

Confidential Docs

Free Business Owners Guide To Arranging Confidential Document Destruction

**Waster**
.com.au



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Dear Business Owner

Choosing a confidential document destruction company isn't easy because you're bombarded with misleading advertising, confusing claims, and simply bad information.

From super-low prices and high-pressure sales to unlicensed operators and hidden fees, how do you ever find a qualified, competent, and secure document destruction company?

You start by reading this Consumer's Guide. In this fact-filled booklet, you'll discover how to avoid document destruction rip-offs, six mistakes to avoid when choosing a supplier, and why you need to have your private document securely destroyed.....well lets not go there!



We wrote this guide to help you better understand confidential paper bin services. Now, with this information, you can make an informed, intelligent decision.

If you have any questions about confidential documents or any other waste or recycling service please reach out to us.

You're invited to call us at 1300 927 837 or at info@waster.com.au. We've dedicated our business to educating consumers, we'll be happy to help you in every way.

Cordially,
Mr Waster



About Waster.com.au

Waster is an Australian waste and recycling company specialised in helping small and medium companies.

We provide all waste and recycling services such as grease trap cleaning, general waste bins and all recycling options.

We are different to other suppliers as we operate on flexible 30 day agreements – so you are never locked in to a contract that does not suit you. We also specialise in reducing your costs by boosting recycling. You can email us at info@waster.com.au.

How to avoid 4 document destruction rip-offs!

RIP-OFF #1: BUYING A SHREDDER. Some people choose to buy their own office shredder. This very rarely works out cheaper in the long run. A good quality shredder will cost anything over \$470 \$40,000 (Officeworks website) and will require maintenance. The quality of shredding will be low and slow also.

RIP-OFF #2: BILLING BY WEIGHT. Some companies will bill based on weight of paper in the bin. You can thus end up paying more than you had bargained for.

RIP-OFF #3: OVER SERVICING. How often do you really need your bin serviced. At the end of the day – paper does not smell and can remain on site until it is ready for collection – i.e. this could be a few weeks or a month.

RIP-OFF #4: HIDDEN COSTS OR PRICE INCREASES If you sign a multi year contract for document destruction services you may find yourself caught out by increasing prices or gradual increases that soon add up. Be careful with the small print in any long term contract that you consider signing.

6 costly misconceptions about confidential paper shredding

MISCONCEPTION #1: The cost is prohibitive and my documentation is not “important enough”

No. A bin swap-over costs \$29.50+GST in most metro regions. The cost is certainly not prohibitive and can really reduce any worries you have about business security.

MISCONCEPTION #2: Leaving a bin out for collection is risky

No. A confidential shredding bin should be swapped over inside your office. The team should swap the full bin for a new bin without opening each time they collect it.

MISCONCEPTION #3: I do not have any documentation that required shredding. No. There is an increased prevalence of identity fraud in many walks of life. Confidential documentation can include: medical records, financial records or customer / payroll info that you do not want to see fall into the wrong hands.

MISCONCEPTION #4: I can shred on site myself and then have a company collect it on ad-hoc basis.

No. Shredding yourself (with your own shredder) opens up the possibility of documentation not being properly destroyed. A confidential shredding bin should be kept locked at all times in your office and no one should have access to the documentation once put in the bin.



Could fraud happen to you?

Identity theft is a very common and increasing crime. Even celebrities have fallen victim in this regard – when you would believe it would be hard for an imposter to impersonate.

For example – Tiger Woods fell victim to identity theft in 2000. An imposter had used Wood’s real name and social security details to obtain a dozen lines of credit and racked up \$50,000 in spending!



MISCONCEPTION #5: The drivers may be untrustworthy

No. This is why it is vitally important to choose a reputable business to supply your service. All personnel involved in collecting and transporting your information should be security cleared and be fully qualified in their roles.

MISCONCEPTION #6: Shredding is bad for the environment

No. Nothing could be further from the truth. Shredding produces recycled paper. For example in the US in any given year – it is estimated that shredding bins saves over 1 million cubic yards of landfill usage, 2 billion KW hours of electricity and saved up to 10 million 50 foot trees. Not bad at all?

