

2022 | Issue 1

The Quarterly Journal of the International Secure
Information Governance & Management Association



JOURNAL

*A Perspective on How
Emerging Data Protection
Regulations Will Impact
Service Providers*

Where Things Stand After 24 Months of COVID

Meet the Board Candidates for Election

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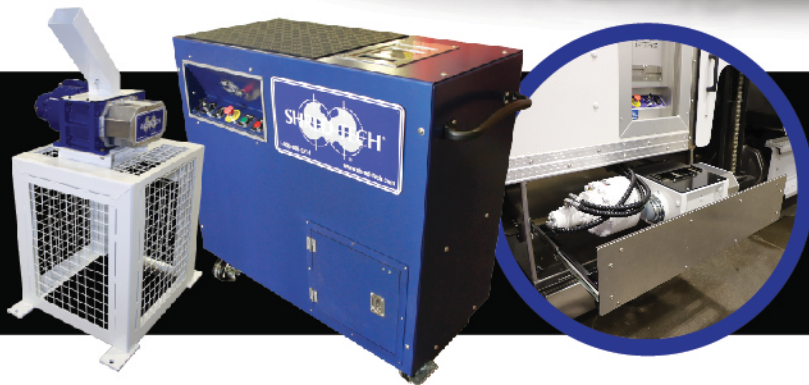


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VISIT BOOTH **#101**
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FROM THE EDITOR

Kelly Martinez
i-SIGMA Director of Marketing & Communications

"If snails are so slow, why don't we ever see them coming? It's like... boom! There's a snail," or so says a meme floating around the internet. Time is an elusive thing. A watched pot never boils, and yet our children grow in the blink of an eye. And so, it has been three years since i-SIGMA members have gathered together. Those three years feel as if no time and far too much time have come and gone all at once.*

In my all too short time within this industry, I've found it to be the proverbial big, small town. While our membership spans continents, everyone still knows each other's names. And while absence has made our hearts grow fonder, the clock hasn't stopped ticking. What have we missed in the three years since we were last with one another in Denver, CO, USA back in April of 2019? Or were you snowed out, so it's been even longer?

Long-time friends have retired, some have sold, others have passed on. All will be missed. New blood has joined the game, some have seen success and growth like never before, both professionally and personally. We've all gotten just a little bit older (and maybe wiser).

What am I looking forward to this April, as the association hosts its first in-person membership meeting and annual conference in three years? Faces. Smiles. Fist bumps. Hugs. Gleeful greetings. Yes, the event will have all the great professional development and business education i-SIGMA is known for, to keep businesses in today's market moving forward. But I am eager to see the people.

And it is the people of the association that, as usual, make up this issue of the iG Journal, from the candidates running to serve all our members on the board of directors (page 16), to survey results from service providers like you, sharing the two-year impacts of the pandemic (page 20). Even our featured article digging into the impacts of emerging data protection regulations (page 22) was written by i-SIGMA CEO Bob Johnson, with our industry members in mind. So please, flip through this issue and find the content that connects with you.

Then, let's come together once again this April... finally. See you soon.

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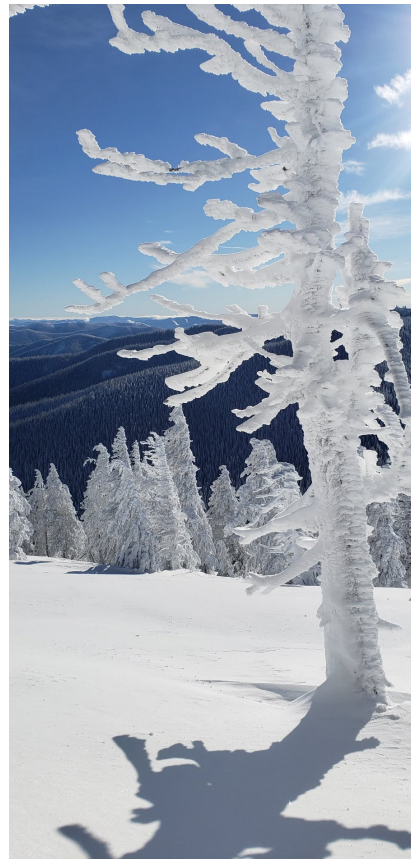
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Visit them at #isigmaconf22 at booth #117

i COMMUNITY NEWS

Keep up-to-date on Community News in the association's member-only Facebook Group, i-SIGMA Social, and by following i-SIGMA on LinkedIn.

2022 i-SIGMA Conference Committee Chair, Tom Schreyer, CSDS of Affordable Shred and Storage (Buffalo, IL, USA) posted this image while enjoying the Decatur Chamber Thanksgiving lunch. When sharing on our Facebook group, Tom said "Looking forward to live events again and our upcoming i-SIGMA Conference and Expo 2022. IT'S TIME TO BE TOGETHER AGAIN!" We couldn't have said it better ourselves Tom!



We hope everyone is enjoying the winter season, even as we look toward spring. i-SIGMA Past President Patrick DeVries, CSDS of DeVries Information Management (Spokane, WA, USA) shared this beautiful landscape as he wished everyone a great 2022!



We have been having fun reminiscing and posting throwback photos from our events into the i-SIGMA social Facebook Group! Here we are throwing it back to our 2016 Annual Conference in Orlando, FL, USA where we had a Hawaiian shirt contest. Who remembers this? We look forward to having as much fun this April when we are together again in sunny Orlando.



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PRESIDENT'S MESSAGE

It has been noted by analysts that over the past 20 years, there were actually only about 100 days when stock markets made huge upward gains. If your money was pulled out and your investments missed those 100 days of huge gains, your 20-year ROI would be a negative.

Conversely, there were also roughly an equal number of days over the past 20-year span where the stock market losses were HUGE. If it were possible to have pulled out your money and skipped those loss days, then place your money back in...and still be there for the HUGE win days, your investment portfolio ROI would be incredible.

If only we could predict the future!

My time serving as the elected president of i-SIGMA has been a year of significant and positive professional gains for me. It has been a year that I am pleased to have experienced and not to have missed. I started serving with NAID in 2012 as part of the inaugural CSDS Board of Regents. I was appointed to the Complaint Resolution Council in 2015 and then in 2016 to the NAID Board of Directors. Ten years later, my respect for the precedents, purpose, value, and strength of the association's members is real.

Had I made the mistake of getting burnt out with the volunteer time commitments and prematurely stopped serving, I would have missed out on so much.

It has been a pleasure to serve closely with Bob Johnson, and i-SIGMA staff over this year. I thank them for their abundant "behind the scenes" labor and support on our behalf. I have been motivated and encouraged to work harder within my own business... to clean up loose ends and make my own company even more secure as I experience their individual excellence.

It has been my distinguished honor to have been heard by my Director-peers, and to likewise hear them as we have led out in i-SIGMA success on behalf of you.

May the rising generation of i-SIGMA elected-leadership be even better than we ever were, and may all of you, at your work, always be safe, secure, and successful.

Thank you!

Sincerely,

Brock Miller, CSDS
i-SIGMA President

Volunteer Leadership is Key to i-SIGMA and Personal Success

i-SIGMA owes its success to the hundreds of member representatives who have served on its more than 20 leadership bodies over the years. In fact, at any point in time more than 100 member representatives actively participate in its leadership bodies such as the Compliant Resolution Council, the Certification Review Board, the Rules Committee, and the Communications and Marketing Committee to name only a few.



[View All i-SIGMA Committees](#)

Not surprisingly, those participating on such committees often go on to serve as Committee Chairs and eventually on the Board of Directors. Also, most participants will happily agree that volunteer participation proved good for their business by expanding their knowledge of what it takes to be successful, through networking with colleagues around the world and even by clients recognizing them as an industry leader.

It goes without saying that everyone has plenty on their plates. It also goes without saying that you only get back what you put in. i-SIGMA staff go out of their way to make sure volunteer participation is not an undue burden.

Join a Committee Today

Active openings are available on the following committees:

- Certification Support Committee
- Certification Review Board
- Certification Rules Committee
- Communications & Marketing Committee
- Complaint Resolution Council
- PRISM Privacy+ Committee
- RIM Leadership Committee

Openings may be available on **additional committees**. Please do not hesitate to reach out to either the chairperson or **i-SIGMA staff** for more information on getting involved.

i-SIGMA Board Approves Treasurer Appointment & More

This January, the i-SIGMA Board of Directors approved the appointment of Jordan Peace of ACCESS (Woburn, MA, USA) to the office of Treasurer, filling a vacancy that resulted from the resignation of Tom Fetters earlier this month. Peace, already serving as an i-SIGMA Director, seemed like a clear choice for the position given his investment in the industry.



“The role of Treasurer is also part of the Executive Committee,” said i-SIGMA President Brock Miller, CSDS of Shred Northwest (Portland, OR, USA). “It felt right to appoint someone who was already familiar with the details of the association as well as had a wide purview of the industry. I think it is another win for i-SIGMA to have someone of Jordan’s caliber in leadership.”

As Treasurer, Jordan will serve the remaining 15 months of the existing term.

In addition to this key appointment, the i-SIGMA board also filled a vacancy on the CSDS Board of Regents. Jennie Gift, CSDS of CSR Privacy Solutions, Inc. (Stuart, FL, USA) not only fulfills all the requirements to serve but is a beacon of service within the industry. She is currently the Corporate Partner Representative Director serving on the i-SIGMA Board, Chairs the Corporate Partner Engagement Committee, and serves on the Annual Conference Committee.



For those interested in serving on a committee, please contact **Sara Berntgen**, Events & Programs Coordinator for i-SIGMA.

CSDS Handbook Receives Updates

Three updates have been made to the Certified Secure Destruction Specialist® (CSDS®) Handbook after the i-SIGMA Board of Directors approved a recommendation from the CSDS Board of Regents. These changes are as follows:

1. In accordance with the Divisional Dissolution Implementation, language throughout the document has been updated so that the program no longer falls under NAID, which has been dissolved as its own division, but instead, under i-SIGMA.
2. In the “Maintaining CSDS Accreditation/Earning CEU” section (page 11) the Board of Regents has clarified in the handbook that CEU cannot be earned for daily job tasks. That language is as follows: “CEU will not be credited for normal business, conducted on a day-to-day basis. All CEU will be credited with the proper submission requirements listed on the application form.”
3. Also, in the “Maintaining CSDS Accreditation/Earning CEU” section (page 11) the Board of Regents has added the sub-section “Curriculum” outlining what content (not just activities) counts towards CEU. This had previously been outlined in CSDS Board of Regents internal files, but not officially incorporated into the handbook.

The CSDS Board of Regents and i-SIGMA Board are dedicated to keeping the integrity of the program as a whole and are confident that these additions will assist in the clarity of the program for those involved and keep the program as prestigious as was intended in its creation.

[View the Updated CSDS Handbook](#)

[Download the Updated CSDS CEU Application Form](#)

i-SIGMA Welcomes Additional Staff

i-SIGMA is happy to announce its newest staff members.

Olesia White, Administrative Assistant Certification

Olesia White joins the i-SIGMA Certification Department as an Administrative Assistant. She is a customer-centric professional with a comprehensive business background in human resources and administrative support within government and business enterprises, most recently with the United States Air Force. With a background in industrious, deadline-driven environments, she brings her expertise in practices, processes, and standards to



i-SIGMA. She is a self-starter who is driven to contribute to the overall success of an organization at all levels. Olesia has a proven performance in linking corporate vision with the delivery of desired results through empowerment, development, and utilization of people, processes, and technology. Her career is supported by a bachelor’s degree in Business Administration.

“Olesia has already proven what a keen eye and asset she is to the Certification Department and our members,” said Michele Goodman, i-SIGMA Chief Operating Officer. “We are excited to see the value and work ethic she brings to the association every day.”

Olesia also is a military spouse of over 20 years that supported her husband’s military career through 6 different duty stations within the U.S. and overseas. She has two children ages 19 and 18. Olesia was born and raised in Kyrgyzstan before she joined her husband in 2000. During military life, she learned how to adjust to unexpected changes and balance multiple projects while still maintaining a focus on professional development.

Reach Olesia at owhite@isigmaonline.org

Kenneth Quayle, Content Specialist

Kenneth Quayle joins the i-SIGMA Marketing & Communications Department, bringing with him a background in journalism and a keen editor’s eye.



According to department head Kelly Martinez, “i-SIGMA is constantly creating new materials to support its members. We’re looking forward to maintaining the quality members have come to expect and the ability to provide even more assets with Kenneth now on board.”

Kenneth recently acquired his master’s degree in investigative journalism and was a copy editor at The Tuscaloosa News in Tuscaloosa,

AL. While he hails from Tampa, FL, USA, his deep love for journalism has led him to spend months studying jaguars in the Amazon rainforest, interview a major drug kingpin in Alabama, and train as a survivalist in the desert of Arizona, all in pursuit of the stories he could find and the skills he could gain to become a better journalist. Kenneth prides himself on being able to talk to and relate to people of all kinds so he can hear their stories and share them with the world. He believes this is the way he can make a difference in the world.

Reach Kenneth at kquayle@isigmaonline.org.

Meet CINDY LACZKOWSKI

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Trade Association Updates to Eliminate Confusion in the Marketplace

i-SIGMA Sunsets NAID and PRISM International Membership Designations and Websites: Certification Programs Unaffected

A reminder to members on recent changes.

To remove market confusion between membership and certification, members of the International Secure Information Governance & Management Association™ (i-SIGMA®) approved bylaws changes in March 2021 limiting the use of “NAID” and “PRISM International” to the association’s certification programs. As a result, members are now to refer to themselves as “i-SIGMA Members.” Only when members have completed the necessary certification audits, including unannounced third-party audits, may they refer to themselves as being NAID AAA Certified and/or PRISM Privacy+ Certified. i-SIGMA has also consolidated from three separate websites to one, where all information can now be found for the association.

“At the end of the day,” i-SIGMA CEO Bob Johnson said, “it means the ‘NAID Member’ and ‘PRISM International Member’ status and logos are going away. They will no longer be confused as inferring any form of certification. Certified firms may continue to represent themselves as being NAID AAA Certified and/or PRISM Privacy+ Certified; however, those service providers choosing not to be certified will be limited to the use of the i-SIGMA Member logo.”

