

# Why a Secure Shredding Service Is Critical to Healthcare Compliance



Making sure  
it's secure.™

Healthcare providers handle some of the most sensitive personal data held on individuals. It is, therefore, no surprise that the Information Commissioner's Office (ICO) is more stringent with its enforcement of the Data Protection Act in this sector. The Care Quality Commission also includes records management in its guidance on essential standards for quality and safety as well as its auditing processes. So when outsourcing the shredding of your confidential medical information, it is crucial that the company is secure and helps you comply with the latest legislation. Here's why:

## The Healthcare sector is under greater scrutiny than ever before

Regulatory authorities enforcing the Data Protection Act are becoming more proactive. Fines and penalties have increased since 2010 and are expected to climb further once new European data protection laws come into effect. Here are some examples and recent findings about patient confidentiality in the UK:

- × Between 2010 and 2013, the ICO issued 11 fines totalling over £1.5 million to healthcare organisations for serious data breaches, including:<sup>1</sup>
  - £100,000 to an NHS Trust in the North West after a large number of patient records were discovered at a site formerly owned by the Trust
  - £200,000 to an NHS Trust in the South East following the discovery that the sensitive personal data of thousands of patients were on hard drives sold on an online auction site
  - £225,000 to an NHS Trust in Northern Ireland after thousands of patient records were found abandoned in a disused hospital
- × Based on incidents reported to the ICO, the healthcare sector experiences the greatest number of serious data breaches by far – accounting for a third of all cases between April to December 2013.<sup>2</sup>
- × Negligence or human error is the primary root cause of data breaches.<sup>3</sup>
- × The official figure of 2,000 NHS patient records lost every day, with more than two million data breaches from 2011 to 2013,<sup>4</sup> is likely to be an underestimate since NHS staff are only obliged to report serious losses.

## Information security may not be your current provider's biggest concern

Think about it. If secure document destruction isn't your current shredding provider's primary area of expertise, your patients' information could be at risk. Here's why:

- × Shredding service providers that offer multiple services are often more concerned with service logistics and cost efficiencies than security.
- × Service can be compromised if a supplier has to outsource the work in order to service **all** of your locations.
- × Many contractors can't guarantee a secure chain of custody, or provide a Certificate of Destruction.
- × Their employees may have little or no training on secure information destruction if it is just one of the services they have to perform.
- × A multi-service or 'total waste' provider may not have the training and expertise to advise you on best practices or keep you up to date on changes in legislation.



**0800 028 1164 or visit  
us at [shredit.co.uk](http://shredit.co.uk)**



### ISO Certified

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

# Make Shred-it Your Chosen Partner for Secure Information Destruction



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Chose an information security expert for all your information destruction needs. Shred-it has over 25 years' experience in confidential shredding and is now the world's largest secure information destruction company. We operate in 170 markets in 18 countries and service over 300,000 customers worldwide – including over 20,000 in the UK. More reasons to trust Shred-it as your secure information destruction partner:

## We are *the* information destruction experts

Protecting your patients' confidential information is our top priority — because secure destruction is all we do.

- ✓ Why entrust your patients' privacy to a service provider that could leave you vulnerable to security breaches?
- ✓ Our Gold Standards quality management process and ISO 9001 and ISO 14001 accreditations ensure we achieve the highest operational standards and consistent service.
- ✓ Shred-it employees are highly-trained security experts and are vetted to the BS7858 security standard.
- ✓ We stay up to date on the privacy legislation that affects the healthcare profession.
- ✓ You are guaranteed consistent service from a partner who serves more locations than any other.

## What Shred-it clients say about us:

"Knowing that our patient records and other sensitive information are destroyed on site gives us peace of mind. And with sustainability being an integral aspect of procurement, it's good to know the material is also recycled."

— Sandwell Hospital

### Sources

- 1 ICO 2014, *Enforcement/Fines*
- 2 ICO 2014, *Enforcement/Trends*
- 3 Ponemon Institute LLC/IBM, *2014 Cost of a Data Breach UK*
- 4 DailyMail.co.uk 2014, *NHS Patient Records Lost Article*

### Further Information

ICO Guidance: [ico.org.uk](http://ico.org.uk) | CQC Guidance: [cqcguidance.org.uk](http://cqcguidance.org.uk)

## Our secure shredding solution provides you with peace of mind

We use a consistent approach to information destruction across all locations, through our secure chain of custody process:

- ✓ Shred-it's secure, lockable consoles hold all confidential documents prior to destruction and are used in hospitals, medical centres and surgeries across the UK.
- ✓ Your Shred-it security-trained expert arrives for regular service visits based on a pre-agreed schedule.
- ✓ We destroy your documents at a secure location or on site at your premises, depending on your requirements.
- ✓ You receive a Certificate of Destruction for each service – your auditable proof that your documents have been securely destroyed.
- ✓ Our services are flexible and customisable to meet the needs of each of your locations.
- ✓ At Shred-it, we care about the environment and recycle all paper documents once they've been destroyed.



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