“A reliable confidential document destruction service will not only save you money in the long run – it will also ensure you can rest easy and focus on your business – without worrying about private information”



5 questions to ask when choosing confidential document destruction

Value versus price

We are not going to dress it up and make it look like a luxury product – confidential shredding is one of those necessary evils in life like paying your taxes. The smart decision is to know some simple facts and choose a reputable provider so you avoid any long term issues.

Minimising any impact to your business operations is vital. Thus regular servicing will ensure:

- Peace of mind
- No risk to business continuity
- Avoid the terrible market repercussions of a data breach
- Simplify systems and processes in your office
- No need to purchase or maintain an expensive shredder

Cheapest in the long run

A good quality service will be the cheapest option in the long run for your business and will save you money.

A good supplier should ensure – no hidden extras, no extra call out fees and prices that stay reasonable stable year after year.

We have covered what to avoid and common misconceptions

but what are the questions you should ask a document destruction company before hiring them?

QUESTION #1: Can you provide pricing now?

•A reputable company should be able to provide pretty accurate pricing on the phone or in person – i.e. based on number of bins, access and frequency. They should not really need to do a site inspection or come to visit you to provide a “free quote”. There will be some caveats such as access and height restrictions.

QUESTION #2: Do I need to sign a long term contract?

•Many companies will want you to sign a long term – and sometimes multi year contract for them to start providing bin services. Think – is there any real benefit to you; the customer in this context. As a shredding company does not have to provide any equipment etc to you – there should really be no need for a long term contract.

QUESTION #3: Do I get charged by weight in the bin?

•Some companies may try to charge extra for kilograms in the bin above a certain weight. This can add volatility to your pricing and can make what seems a cheap service – that bit more expensive.

QUESTION #4: Are you properly licensed?

•This is vital – if the supplier is not licensed, then you really are risking your personal data. The company should be able to describe their operations and facilities – and provide evidence of certification etc.

QUESTION #5: Can I get a discount if I book other services?

•Yes. Of course you should ask for a better price and also a discount if you book other services such as recycling or general waste bins.

Tips from a security expert

US based Robert Siciliano is an identity theft expert and has produced the below list of 6 tips to prevent identity theft:

“Primary documents: *I shred everything that comes in the mail with my name on it and that I don’t need. Shred or destroy prescription bottles, CDs with data on them, and supporting tax documents older than three years (some say seven), including investment statements, bank statements, cancelled checks and paystubs.*

Secondary documents: *Documents like ATM receipts, credit card statements, utility bills and insurance policies should all be kept for two years. The only reason to keep these is in case you determine a mistake was made so you can go back and look. Otherwise, if you can access any of these documents online, shred them now. Homeowner-related documents should be kept as long as you own the home and maybe a year after you eventually sell it.*

Devices: *Don’t forget to shred or destroy hard drives, SD cards, mobile phones, SIM cards and thumb drives. While reformatting and reinstalling an operating system will get rid of most of the data, it’s just better to kill the drive with a special shredder for non-paper files—also known as a sledgehammer.*

Reduce paper: *One way to reduce all the stuff needing shredding is to turn off the paper. At this point, most, if not all, of your bank, credit card, utilities, mobile phone and other accounts allow (and in some cases, require) e-statements. This means every month you’ll get an email stating, “Your statement is ready!” But don’t click that link, as it could be a phish. Get access to your statements through a password manager or via your favourite menu.*

Shred-a-thons: *Many banks now sponsor shred-a-thons where one of those crankin’, big shredding trucks shows up to the bank’s parking lot and you can watch boxes and boxes of your stuff get decimated right in front of you. Bring the kids!*

Burn it: *Depending on the amount of stuff you have to shred and your local ordinances regarding conflagrations, you might want to box up all of your shreddables and burn them the same time you might burn leaves, or when you have a backyard bonfire.”*



When you run a business – being locked into an unsuitable multi year contract is the last thing you need. Waster operates on flexible 30 day agreements – which basically means that if you are not happy with our service, or it just does not suit you anymore – you can cancel by giving us 30 days written notice.

Waster provides low cost waste and recycling services to small and medium Australian businesses.

You can book all your required services such as grease trap cleaning, general waste bins, recycling bins and all niche services such as sanitary bins and confidential document destruction.

Check out all your options at waster.com.au



Waster operates on 30 day agreements – so you are never tied to a long term contract