

Dear Customer,

24th April 2018

General Data Protection Regulation (EU) 2016/679 ("GDPR")
Readiness Statement for customers of our Security Shredding Service

Background

- As you are aware, GDPR will come into effect from 25th May 2018 and applies to "data controllers" and "data processors".
- For the purpose of our Agreement, you are the data controller and Evergreen Facilities Management (UK) Ltd is the data processor
- A controller determines the purposes and means of processing personal data.
- A processor is responsible for processing personal data on behalf of the controller.
- Whenever a data controller uses a data processor it needs to have a written contract in place. Similarly, if a processor employs another processor it needs to have a written contract in place.
- A contract between us is important to ensure that we both understand our obligations, responsibilities and liabilities and to help you as data controller to demonstrate your compliance with the GDPR.

Our continuing commitment to quality service

- Our security destruction procedures:
 - Information Destruction Standards approved BSEN15713.
 - ISO 9001 quality management systems (incorporating the BSEN15713 standards).
 - ISO 14001 Environmental quality management systems.
 - Staff vetted to BS7858 standards, which includes a Disclosure and Baring Service check (formerly known as the Criminal Records Bureau check).
 - Satellite tracked vehicles.
 - CCTV secure premises.
 - Alarmed and monitored premises.
 - Authorised members of The Recycling Association and The Shredding Alliance.
 - Certificate of Destruction issued to customers
- All shredded paper records are recycled in the UK back into new printing and tissue paper

Key actions undertaken to date

- We have identified what is required for us to comply fully with GDPR, as set out in the Information Commissioner's Office Guide to the GDPR - [ICO guide to the GDPR](#)
- We have a clear implementation plan to ensure compliance
- We confirm that we will be compliant with GDPR by 25th May 2018
- Produced a guide "[Are you GDPR ready?](#)" to help inform and support our customers

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Our contract / service agreement for security shredding

- Our service agreement, including our terms and conditions are currently with our solicitors for amendment but we confirm that the following terms will be incorporated into our contract / service agreement with you:
 - Subject matter, nature and purpose of the processing – secure destruction of your confidential material in compliance with the European Information Destruction Standards EN15713:2009
 - Duration of the processing – ongoing / recurring transaction
 - Type of personal data – personal and sensitive
 - Categories of data subject – employees, customers, clients, suppliers, patients, students and other third parties
 - Evergreen Facilities Management (UK) Ltd will:
 - only act on your written instructions;
 - ensure that people processing the data are subject to a duty of confidence;
 - take appropriate measures to ensure the security of processing;
 - only engage sub-processors with your prior consent and under a written contract;
 - assist you in providing subject access and allowing data subjects to exercise their rights under the GDPR;
 - assist you in meeting your GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments;
 - delete or return all personal data to you as requested at the end of the contract, acknowledging however that all material collected / delivered is securely destroyed to comply with the European Information Destruction Standards EN15713:2009;
 - submit to audits and inspections, provide you with relevant information you need to ensure that we are both meeting our Article 28 obligations, and tell you immediately if we are asked to do something infringing the GDPR or other data protection law of the EU or a member state.
 - co-operate with supervisory authorities (such as the ICO)
- Nothing within the contract / service agreement relieves us of our own direct responsibilities and liabilities under the GDPR.


Whilst writing, we are pleased to enclose:

- Information destruction EN15713:2009 – a complete guide
- Our guide “Are you GDPR ready?”

If you have any questions, please do not hesitate to contact us.

With kind regards,

Yours sincerely



Christopher Perry
Director