After the 2018 merger of NAID and PRISM International, which formed i-SIGMA, the association bylaws create a divisional structure that divided member-companies into two constituencies, retaining the historic nomenclature: data destruction (NAID) and records management (PRISM International). Removal of the divisional structure will not affect the continuing availability of NAID AAA Certification or PRISM Privacy+ Certification, and, in fact, will allow all i-SIGMA members to access those programs.

Johnson also added, “With the NAID and PRISM International designations limited to the i-SIGMA Certification Programs, it will retain the strength of those brands without diluting the names with market confusion over companies which are or are not certified. This will create greater clarity in the marketplace and allow all members to still receive the full benefits and backing of their trade association.”

Association members should actively be transitioning any nomenclature and logo usage, since these brands outside of certification will be retired. i-SIGMA continues to be the watchdog trade association for the information governance industry, holding members accountable to a code of ethics monitored under an Ethics Complaint Resolution Counsel.

FAQs on Membership Logo Usage Change Effective 1 January 2022

How does this apply to NAID AAA or PRISM Privacy+ certified companies?

i-SIGMA members that are also NAID AAA Certified and/or PRISM Privacy+ Certified will continue to use the appropriate certification logos to indicate their certified status.

How can I get the new i-SIGMA membership logo?

The new i-SIGMA Member logo is now available for download the [Members Portal My Digital Library](#).

Does it apply to more than just the logos?

YES! This change ALSO applies to how i-SIGMA member-companies refer to themselves in emails, articles, proposals, etc., meaning they must henceforth refer to themselves as i-SIGMA members, and refrain from referring to themselves as NAID and/or PRISM International members. Again, NAID AAA Certified and PRISM Privacy+ Certified firms may continue to refer to themselves as they currently do as long as their certified status is maintained.

How did this happen?

In 2018, members of NAID and PRISM International voted to merge, creating the International Secure Information Governance & Management Association (i-SIGMA). As a result, from that point forward, all members technically became i-SIGMA Members. In 2020, members then voted to discontinue NAID and PRISM International membership in favor of i-SIGMA membership, as the latter is more legally accurate.

What about trucks and consoles using the old logos?

While there is an expectation that any new content and correspondence (after 1 January), as well as email signature lines, websites, etc., can be changed quickly, it is also understood that trucks and consoles displaying the obsolete membership logos may take more time. This will be taken into consideration where continued misuse of the old membership logos is discovered, and ALL i-SIGMA members will be issued a timeline by which the use of the obsolete logos are to be removed.

Logo Misrepresentation Enforcement

As of 1 January 2022, association members are identified as i-SIGMA members, disallowing any further reference to NAID membership or PRISM International membership, and disallowing the use of those respective membership logos. The new i-SIGMA membership logo is available to members in their **i-SIGMA Member Portal**. As a sign of good faith and cooperation, 1 February 2022 serves as the point from which the following compliance timeline begins.

Note: This guidance applies ONLY to NAID and PRISM International membership references and logos. The use of NAID AAA Certification and PRISM Privacy+ Certification logos, when appropriately held by the member-company, is unaffected by this change.

Timeline

One Week (References/Logos Removed & Replaced by 7 February 2022)

- Websites, Social Media
- Written Correspondence, e.g., Letters, Emails, Content, Articles
- Email Signatures & Graphics
- New Advertising Insertions
- New Social Media content
- Newly Purchased Containers & Container Labeling
- New Collaterals, Brochures, Fliers, Labels, Stickers, Uniforms, Patches, Stationary (e.g. letterhead, invoices, work orders, business cards, electronic communications, etc.)

One Month (References/Logos Removed & Replaced by 1 March 2022)

- Active/Existing Advertising

Three Months (References/Logos Removed & Replaced by 1 May 2022)

- Legacy Collaterals, Brochures, Fliers, Labels, Stickers, Patches, Stationary

Six Months (References/Logos Removed & Replaced by 1 August 2022)

- Building Signage
- Truck Signage
- Patches, Uniforms created prior to 1 February 2022

No Limit (References/Logos is either Impractical or Impossible)

- Articles, Press Releases, Social Media content irrevocably placed prior to 1 February 2022
- Historic advertising which placement predates 1 February 2022
- Bins and Consoles purchased or placed in circulation prior to 1 February 2022

Exemptions: i-SIGMA members anticipating deviations from the timeframes above, should proactively notify the Complaint Resolution Council prior to exceeding the allowable grace period. Please direct such notification to officialbusiness@isigmaonline.org.

Trademark Misuse Notification Protocol

In the event of continued use beyond the grace period, the member-company will be notified of the misuse with instructions to:

4. Immediately discontinue the misuse
5. Provide evidence confirming remediation within 10 business days

Where the misuse is remedied within the stated timeframe, the matter will be closed. In the event there is continued reference to NAID or PRISM International membership and it is not remedied as stated above, the matter will be forwarded to the i-SIGMA Complaint Resolution Council for further action.

Submit an Ethical Complaint

NAID®, the National Association of Information Destruction®, PRISM International®, and PRISM International – Professional Records & Information Services Management International® are federally registered trademarks of the International Secure Information Governance & Management Association TM (i-SIGMA®).

Prohibited Logo

Logo Usage Questions: For questions about logo usage and the rebrand, please email officialbusiness@isigmaonline.org or phone (602) 788-6243 x2008.

Certification Questions: For questions about how to become NAID AAA or PRISM Privacy+ Certified, please contact certification@isigmaonline.org



If you are a . . .

- If you are a NAID AAA Certified Member, you may use the NAID AAA Certified logo.



- If you are a PRISM Privacy+ Certified Member, you may use the PRISM Privacy+ Certified logo.



- If you are an i-SIGMA Service Provider Member, you may use the new i-SIGMA Member logo.



- If you are an i-SIGMA Corporate Partner, you may use the new i-SIGMA Vendor Member logo once it is available.



**Please Note: As of 1 January 2022, i-SIGMA members should be working to remove historic NAID or PRISM International membership logos from their materials and equipment (e.g., website, business cards, brochures, trucks, etc.), replacing them going forward with the new i-SIGMA Member logo. A schedule of the time allowed for removal of the historic logos is posted in the Members Portal as well as in the Press Room. Should a member-company be found to be in violation of the allowable replacement timeline, they will be subject to penalties and sanctions, which may include termination of membership. Member-companies that are NAID AAA Certified or PRISM Privacy+ Certified may continue to use the appropriate certification logos.*



NO MEMBERS may use any of the following:

(Note, some of these logos, members never had copyright permission to use)

- i-SIGMA main logo



- NAID main logo



- PRISM International main logo



- NAID Member logo



- PRISM International Member logo



- NAID ANZ logo



- NAID Canada logo



- NAID Europe logo



- i-SIGMA Vendor and NAID Vendor logos



- Shred School logo (sponsor logo acceptable as applicable)



- Annual Conference logo (sponsor logo acceptable as applicable)



2022 Board Election: *Meet the Candidates*

i-SIGMA Service Provider Member voting representatives were sent an electronic ballot on 1 March by email. This month members may vote on the candidates running for open Board of Director seats for 2022.*

Learn About Each Candidate

Make an education decision with your company's vote by getting to know all candidates better.

Candidate Information Forms

Candidate Information Forms, providing details about each nominee, can be found in the Elections folder of the Members Only Portal under My Digital Library.

LinkedIn Responses

Each Tuesday through 22 March, i-SIGMA Board Candidates will be asked to respond to questions posted to the i-SIGMA LinkedIn Group.

