

Mr John Gilchrist
Freedom of Information Officer

15 April 2019

Ref: FOI/March 2019/ Mark Russell

By email to Mark.Russell@icex.co.uk

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Dear Mr Russell

Your request for information received on 25 March 2019 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

Under the terms of the freedom of information act can I respectfully request the following information in regard to your IT and Telecommunication equipment disposal process?

- 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?

University Response

1. c1800 staff
2. 6
3. Paula Vickers - Director Computing and Communications Systems Service Middlesex University - Email: P.vickers@mdx.ac.uk - Tel: 0208 411 5187
4. Yes
5. Yes
6. We have a breakfix managed service for desktop/laptop computers with Ajilon, and we contract with them for the disposal of windows based devices. We dispose of Apple desktop / laptop devices via Academia. We dispose of Network Equipment via BT. We dispose of mobile phones via EE.
7. Yes we have contracts in place with these companies to undertake this work.
8. Disposal is undertaken on an ad-hoc basis as equipment is returned and identified as obsolete.
9. Ajilon – currently a 2 year contract expiring Nov 2020. Academia – adhoc. BT – March 2023. EE – March 2020.
10. This depends on the equipment being returned.
11. Desktops/laptops – at the end of 5 years. Network equipment – at the end of agreed life (usually 7 years). Phones – at the end of the supported life of the device.
12. This varies on the nature of the returned item, but yes, usually we do.
13. We have a policy of not sharing staff details below Service Director level.
14. No we require a certified wipe.
15. Yes
16. No
17. Lease
18. July 2020
19. Yes
20. From the 1st August 2018 all bills have been aggregated however for the last financial year (1st August 2017 – 31st July 2018) the spend was approximately £14,232.
21. July 2020
22. Yes
23. ISO 14001
24. John Gilchrist – Data Protection Officer Middlesex University – Email: j.gilchrist@mdx.ac.uk Tel: 0208 411 4061
25. No

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mr David Maplas, Director of Student Affairs, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 5830, d.malpas@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied

with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer