

Secure Document Destruction FAQ's

Revised March 26, 2013

1. If I use SDD am I obligated to follow the public records retention policies for retention and destruction? Who do I contact if I have a question?

Yes. Public Records Retention policies are established by the Department of State, Division of Archives and found at

http://archives.delaware.gov/govsvcs/general_records_retention_schedules/index.shtml#TopOfPage. If there are questions about how and when to properly dispose of public records please utilize the Archives Contact request at http://smu.archives.delaware.gov/cgi-bin/mail.php?contact_form.

2. I am doing a special project that will result in a purging of records. Am I required to dispose of them through this service?

Both regularly scheduled bulk container service and specifically scheduled banker box purge service are available through this contract.

3. How do I define "Bulk pick up" vs. a banker box purge?

Bulk pickups are facilitated through vendor provided containers that are serviced on a regular schedule. Banker box purge is a specifically scheduled pickup for a significant amount of material requiring secure destruction.

Note: Banker boxes must be in transportable condition.

4. Can I still send records to Archives for disposal?

Yes. If your Agency has a process by which they send records to Public Archives for processing and disposal this award does not displace that process. You may continue to dispose of records through Archives through your established processes.

5. Can I still dispose of papers and documents through Single Stream Recycling?

Single Stream Recycling (SSR) is the preferred method for disposal of papers and documents eligible for destruction and disposal provided that the disposal does not require shredding of the information or a certificate of destruction. For questions regarding destruction and disposal requires of public documents please refer to

http://archives.delaware.gov/govsvcs/general_records_retention_schedules/index.shtml#TopOfPage.

6. My previous service provider shredded materials onsite. How do I ensure that materials retrieved under this contract are in fact shredded?

Documents are retrieved from the Agency locations and a chain of custody is maintained as outlined in the contract. Agencies receive a certificate of destruction for their records. All shredded material retrieved under this award has been shredded and recycled within 48 hours of retrieval.