

UNIVERSITY of
HOUSTON

Guidelines for Faculty and Staff Relating to Customers' Nonpublic Personal Information

Every day the University of Houston generates hundreds, if not thousands, of important documents. These documents could have serious consequences for our students, faculty and staff if these documents were to fall into the wrong hands. Whether or not you know it, there is an alphabet soup of federal regulations governing the destruction and disposal of financial and personal information.

The Gramm-Leach-Bliley Act requires organizations that are significantly engaged in providing financial services to protect the privacy and security of customers' nonpublic personal information. Universities must develop information security programs that include administrative, technical and physical safeguards that will be used to collect, access, maintain, transmit and dispose of customer information.

Customer information is defined as "any record containing nonpublic personal information about a customer or a financial institution, whether in paper, electronic or other form, that is handled or maintained by or on behalf of you or your affiliates."

Nonpublic personal information includes names, street addresses and financial information such as account numbers.

Records containing customer information should be disposed of in a secure manner. Promptly dispose of outdated customer information in accordance with university record retention policies. Dispose of paper records by shredding them and storing them in a secure area until discarded.

SHREDDING SERVICE by Austin Task

Austin Task is the state contract provider for document destruction services and are NAID certified.*



**(NAID) National Association for Information Destruction*



AUSTIN TASK

The University of Houston has recently developed a program with Austin Task for affordable shredding that makes use of the same plant that handles the university's Closed-Loop Recycling Program, Boise Paper. Not only does this program offer a more reasonable rate for shredding services than previously experienced by the

university, this program also enables UH to receive overall credit for the amount of paper that is shredded and recycled – a very beneficial distinction for a campus which is so dedicated to green initiatives!

A GREENER ALTERNATIVE

All of the paper which is shredded is dedicated directly to local paper mills. Shredded paper from UH is taken to Boise Paper, the company that partners with the university in its Closed-Loop Recycling Program. Closed-Loop Recycling advances sustainability by encouraging the use of more recycled paper. Working with Austin Task for shredding is another way the University of Houston seeks to promote and enhance sustainability on campus and beyond.

THE PROCESS - SAFE AND SECURE!

- 64-gallon locked bins are provided by Austin Task for document destruction.
- Bins arrive locked and leave campus locked. For security purposes, neither the driver or UH personnel have keys to open the bins.
- Bins are logged and tracked when they leave UH and are taken to the Austin Task plant in Houston.
- Documents are shredded within 24 hours.
- UH departments will receive a monthly invoice and certificate of destruction from Austin Task.
- UH will receive a summary of the total pounds of paper recycled by Austin Task. All paper will be recycled in the United States.
- Austin Task, Inc. is a 501(c)(3) nonprofit corporation dedicated to employing people with disabilities.

PRICING INFORMATION

If Austin Task picks up the paper documents for destruction, UH will pay:

- the greater of \$30 per pickup or \$.01 per pound of paper to be shredded; and
- an additional \$1 fee per each container exceeding five in the possession of the department per pickup.

If Austin Task picks up non-paper items like VHS tapes, data storage tapes, CD's, floppy discs, or any media containing electronic data for destruction, the department pays:

- the greater of \$35 per pickup or \$.07 per pound of non-paper to be disintegrated.

If Austin Task picks up both paper and non-paper documents for pickup, the charge is:

- the greater of \$35 or;
- the combined total of both \$.01 per pound of paper to be shredded and \$.07 per pound of non-paper to be disintegrated.

ORDERING AND CONTACT INFORMATION

UH departments can order bins by sending a request to uofh@austintask.com. The contact for the Houston office is Jackie Jacquez, Operations Manager. She can be reached at 281-416-5177.

INVOICING AND PAYMENT INFORMATION

Each department will be invoiced and billed separately. Departments can pay Austin Task using state or local vouchers or they can use their departmental P-Card. P-Card payments should be made via telephone to Austin Task to ensure the payment is applied correctly.