



FREQUENTLY ASKED QUESTIONS

Do you bring the shredder to our office?

No. Materials are collected in locked containers and transported in locked SecurShred trucks to our secure facility. We utilize a large state-of-the-art commercial shredder that shreds your information into 5/16" strips and comingles it with other shredded material. It is then immediately baled, making it virtually impossible to reassemble.

Do you provide a "Certificate of Destruction"?

Yes. At the time of pick up, you will receive a receipt for the materials. The morning after the destruction of your materials, you will be mailed a "Certificate of Destruction" (containing all the information relating to the destruction), along with an invoice.

What happens if our containers are full before our regularly scheduled service time?

Just call SecurShred and we will make arrangements to swap the full containers with empty ones. This is not unusual for a few months after starting the service. During the initial meetings, SecurShred personnel will attempt to determine the optimum number, size and type of containers necessary to service your facility. The goal is to provide the best service and save you money. If it is determined that more containers are needed, the quantity and price will be adjusted.

What kind of paper (information) can we put in your containers?

We can shred paper of any color or type. You do not need to remove the paper from the folders or binders; we will do that if necessary. Also, don't worry about paper clips, binder clips, rubber bands or staples. We will either remove them or shred them with the paper. In addition, we have the ability to shred (destroy); CD's, diskettes, DVD's, micro-fiche, x-rays and just about any form of electronic media. If they are limited in quantity, they can simply be placed in the containers. If you have a large quantity of these items, please contact us to make arrangements for SecurShred to pick them up.

When should material be shredded?

The required retention period for business records varies by industry, useful life and government statute. Consult with your attorney and accountant to determine these requirements. Then, create a written information security, retention and destruction policy. Finally, FOLLOW THE POLICY! This type of policy and evidence of ongoing scheduled destruction (Certificates of Destruction) provides evidence that you value and have controls for safeguarding your confidential information. However, don't forget that incidental daily business records (records not commonly covered by your retention and disposal policies) represent approximately 60% of the paper (information) generated in a typical office environment. Locked containers, regularly scheduled service and inclusion in your policies of these records is the best way to assure this information remains confidential and gets destroyed.

Why would I use a shredding service instead of just recycling?

Shredding services provide security, recycling services do not. Typically, they use open-collection containers that are accessible to anyone, personnel who have had little or no background screening, and the trucks used to transport your information are not secured. With recycling services, the paper is taken to a warehouse, which may be assessable to the public, and, in some instances, is stock-piled for months. However, recycling IS good for the environment and ALL the paper shredded by SecurShred is recycled.



FREQUENTLY ASKED QUESTIONS (CONTINUED)

I have to witness the destruction of some of my information, how may I do this?

You can do this in one of two ways. First, you can make an appointment with SecurShred to come to our facility and physically watch the destruction of your information. Because SecurShred processes documents for many customers, by making an appointment, we can have your documents ready for shredding upon your arrival. However, to guarantee the security of other customers' information, you will not be allowed to witness the destruction of their information. Second, SecurShred has the ability to allow you to witness the destruction of your documents from the comfort of your office. Our facility has an extensive security system to protect and assure the security of your documents and information. This system includes cameras, computers, recorders and alarms. When you advise us of your need to witness the destruction of your documents, we can provide you temporary access to view the destruction through our security system. You will be provided a password for the time it takes to shred your documents. Once your documents are shredded, your password will be voided. It's easy and convenient with no need to leave your office!

Can you destroy hard drives?

Yes. We can destroy hard drives. However, this service is not part of the regular scheduled document pickup service. A separate agreement must be reached to provide for security of the hard drives, pick up and pricing. Hard drives are not shredded, nor are they degaussed (wiped clean using magnets). They are physically crushed beyond any possibility of reassembly or recovery and the information is permanently destroyed.

May we bring material to you?

Yes. SecurShred allows customers to bring materials to our shredding facility. However, due to security reasons, the customer will not be allowed into the part of the facility where the shredding is performed. When materials arrive, a SecurShred employee will inspect and, if necessary, weigh the material to advise you of the cost to perform the shredding. There is a minimum charge for this service.



WEAVER SECURSHRED, A DIVISION OF



CONTACT:

2337 Romig Road, Suite 2,

Akron, OH 44320

P 330.745.2400

F 330.745.2405

www.weaversecurshred.org

Jack Skinner, General Manger

C 330.256.2336

E jskinner@weaversecurshred.org