

FOI number: **HBC_FOI_2019104**
Date FOI Received: **30/01/2019**
Department: **Information Digital Services**
Title: **ICT hardware**
Description: **Processes in place for the replacement and disposal of IT hardware.**

Request: *(As Redacted sent by requestor)*

- 1 How Many staff do you have in your organisation?
- 2 How many operational sites does the organisation have?
- 3 Who has the overall responsibility for the disposal of IT equipment within the organisation? Please supply Name, Job Title, Telephone and Email contact details.
- 4 Does the organisation currently have an IT asset disposal policy?
- 5 Do you use a third party IT asset disposal company for this?
- 6 What is the name of that partner?
- 7 Do you have a contract in place with this company?
- 8 How often are disposal collections run?
- 9 If a contract is in place, when does this expire?
- 10 Do you currently pay for this service? If so, what is the typical cost over a 12 month period?
- 11 How old is each asset before it is disposed of? E.g. 3 /4 / 5 years
- 12 Do you presently receive any money back (rebates) for IT assets that you send to your disposal company?
- 13 Do you have a nominated Infrastructure Manager and who is this?
- 14 For devices with hard drive, do you require full destruction of hard drives, or just erasure and certification of erase?
- 15 Does the organisation have the ability to track an individual asset to ascertain the final route and destination of each asset disposed of? In the event of a data breach, how could you prove who had legal custody of each asset, and at what stage?
- 16 Does the current contract also include photocopiers / Multi-Functional Devices (MFDs)
- 17 How does your organisation finance MFDs... Lease or purchase?
- 18 Do you have a service contract in place for the copiers and if so when does this expire?
- 19 Does your organisation have a contract in place for shredding of other forms of data, namely paper documents?
- 20 What is the spend in the last 12 months on paper shredding / destruction?
- 21 If a contract is in place for paper and document shredding, when does this expire?
- 22 Does your supplier currently comply with the EU General Data Protection Regulation (GDPR) which came into force on 25th May 2018?
- 23 What ISO accreditations do you require for a disposal company to have in order to work with your organisation?
- 24 Who is the current appointed Data Protection Officer within the organisation, or person that presently deals with data protection?
- 25 Are there presently any other services that your organisation are looking for around IT Recycling?

Response: *(Response as Redacted sent by service)*

2. 3
3. John Robinson
Information and Digital Services Manager
020 8207 2277
john.robinson@hertsmere.gov.uk
4. No
5. Last disposal collection was in 2016 when following a procurement process we used EOL IT Services.
6. See answer to Q5.
7. No
8. See answer to Q5.
9. N/A
10. No
11. Generally 5 years plus
12. Yes
13. David Casling
david.casling@hertsmere.gov.uk
020 8207 2277
14. Full destruction with certification.
15. Yes, certification
16. The current MFD supplier will remove and dispose of photocopiers and MFDs.
17. Purchase
18. There is no services contract, the maintenance is covered within the copy click charge. There is no expiry date with the current supplier.
19. Yes
20. £5,792
21. January 2022
22. Yes
23. ISO 9001:2015, ISO 14001:2015, BS EN 15713, BS 7858:2012
24. Harvey Patterson
Head of Legal and Democratic Services
harvey.patterson@hertsmere.gov.uk
020 8207 2277
25. Later this year we will be replacing our desktop infrastructure, at this point we will look to procure a disposal company.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards
Information Services