



Data Protection & Asset Management

XPO IT Services Limited are ISO 27001 (Information Security Management System) certified which means we operate to high standards and comply with the Data Protection Act. It also means we are able to protect the interests of our clients.

All collections are made by our professional team at XPO IT Services Limited; our secure vehicles are tracked and driven by security screened staff.

We treat all the data received as confidential, unless otherwise specified by clients.

Any WEEE equipment that holds data is stored securely until it's erased or destroyed. We use CESG approved Data Erasure software, which is authorised by the following organisations; CPA, NATO, DIPCOG, NAID, ADISA & IAITAM.

Additional data/information found on items such as disks, cards and other media will be automatically destroyed, therefore clients must ensure only data that requires destruction is released to XPO IT Services Limited.

A certificate of Destruction/Erasure will be issued with every WEEE collection. Upon completion of our services, asset reports are also provided. Asset reports contain details of all assets received such as client & product serial numbers.

Location of WEEE for Collection

All equipment to be collected must be located at ground floor level and stored in an easily accessible space. This will ensure easy collection for our staff and must not be stored in a manner that is deemed unsafe or could be easily damaged.

XPO IT Services Limited will not be liable for collection of any IT/WEEE equipment that is stored in any other location, other than what has been agreed prior to the collection.

Our collection services are generally operated by a single driver only, therefore the client needs to consider pre-handling/loading prior to collection.

Please specify the collection address & contact details.

Collection Charges

XPO IT Services Limited provide free of charge collection services, under the condition that clients meet the following requirements;

The minimum requirement for collections are 25-30 items, items must not be older than 5 years and must be in good working condition. The specification of all PC's & laptops must be at least core 2 duo.

We will only accept IT & Telecoms equipment. Additional charges apply to CRT's, Batteries & Fluorescent Tubes.

Items such as keyboards, mice, cables, etc will be collected but will not be counted as items towards the minimum quantity to be collected.

Smaller collections can be made, but a charge may incur.

Minimum of 48 hours notice required for collection.

If collections are cancelled with less than 24 hours notice, we will proceed to charge £1.75 per mile, from TF1 7GW.

If equipment is damaged due to poor handling or storage before collection, which subsequently cannot be treated for reuse or materials recovery, XPO IT Services limited reserves the right to charge for such loss.

Enhanced Data Erasure

For customers needing erasure that is compliant with HMG IA5 at the Enhanced (higher) level, XPO IT Services Limited offers this service fully inclusive of an individual erasure report for £3.50 plus VAT per machine/drive. For all enquiries regarding data erasure please contact mark@xpoitservices.co.uk.

Remarketing Rebates

Depending on the quality of the equipment being collected, some clients can be offered rebates on remarketed goods. Clients can also take advantage of our buy back scheme when purchasing new equipment from XPO IT Services Limited.

Such enquiries should be made through our sales team/manager.

Recycling Collection Request

In making this request, the under named person confirms that:-

(1) they are duly authorised within their organisation to make this request as the data controller or nominated representative;

(2) all items scheduled for collection have been handled and stored with the Duty of Care conferred by the Waste Electrical & Electronic Equipment (WEEE) Regulations 2007 and the Hazardous Waste (England & Wales) Regulations 2005 / Hazardous Waste (England and Wales) (Amendment) Regulations 2009 and acknowledge that a charge may incur if this is not the case;

(3) they are the legal possessor / data controller of the above assets (or authorised nominee) and are permitted to allow the transfer of custody to the XPO IT Services Limited.

(4) it is understood that all items collected are transferred to XPO IT Services Limited upon collection (regardless of prospective eligibility for remarketing rebates); and the goods will be handled as WEEE from point of collection;

(5) they can authorise the issue of a Purchase Order and the payment of any consequent invoice to cover the charges arising from this collection in the event these are not offset by any remarketing rebate attainable from the products;

(6) the required signature of client contact on the XPO IT Services Limited Collection note at point

of collection, is an agreement between the client and XPO IT Services Limited that the items collected are as recorded on the Collection Note and the transfer of liability for data held on assets is transferred to XPO IT Services Limited;

(7) Collections stored or packaged in a manner not allowing verification of quantity by the driver, will require confirmation by the client that this was not possible and the collection / transfer of items was authorised on this basis;

(8) they have informed XPO IT Services Limited of the classification of data being collected is higher than 'Confidential';

(9) XPO IT Services Limited cannot accept additional items following signature of Collection Note by client contact & reserves the right to refuse additional items not notified to XPO IT Services Limited via this request;

(10) Unless otherwise agreed, XPO IT Services Limited reserves the right to make collections from multiple sites (clients) on a single collection run, in order to maximise sustainability of service;