Town Hall

Candidates were invited to participate in a virtual Town Hall hosted by i-SIGMA, so that member representatives can gain more knowledge about each. The recordings can be found in the Elections folder of the Members Only Portal under My Digital Library.

Candidates

President - Elect



Brian Connelly

All Points Mobile Shredding
Stuart, FL, USA



Cory Tomczyk

IROW
Mosinee, WI, USA

Candidates

Secretary



Gina Lentine
Legal Shred
Deer Park, NY, USA



Thomas Seibert
Vital Records Control
Oldsmar, FL, USA

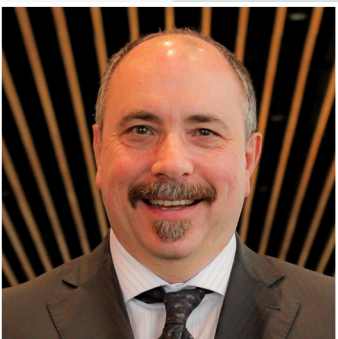
Director



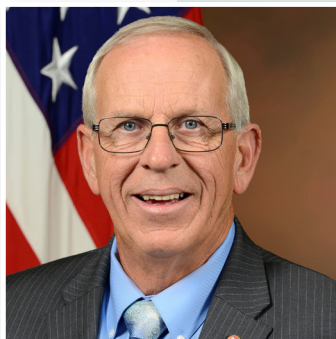
Andrew Brown
RecordXpress
Toronto, Ontario, Canada



Gaines Garrett
Information Management
Solutions, LLC dba
Secure Shredding and
Recycling
Baton Rouge, LA, USA



Rod Ivey
Best Shredding Ltd.
Coquitlam, B.C., Canada



Rick Jackson
ADSLCNM, Inc. dba
American Document
Services
Las Cruces, NM, USA

Candidates

Director *continued*



Nick Kirkou

The Shred Truck, Inc.
St. Louis, MO, USA



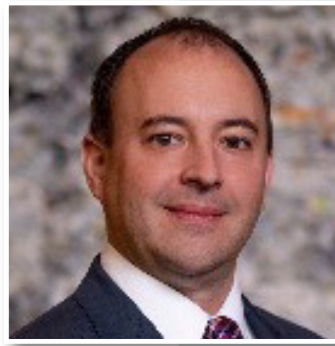
Margaret Meier

UltraShred Technologies,
Inc.
Jacksonville, FL, USA



Giovanna Giulia Spadoni

OMTRA SRL Benefit
Company
Milano, Milano, Italy



Jason Skrmetti

Stericycle – Shred it
Madison, MS, USA



Karen Truebody

AGS Records Management
Cape Town, Western Cape,
South Africa

Ballots were sent to voting member representatives* on 1 March 2022 and must be completed by 31 March 2022. The results of the election will be announced to all members in an email notification by 5 April 2022, with the new directors installed to the Board during the **Annual Member Meeting** being held on 12 April 2022 in Orlando, FL, USA.

Contact i-SIGMA for more information:
officialbusiness@isigmaonline.org

**Ballots were only sent to the official voting member representative on file for Service Provider Member companies. If you believe you are the designated official voting member representative and have not received a ballot, please contact i-SIGMA Staff*

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YEARS AFTER:







Where Things Stand After 24 Months of COVID

A recent survey of i-SIGMA service providers indicates some have weathered the past two years of restrictions and lockdowns better than others, with more than half reporting their status is as good or even better than it was pre-pandemic.

TOP LINE REVENUE

When asked about top line revenue—considered by most as the best empirical measure of business activity—most respondents (59%) reported revenue as being higher than pre-pandemic levels, while a significant minority (41%) reported revenue as being down. Graph #1 shows the expected bell curve, with the majority showing smaller gains or losses, and the same percentage (21%) showing gains or losses in revenue of more than 20%.






Graph #1: Revenue 2 years post Pandemic

Down 40% or more		8%
Down 20% to 40%		13%
Down 20% or less		20%
Up 20% or less		38%
Up 20% to 40%		16%
Up 40% or more		5%

STAFFING

Of course, changes in workforce (Graph #2) are also an indication of industry health. In that regard, respondents have generally good news, assuming the need for employees reasonably reflects the demand for services. The survey found 53% of service providers have maintained the same level of staffing, with 35% reporting they have more staff now than prior to the lockdown 2 years ago. Only a small minority of service providers (12%) reported a decrease in staffing.

Graph #2: Staffing

Consistently Maintained Staffing		53%
After Initial Reduction/ Now at Pre-Pandemic Staffing		11%
After Initial Reductions/ Now Higher than Pre-Pandemic Staffing		6%
No Initial Reductions/ Now Higher than Pre-Pandemic Staffing		18%
After Initial Reductions/ Still Reduced Staffing		12%

LEVEL OF COMPETITION

On the question of COVID's impact on competition (Graph #3), little has changed according to 75% of members. Of the 15% that reported a noticeable decrease in competition, all said the decrease was the result of consolidation, with none reporting any competitors having gone out of business. Lastly, though a distinct minority, 10% actually reported a noticeable increase in competition over the past 24 months.

BIGGEST CURRENT CHALLENGE

Finally, realizing the COVID recovery has created its share of challenges in the marketplace, the survey sought to learn which of them were proving the most problematic. Listed in order of prominence in Graph #4, it will likely surprise no one that almost half (46%) of all respondents reported rising costs in the form of fuel and wages as their most challenging issue, with "Finding Employees" as the biggest challenge for a quarter of service providers (note, though not shown in the graph, of those reporting staffing as most problematic, one third of these specified they were having difficulty finding drivers in particular). Price cutting – a seemingly perennial problem – came in third with 16% reporting it as their most troublesome challenge, followed by "Shrinking Number of Customers" and "Competition from Large Corporations" which were reported as most troublesome by 9% and 3% of respondents respectively.

Graph #3: Level of Competition

No Change in Competition		75%
Fewer Competitors due to Consolidation		15%
Fewer Competitors due to Closure		0%
More Competition		10%

Graph #4: Biggest Current Challenge

Rising Costs (Fuel/Wages)		46%
Finding Employees: All Types		26%
Price Cutting by Competitors		16%
Shrinking Number of Customers		9%
Competition from Large Corporations		3%

CONCLUSION

It's counterintuitive and quite welcome to hear that 59% of respondents saw an increase in revenue over the 24 months of the pandemic, compared to 41% who saw a decrease. Certainly, the hope is that those whose revenue declined over this period will eventually see a turnaround. However, to think that nearly two out of three industry businesses have grown, is a sure sign that rising concern over data security has been enough to check the impact of the pandemic.

As for the challenges, there is reason for optimism as well. Inflation is set to decline once supply-line issues are cured, and, hopefully, wages will at least temper. Additionally, though perhaps a bit convoluted, the same price increases service providers are experiencing tend to remind them that these are necessary over time, and deferring them until there is some crisis is a poor replacement for doing them along the way in measured amounts.

A Perspective on How Emerging Data Protection Regulations Will Impact Service Providers

While Personal Information protection regulations have always seemed complex and intimidating, this rings even truer with the new generation of laws emerging in the post-GDPR and post-Cambridge Analytic world; a world where laws simply limiting unauthorized access to Personal Information have been replaced by those giving individuals full control over how their information is collected, stored, shared, and destroyed.

