainees before shredding so it can be used safely as a shredded product in animal bedding. Waste being sorted is covered when not being used and supervised at all other times.

We have two large lockable chests in the workshop for trainees to access their next batch to sort and de-staple to build independence skills. At the end of the working day, both chests are locked and placed in a secure lockable area behind caged doors. The only access to this area other than the caged locked doors is through our main workshop which is locked and bolted overnight for both internal and external doors and a shutter door which is secured with an electronic locking system.

Once your confidential waste is destroyed you will receive a destruction certificate confirming the date of destruction which will be sent via email.

## **Contact**

Email: [j.forsey@paperworks.org.uk](mailto:j.forsey@paperworks.org.uk)

Telephone: Leeds 0113 3236000 or Harrogate 01423 816999

In writing to: Jo Forsey, Unit 5, Prospect Park, Limewood Approach, Seacroft, Leeds LS14 1NG

## **Complaints**

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner's Office at

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone – 0303 123 1113 (local rate) or 01625 545 745

Website: <https://ico.org.uk/concerns>