



STANDING OPERATING PROCEDURE

Subject	Management of Confidential Waste SOP028
Applicable to	This standard operating procedure applies to all support staff, retail staff, clinical and care staff who work for or on behalf of Nottinghamshire Hospice.
Date issued	9 May 2023
Next review date	9 May 2026
Lead responsible for Policy	Director of Finance and Resources
Policy Reviewed by	Facilities and Transport Manager
Notified to	Quality and Safety Committee 9 May 2023
Authorised by	Quality and Safety Committee 9 May 2023
CQC Standard	Well-led
Links to other Policies/Procedures	H&S Policy RM0001.pdf Confidential Policy HR00018.pdf Data Protection Policy and Procedures HR00005.pdf Reporting of Incidents and Accidents Policy OP002.pdf Waste Management Policy OP011
Summary	Process for the collection, storage and disposal of confidential waste.
Target Audience	Care and Clinical teams, Fundraising, Retail, Volunteer Services, HR, Communications, Finance and Facilities.

IMPORTANT NOTICE

Staff should refer to the Hospice website or Policies and Procedures folder on the 'N' drive for the most up to date Policy. If the review date of this document has expired it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

<p>1.</p>	<p>Introduction</p> <p>This procedure is to ensure that all parties involved in the production of and disposal of confidential waste at sites operated by Nottinghamshire Hospice will follow a standard process to ensure:</p> <ul style="list-style-type: none">• The safe and correct disposal of confidential waste.• The prevention of data loss and data/information breaches.• The correct segregation of confidential waste.• The collection of confidential waste.• The final disposal of confidential waste. <p>Confidential waste is anything which has written, typed or printed sensitive information upon it, and/or digital storage media of any kind which has such information held on it.</p>
<p>2.</p>	<p>Identification of Confidential Waste</p> <p>Nottingham Hospice is responsible as a business to protect all the information held on their employees, volunteers and patients under GDPR Regulations. Equally, sensitive business information such as finances, bank details, healthcare partnerships and contractual arrangements are classified as confidential. Some examples of confidential waste are:</p> <ul style="list-style-type: none">• Notebooks• Printed documents• Handwritten notes• Personal telephone numbers and addresses• Personal information• Bank statements• Financial Documents• Digital Images• Hard Drives• Computers

	<ul style="list-style-type: none"> • Mobile Telephones • USB Drives • Diskettes and CD ROM
3.	<p>Segregation of Printed or Written Confidential Waste</p> <p>Paper waste with confidential information printed or written upon it must not be placed in any office general waste or recycling bins.</p> <p>Such waste is to be either:</p> <ul style="list-style-type: none"> • Immediately shredded in a crosscut shredder • Placed into the secure confidential waste collection point. <p>Where confidential waste has been rendered unreadable by the use of a shredder, the remains should be tied into a plastic bag for collection by the Maintenance Team. At this point, the remains are no longer classified as confidential.</p> <p>The confidential waste collection point is situated in Room D04 – situated under the main stairs in the Hospice reception area. The locked blue bin is clearly marked as being for confidential waste only. Paper and documents are to be inserted through the feed slit in the top of the bin.</p> <p>Segregation of waste electronic devices</p> <p>Where computers, laptops, mobile phones or USB drives are no longer required, they are first to be sanitised by their respective user. All data, Apps, documents, files and data must be deleted from the devices.</p> <p>Once completed, the devices are all to be handed back to the Director of Finance. These devices will then be held securely within the server room to await the final disposal processes.</p> <p>Segregation of waste CD ROM, magnetic diskettes, SD & SIM cards</p> <p>Although not widely used, such items may be held as the hold archived information or historic backups to previous computer data systems.</p>

	<p>When these are identified as classified waste, they are to be clearly marked with the data they hold and are to be handed to the Director of Finance for segregation within the secure server room. These items will then await the final disposal processes.</p> <p>Unmarked CD ROM or magnetic diskettes discovered without any markings are to be treated as possibly containing confidential data. These should be handed to the Director Finance or the Maintenance Manager for segregation and subsequent disposal. On no account are unmarked data holding media to be disposed of in general waste.</p>
<p>4.</p>	<p>Disposal of Printed or Written Confidential Waste</p> <p>The confidential waste bins will be collected by an authorised and licenced waste disposal company who will conduct the secure shredding of all confidential waste off site.</p> <p>Once approaching capacity, the Maintenance Manager will arrange the collection of the waste and the installation of a replacement sealed confidential waste bin.</p>
<p>5.</p>	<p>Disposal of Archived Bulk Documentation</p> <p>The final disposal of archived documentation held in storage off site will be conducted by an authorised and licenced waste disposal company.</p> <p>The maintenance manager will arrange the collection, giving at least 5 working days' notice to the company. The following information is to be provided to the disposal company:</p> <ul style="list-style-type: none"> • Address • Date of collection • Quantity of archive boxes • Central Archive Numbers for boxes • Name of Contact • Contact Telephone Number

	<p>Once the items have been securely shredded and recycled off site, the company will provide a Certificate of Destruction. This is to be retained within the Confidential Waste Records folder and cross referred to the Central Archive database; showing the date of destruction of the documents.</p>
<p>6.</p>	<p>Disposal of Waste Electronic Devices</p> <p>Prior to the final disposal of any electronic devices, it will be reset to factory settings.</p> <p>Electronic devices will be disposed of by the following means:</p> <ul style="list-style-type: none"> • Retail Sale to raise funding. • Gifting/donation/re-use. • Disposal as WEEE.
<p>7.</p>	<p>Disposal of Waste CD ROM, Magnetic Diskettes, SD and SIM Cards</p> <p>CD ROM are to be rendered unreadable by cutting and breaking the disc into at least 6 parts. The remains are to be disposed of as general waste.</p> <p>Magnetic diskettes are to have the plastic covers removed, with the film disc inside being rendered unreadable by cutting it up with scissors. The remains are then to be disposed of as general waste.</p> <p>SD Cards and SIM cards are to be cut into four pieces to ensure they are no longer readable. The remains are to be disposed of as general waste.</p>