That being the case, there are a couple of positive aspects for data destruction service providers.

First, this emerging generation of new regulations do not add much complexity for service providers. Second, under this new regime of regulations, data protection service providers could potentially do very well, and a good deal of that success comes from understanding these new rules and how they affect clients. This article will cover both.

Prior to any discussion on emerging regulations, however, readers need to be familiar with a number of important definitions.

Data Controller: Any organization in possession of Personal Information (which is to say virtually every organization). While smaller Data Controllers are exempt from data protection regulatory compliance, there are NO exemptions for organizations that are dependent on the collection and/or use of Personal Information.

Data Processor: Any third-party engaged by a Data Controller to process Personal Information. This includes media shredding services, computer recycling firms, ITADs, record and data storage firms, imaging and scanning firms. Such firms have no exemption whatsoever from data protection regulatory compliance since the nature of the services they provide inevitably puts them in possession of Personal Information. Furthermore, their status as a Data Processor, and, therefore, their obligation to comply with data protection regulations, is established by the fact that they will inevitably be responsible for the protection of Personal Information. As a result, Data Processors, including ITADs, shredders, and recyclers cannot be relieved of their standing or regulatory protection obligation via contractual dispensation or relief.

Data Protection Regulation(s): Requirements passed into law mandating Data Controllers and Data Processors take reasonable steps to prevent

unauthorized access to Personal Information. Most nations and states have regulations mandating some form of Personal Information protection. In very rare cases, and only in the U.S., a small number of these regulations require the destruction of discarded Personal Information, but most simply require the prevention of unauthorized access.

Data Protection Regulations should not be confused with Data Destruction Specifications, such as particle sizes, required by organizations based on their particular security standards, including government agencies like the Internal Revenue Service (IRS), National Archives and Records Administration, the Department of Defense, and the Department of Energy. They also should not be confused with Data Destruction Standards, where specifications are intended to provide guidance to

organizations that are establishing their data destruction policies and procedures, including those issued by standards developers such as NIST, ANSI, DIN, and i-SIGMA.

It is important to know that no Data Protection Regulation anywhere specifies a destroyed particle size or the method of destruction, but instead determines compliance based upon the Reasonableness Principle.

The Reasonableness Principle: A long-standing, well-established legal doctrine by which all data protection regulators evaluate compliance (or lack thereof), using the premise that compliance is based on the reasonableness of the measures taken to comply.

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Admittedly, three states having adopted such laws does not make a trend, but when one considers that four other states, Massachusetts, New York, North Carolina, and Pennsylvania, have serious comprehensive consumer data privacy proposals in committee, and that more than a dozen others have similar laws in the early stages, it is all but certain that Data Subject rights are coming, and will be to this decade what Data Breach Notification was to the 2000s.

THE STATE OF NEW REGULATIONS

Historically, Personal Information protection requirements were recognized as a consumer right, although some might argue that in the U.S., where identity fraud has run rampant, it was equally seen as a defense from financial crime.

In May of 2018, the European Union's GDPR took data protection as a consumer right to the next level, not only by upping the penalties for allowing unauthorized access, but also by giving Data Subjects new rights and controls over how Data Controllers collect, retain, share, and process their Personal Information.

What does that mean? Organizations must be fully transparent about all aspects of customers' Personal Information. Taken to its full extent, it also means Data Subjects have the right to access, correct, and delete any of their data which is stored, as well as examine everything about the Data Processors that Data Controllers hire (which thereby allows access to the Personal Information).

With the GDPR setting the stage – and gaining global attention in doing so – abuses of personal data, exemplified

by Cambridge Analytica, combined with the absence of any federal regulations resulted in the U.S. states taking things into their own hands. (This, by the way, mirrors what happened with Breach Notification in the 2000s.)

As of this writing, California, Colorado, and Virginia have actually passed GDPR-esque regulations, dramatically limiting how Data Controllers collect, share, and protect Personal Information. These laws require organizations to be transparent about their information handling policies, prevent unauthorized access, use information only for its disclosed purpose, and give individuals (Data Subjects) the right to inspect, correct, and delete their Personal Information (including the aforementioned right of individuals to make inquiries of the Data Processors managing their information). They also introduce the “right of private action,” discussed below, allowing Data Subjects to individually sue organizations violating the law.

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California has already passed a second GDPR-esque regulation, after determining the first was insufficient. So, while organizations in possession of the Personal Information of California citizens (no matter where the organization is located by the way) had just started getting comfortable with the California Consumer Privacy Act (CCPA), a new law, known as the California Privacy Rights Act (CPRA) was passed, which will become fully effective 1 January 2023.

The new, more stringent CPRA expands enforcement powers, creates, and funds a new regulatory bureaucracy with audit rights over business, increases fines, and eliminates rights for companies to remEDIATE mistakes. It also limits collection of a consumer's data to the minimum amount of information necessary which must only be used for the stated purpose for which the information was given to a business and stored for only as long as the business has stated publicly it would retain the data.

On this last note—making it illegal to retain Personal Information longer than necessary—it is uncertain how record storage firms will be affected. Some records storage firms in Europe are reporting a 25% reduction in stored records as clients cull through older files. It is commonly known that the average storage time for records in the U.S. is often four or five times the legal necessity, and it remains difficult to understand how this could escape regulatory scrutiny, especially if the issue falls under some activist's focus as discuss here later.

It is commonly known that the average storage time for records in the U.S. is often four or five times the legal necessity, and it remains difficult to understand how this could escape regulatory scrutiny, especially if the issue falls under some activist's focus

It is important to note that these state laws are not exact duplicates of one another. For instance, when comparing the California, Colorado, and Virginia regulations, the latter is considered to be on the weaker end of the continuum, since it does not include the aforementioned "right of private action," wherein a citizen can individually bring suit against a Data Controller or Data Processor for a violation. California and Colorado, on the other hand, do allow individual lawsuits for violations of their new regulations, and it is anticipated this may be the defining difference in future state laws.

At the basest level, when a breach (unauthorized access) of Personal Information happens (no matter how), the "right of private action" means the

While there will be variations in U.S. state regulations, until the unlikely event that they are replaced by a national data protection regime, service providers and their clients will by necessity, have to default to those that are most rigorous.

Data Subject can bring suit. That's pretty straightforward. However, in a world where control and transparency of Personal Information is given to the individual, those individuals not only have

enhanced data protection rights (defining and forbidding unauthorized access), but they also have the right to request information regarding the third-party Data Processors (such as data destruction

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and storage firms) with access to their Personal Information. Individuals might, for instance, ask for a copy of the written policies and procedures of the shredding or RIM service used by the Data Controller, to inspect all the information the Data Controller has about them, or that all information about them be permanently deleted. In any of these hypothetical scenarios, the Data Controller would have no choice but to respond, as it is a violation to ignore or be deemed unresponsive to a Data Subject's requests for access. The result of a violation is not only the possibility of a fine, but also of an individual lawsuit which would be virtually impossible to evade and the cost of which could be enormous.

While there will be variations in U.S. state regulations, until the unlikely event that they are replaced by a national data protection regime, service providers and their clients will by necessity, need to default to those that are most rigorous. Not only do most Data Controllers and Data Processors conduct business across state lines, these state laws are based on the location of the individual whose data is being stored or processed, not the location of any custodian company. It is more likely than not that service providers and their clients will, in fact, have custody of Data Subject information from every state, regardless of where they operate.

THE IMPACT & RESPONSE

With this in mind, let's take a look at what this means for i-SIGMA members.

Members' Operations: The good news for service providers (again... Data Processors) is that the failsafe approach to compliance remains unchanged from what i-SIGMA—and NAID and PRISM International before it—have consistently and traditionally espoused, with two important exceptions: the need to have a Data Subject Response Policy and Procedure and the requirement to

And so, both as a marketing strategy and in service to clients, a service provider's primary tool is likely to be their own awareness and preparedness and the ability to help the client achieve the same (before a damaging incident and before another vendor does them the same favor).

appoint a Data Protection Officer Other than these two new requirements, the compliance measures that were good enough for Health Insurance Portability and Accountability Act (HIPAA), the Fair and Accurate Credit Transaction Act (FACTA), the Family Educational Rights and Privacy Act (FERPA), the Gramm-Leach-Bliley Act (GLBA), the Electronic Communications Privacy Act (ECPA), and the Video Privacy Protection Act (VPPA) will continue to assure compliance under the coming regulatory regime.

It is worth noting at this juncture, that NAID AAA and PRISM Privacy+ Certifications have already been modified to address and verify all of these issues, including a Data Subject Response Policy and Procedure, an appointed Data Protection officer, and all of these compliance variables, such as Employee Screening and Training, Access Control/Chain of Custody, Written Data Security Policies and Procedures.

Members' Sales and Marketing: Whether the emerging—and inevitable—Data Subject-oriented regulations are a blessing or a curse for service providers depends on the provider's preparedness. To best understand that dependency requires an exploration of how the new regulations impact Data Controllers (clients).

As discussed, Data Controllers are faced with total transparency regarding the service providers they hire. The ability of those service provider to stand up to scrutiny becomes imperative, and as clients inevitably come to fully understand this, the level of scrutiny will increase substantially.

Whether or not these new regulations are good for service providers depends. First, it is contingent on whether the service provider is an asset or a liability. Second, it also depends on the service provider's ability to convey the import of the new regulations to their client.

Certainly, if a service provider does know whether they are an asset or a liability (in which case they are a liability), that service provider will have no interest in making the client aware of their increasing jeopardy. In this case, the day of reckoning will come for such service providers when the client wakes up, after either being awoken by a competing service provider or because they found themselves paying the price of being on the wrong side of the law.

The fact is, this new type of regulation (and the action by the states) is actually the result of activism, where individuals are being granted power over their Personal Information precisely because Data Controllers, epitomized by Cambridge Analytica, are too often misusing it.

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THE PROSPECT & LIKELIHOOD FOR ACTIVISM

With new Data Subject rights comes the prospect of activism This may end up being the most impactful aspect of the emerging regulations and the reason to broach it with clients.

The fact is, this new type of regulation (and the action by the states) is actually the result of activism, where individuals are being granted power

over their Personal Information precisely because Data Controllers, epitomized by Cambridge Analytica, are too often misusing it.

And so, with the regulations themselves representing a form of activism, it is perfectly reasonable to anticipate that, armed with these new powers, activist individuals and groups will use (or test) those powers, spurred on by the right to sue for non-responsiveness (and by the throng of lawyers benefiting from such suits).

Some examples of what such activism may look like have already been discussed with this piece. For instance, when an individual asks a Data Controller for details regarding its Data Processors – perhaps doing so not necessarily

to expose something untoward, but rather to catch the Data Controller that is unprepared to respond. It is also possible, given that it is common knowledge that stored records are often retained longer than needed, that privacy activists will set their sights on that. Though clearly these individual incidents could be troublesome and costly, such activism could easily be escalated to the point that hundreds or thousands of individuals make coordinated requests for details, exacerbating the Data Controller's unpreparedness and raising the stakes of unresponsiveness exponentially.

It may strike readers as harsh, but in the end such activism will get Data Controllers' attention. This will be one way in which those service providers that have prepared themselves and their clients will shine (and, of course, where those servicers providers that have not will get a rude wakeup call).

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ABOUT THE AUTHOR



Bob Johnson is the CEO of i-SIGMA.

He can be reached at rjohnson@isigmaonline.org.

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*For more information, contact the **NAID Certification Department** at certification@naidonline.org or 602-788-6243. Additionally, Bob Johnson, NAID's founder and CEO who is widely acknowledged as the leading authority on data destruction operations and regulations, can help members explain the value of their certification to clients.*



Worth The Price of Admission

As the industry's trade association, i-SIGMA takes its responsibility of creating quality educational content for its members seriously. This also means making it accessible. As such, compared to other events, i-SIGMA strives to keep its registration rates low and venue room blocks affordable. This year we are also offering post-event recordings, so attendees don't have to miss a concurrent session and those who can't attend in-person still have access to the same great material.

The 2022 i-SIGMA Conference & Expo agenda is packed with networking opportunities and profit-focused, success-focused session content – content that will help service providers in the secure data destruction and records & information management industry boost sales and performance post-pandemic. This spotlight on sessions showcases a few of those offered this year that make the entire cost of registration worthwhile. Plus, there is so much more....

Incorporating Sustainability Holistically

The nature of our industry naturally lends itself to not only a data security story but also one of sustainability. While practices in recycling are often the financial cherry on top of the business model, especially when paper prices are high, the wins can be even greater.

In a pre-event held ahead of the conference, i-SIGMA is offering the Master Class: Sustainability Grants – How to Obtain Them and How to Use

Them. This two-part, three-hour course will get into the meat and potatoes of implementing and capitalizing on sustainability practices. Attendees will learn how to access government grants to implement marketable, cost-saving environmental and sustainability programs that will attract new customers and drop more money to the bottom line.

Congruent with this session is another on Effectively Integrating Sustainability into Your Brand. In this session, industry veterans with success in implementing and marketing green efforts will discuss specific strategies for data destruction, ITADs and RIM services to increase client loyalty and attract new business. They will showcase how to promote sustainability initiatives, while at the same time helping clients to meet their own environmental and social responsibility goals.

As vendors trusted with their clients most valuable information, services provided by i-SIGMA members already align closely with sustainability and social responsibility. It's time to leverage this position to increase business in new ways. These two sessions can help to get your business there.

The Enhanced Profitability Toolkit

Stop Leaving Money on the Table.

There are dozens of ways i-SIGMA members, including ITADs, Shredders, and RIM providers, are leaving money on the table. The Enhanced Profitability Toolkit provides strategies for reaping that bounty.

Imagine increasing the profit from every client. No cost of client acquisition. No leads to buy. No need to establish yourself with them as a trusted vendor. And... no snake oil. These strategies genuinely build client loyalty.

Now imagine your existing clients becoming your best salespeople. What if every client could deliver you one more client? What if they could each deliver two new clients?

This session represents over 80 years of successful industry experience, and it alone certainly falls into the category of being worth more than the price of admission.

Buying or Selling a Used Shred Truck

At some point, every i-SIGMA Service Provider Member will face the potential of either selling a used shred truck or buying one. Many will likely face both. Not only do these decisions involve tens of thousands of dollars up front, but they also have a long-term (positive or negative) impact on the bottom-line.

In the session, Buying or Selling a Used Shred Truck, seasoned industry veterans who are well-versed in both will discuss the pros and cons of new versus used, what a “good-buy” looks like, the best time to part with a vehicle to get maximum value, and much more. This session clearly belongs among those that – in and of themselves – are worth more than the price of attending this year’s i-SIGMA Conference.

These are just a few of the many excited sessions and activities that will take place at the 2022 i-SIGMA Conference, taking place this 11-13 April in Orlando, FL, USA at the JW Marriott Orlando-Grande Lakes.

View the Entire Conference Agenda & Register Today at www.isigmaconf.org.



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Amazing Innovations: *Must-Sees at the 2022 Expo in Orlando*

Each year, the Annual i-SIGMA Conference & Expo promises to yield great industry innovations and opportunities in the Expo Hall to keep your company leading the pack. This year promises to be as exciting as ever with new rollouts, demos, giveaways, and more! The following companies want you to know about the innovations they are bringing to the Exhibit Hall in Orlando this April.



Discover An Award-Winning System

Accent Wire Tie – Booth 502

Accent Wire Tie will feature samples of the baling wire we supply to the waste and recycling industry. Our sales team will be onsite to discuss their hands-on experience with carrier wire, box wire, single- and double-loop bale ties, and the operating facilities in which they are used. We will also feature, through video and the Accent sales team, our award-winning bale strapping equipment – the Accent 470 Wire Tier that is designed to work with two-ram balers and has been installed around the world. Accent Wire Tie has the strongest ties since 1986.



Find Your Next Shredding System

Allegheny Shredders – Booth 501

As the world’s greatest manufacturer of high-capacity shredding systems, Allegheny provides everything you need for secure destruction of paper, plastics, cardboard, hard drives, SSD’s and solid waste products. Allegheny offers superior equipment – powerful shredders, cross-cut shredding systems, security grinders, horizontal balers, hard drive shredders, conveyors, tipplers, and auto-feed systems – backed by excellent service and support. We’ll custom design your system and provide expert consulting from collecting to processing to recycling for profit. Visit Booth 501 to learn more!



Talk Shred Trucks!

Alpine Shredders – Booth 117

Alpine Shredders invites you to come by our Booth 117 and talk shred trucks. In line with our constant improvement principles, allow us to illustrate the recent updates to our build that will enhance an already great product. Say hi to our new addition in sales – Drew Wakutz, have a couple laughs and rekindle friendships with the “old guys”. We are also giving out FREE SHRED TRUCKS (mints) to sweeten the event! Looking forward to seeing you all very soon in Orlando!



Find a New Provider & Win a Speaker

Ameri-Shred Corp. – Booth 414

Providers of: Product Destruction Shredders | Hard Drive Shredders | Medical Waste Shredders | E-Scrap Shredders | Industrial Paper Shredders | Ancillary Recycling Equipment

Stop by booth 414 and sign up for our raffle to win a new Bose SoundLink Flex Bluetooth Portable, Wireless Waterproof Speaker for Outdoor Travel – Stone Blue.



Biggest Year Yet with BINS4 Shredding!

Bins4 Shredding – Booth 515

This year we are relaunching the very popular ShredVANTAGE™ plastic console and have added some new features to make shredding that much easier. You also have the opportunity to meet Andrew Bretton in person! He has been with the team for over 2 years, but this will be his first i-SIGMA show. We have more great things coming your way and look forward to seeing you in April at Booth 515.



Drop Off Your Business Card for a Chance to Win Silver

Commodity Resource & Environmental, Inc. – Booth 308

Drop by Booth 308 to say hello to the CRE team! We purchase X-Ray Film and shredded hard drives. CRE was the first refiner in the country to be NAID AAA Certified. While you are there, drop off your business card for your chance to win our raffle prize of (5) 1-oz silver rounds with a current value of \$115. We are looking forward to seeing you at the show!



Shred Your Media in Less Than Five Seconds

Data Security, Inc. – Booth 507

Data Security Inc.® experienced professionals will help you identify your technology needs and create customized solutions. We provide products that meet all regulations set for government and commercial sectors, as well as NAID AAA Certification for Electronic Media. Let us exceed your expectations for innovation, dependability, and customer support. Come meet us and learn more about our SS16-A™ Solid State Shredder that shreds media in less than five seconds!



New Software Unveiling

DHS Worldwide Software Solutions – Booth 301

DHS Worldwide will be unveiling our most innovative software version yet – Total Recall Envision Software 5.0. Focusing on transforming the way you run your business, Total Recall features new Business Intelligence Reporting, Comprehensive AR Processing/Collections Management, Profitability/Productivity Metrics, Internal Task Management, and advanced Route Planning capabilities. Say goodbye to switching between countless tools and finally take control of your business. Stop by Booth 301 to learn how Total Recall Software can take your business to the next level.



Decrease Your Expenses While Entering to Win \$100

EZshred Software Systems – Booth 317

Visit the EZshred Software System Booth 317 to see our new routing and planning capabilities that will save your staff time and decrease your expenses while increasing your profits! Enter your name to win a \$100 gift card.



Product Demos, Prize Drawings, and Giveaways

Jake, Connor & Crew – Booth 201

Since 1995, Jake, Connor & Crew have distinguished themselves from the competition and have set the industry standard for document protection. This year, they are excited to showcase their expanded product lines including the updated series of Executive Consoles. Visit them in Booth 201 for the chance to enter their drawing for multiple prizes and giveaways. Every cart and console comes with the reliability and security of over 26 years of experience... Reliable. Secure.



WALKING FLOOR® Technology in Action

KEITH Manufacturing Co. – Booth 510

A picture may be worth a thousand words, but a video says it ALL! Stop by KEITH's booth and see WALKING FLOOR® technology in action. Installed in a shred truck, a WALKING FLOOR® system provides a secure and easy way to unload whole and shredded documents. It's simple, fast and efficient.



Product Demos for Cloud-Based Technology

O'Neil Software – Booth 307

Stop by the O'Neil Software Booth 307 for a chance to see how we're setting the stage for digital transformation in the document storage and management industry. We'll be demoing two of our new products, both cloud-based technologies that are sure to excite all in the information management industry. These releases are coming later this year, so you won't want to miss this!



Convert Old Files into Cash

Pyromet – Booth 209

Stop by the Pyromet X-Ray Film Recycling Booth 209, and ask us how we can convert old x-ray files into cash or investment silver bullion. Pyromet is vertically integrated. All your silver is refined to 99.9% purity. We then fabricate the silver into investment bullion or various products for reuse in the aerospace, silver solder for electronics, and many more applications. We provide a quote and an estimated value of your x-ray. Pyromet999.com, 866.PYROMET (797-6638).



New Software Updates Unveiled in Orlando

ShredMetrics, LLC – Booth 208

Run your Shredding Company at LightSpeed with Q-Shred® by ShredMetrics.

- Scalable from one truck to a fleet
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Introducing This Year in Orlando:

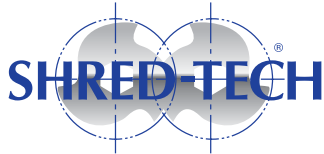
- Enhanced Reporting and Benchmarking
- Bar Code and Track fill levels for ANY kind of container, from Shredding to Sharps
- Optimized Routing and Turn-by-Turn directions for your Drivers... all to fit more stops into a day

These are just a few of the many exciting demos, promotions, and more that will be unveiled at this year's Annual Conference & Expo. Keep up with **i-SIGMA** on **Twitter** as we release additional information on exhibitor innovation and conference opportunities leading up to the event! **#isigmaconf22**

The 2022 Conference & Expo will take place 11-13 April 2022 in Orlando, FL, USA at the JW Marriott Orlando, Grande Lakes. Register today to be sure to catch all the latest in industry innovations.



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*VentureBeat
March 29, 2021*

EXPERIAN PREDICTS VACCINE ROLLOUT AND REMOTE WORKING WILL MAKE 2021 A PROSPEROUS YEAR FOR CYBERCRIMINALS:

*EXPERIAN
2021 Data Breach Industry Forecast*

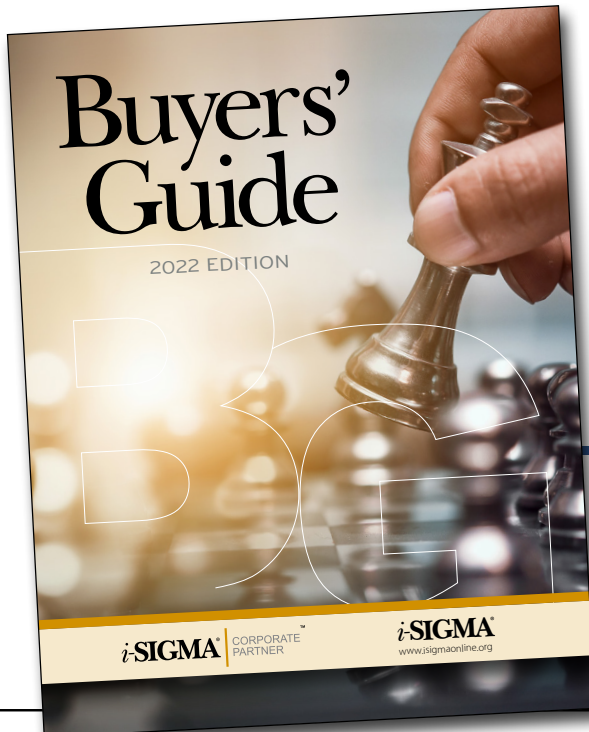
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Make sound business decisions - support vendors who support the industry.

Use the Buyers' Guide

Find Products & Services at

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MEMBER NEWS

Jennie Gift Joins CSR to Continue Growth



The worldwide pandemic has brought increased attention to privacy. i-SIGMA Corporate Partner Member, CSR Privacy Solutions (CSR), a privacy compliance company headquartered in Jensen Beach, Florida, has hired new staff to accommodate growth.

Jennie Gift, CSDS was former vice president at both Shred Nations/ Record Nations and Paxton Records. Jennie is based out of Denver, Colorado and bears responsibility for sales and service in North America, Europe, & Australia. As a 20-year veteran of the records management industry, she brings extensive experience to the CSR team.



At her time at Paxton Records, Jennie successfully rolled out CSR's Readiness PRO solution. And has firsthand experience what CSR channel partners experience.

Jennie is tasked with growing and cultivating new channel partner sales and introducing CSR's newest flagship product, the uRISQ (pronounced You Risk) Privacy Platform.

CSR is excited to welcome her due to her commitment to channel partner care and industry knowledge.

About CSR Privacy Solutions

CSR Privacy Solutions is a provider of privacy services. Thanks to its global network of over 100 channel partners, CSR services over 150,000 business providing both preventative and corrective privacy services with its uRISQ (pronounced You Risk) Privacy Platform.

Vecoplan Opens West Office

Regional Office Features Technology and Distribution Center

i-SIGMA Corporate Partner Member Vecoplan has expanded its national footprint with a new office and technology facility in Eastvale, California. Coined 'Vecoplan West', the Southern California



location hosts sales and after-sales support offices, a distribution facility for spare and replacement parts, and serves as a technology center that offers product trials in Vecoplan shredders.

An official grand opening celebration is to be held on Thursday, March 17, 2022, from 2:00 p.m. to 7:00 p.m. The event will



include shredding demonstrations for plastic, wood and paper materials, Vecoplan products on display, a ribbon-cutting ceremony, facility tours, entertainment, and food and drink.

Customers, suppliers, dealers, and customer prospects are encouraged to RSVP.

About Vecoplan:

Vecoplan, LLC is the North American subsidiary of Germany-based Vecoplan AG, with headquarters in North Carolina and regional offices in Indiana and California. The company is a manufacturer of industrial and mobile shredding equipment and recycling systems for virtually any material, selling into plastics, wood, biomass, waste and recycling, and waste-to-energy markets.





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The following i-SIGMA Corporate Partners can be found along with others in the association's Online Market, which lists vendors by service category as a resource for service providers in the secure data destruction and records and information management industry. While i-SIGMA provides these resources, it does not endorse any particular vendor, nor take responsibility for the products and services they represent. Companies should always undertake appropriate due diligence to ensure that products and services meets their specific needs.

<http://directory.isigmaonline.org/suppliers>

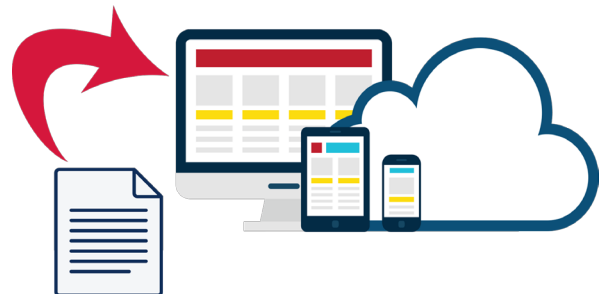
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www.docudatasoft.com

WipeDrive - WhiteCanyon Software

Paul Katzoff
947 S 500 E Ste 300
American Fork, UT 84003-3598
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Fax: (801) 224-2977
sales@whitecanyon.com
www.whitecanyon.com

Morgan Records Management, LLC

Laura Morgan
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Priority 1 Shredding, LLC of Bowie, MD, USA
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RecordXpress a Division of StorageVault Canada Inc. in Winnipeg, MB
RecordXpress a Division of StorageVault Canada Inc. of Napean, ON
Recycle Bose, Inc. of Boise, ID, USA



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Tyrone Witherspoon, CSDS of Portis, Inc (Madison, TN, USA)



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UPCOMING EVENTS

Annual i-SIGMA Conference

Register Now
www.isigmaconf.org
11-13 April 2022
Orlando, FL, USA

CSDS Exam

Register Now
www.isigmaconf.org
10 April 2022
Orlando, FL, USA

Webinars

Check Online for Upcoming Offerings

For more details about i-SIGMA events, visit www.isigmaonline.org

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The International Secure Information Governance & Management Association™ (i-SIGMA®) is the industry trade association, enforcing standards and ethical compliance for approximately 2,500 secure data destruction and records and information management service providers on six continents. i-SIGMA currently maintains the most rigorous and widely accepted data-security vendor-compliance certifications, NAID AAA Certification® and PRISM Privacy+ Certification®, with hundreds of governments and thousands of private contracts using the programs to meet their regulatory due diligence requirements.

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