

“ According to CIFAS, there was a 15% increase in bank account fraud from 2008 to 2009 ”

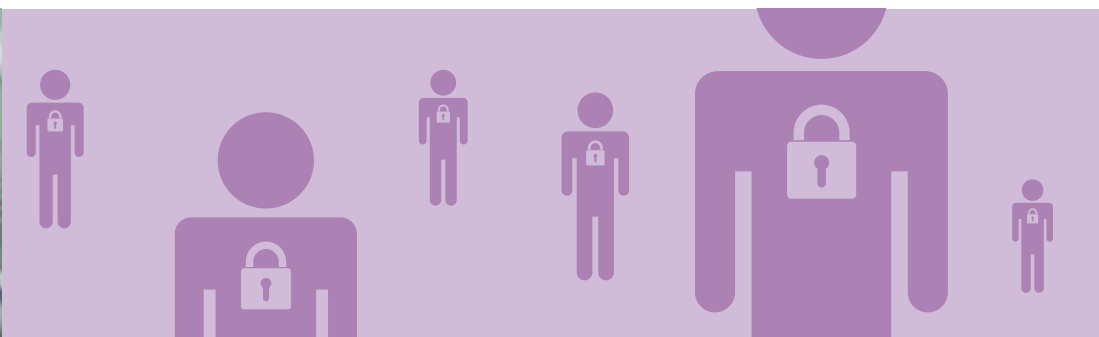
IDENTITY FRAUD

Identity fraud has been with us since time began. The willingness of people to misrepresent who or what they are is nothing new, but the increasingly sophisticated world we live in means that the ways in which such offences are committed have increased substantially in recent years.

PREVENTION

The following measures should be implemented to help prevent the possibility of identity fraud in businesses and organisations in the UK:

- Ensure you have a process in place to securely store and destroy your information in line with the Data Protection Act 1998
- If using a shredding service, ensure that it's fully licensed and approved to BS EN 15713 security shredding standard
- Make sure all staff are trained in the handling and disposal of confidential materials
- If in doubt about whether something is confidential or not, it should be securely shredded to minimise the risk to your business
- Protect your websites and internal systems with firewalls and protection software
- Ensure passwords and log in details for all systems are secure, private and changed on a regular basis
- Inform customers and suppliers of any change in address, and ensure your mail is forwarded
- Save data on secure servers where possible, rather than on hard drives
- Ensure staff return their ID cards and uniforms if they leave, and securely destroy the materials to prevent misuse
- Check bank statements and financial activity for any unusual activity



“ ID Fraud is believed to cost the UK around £2 billion per year ”



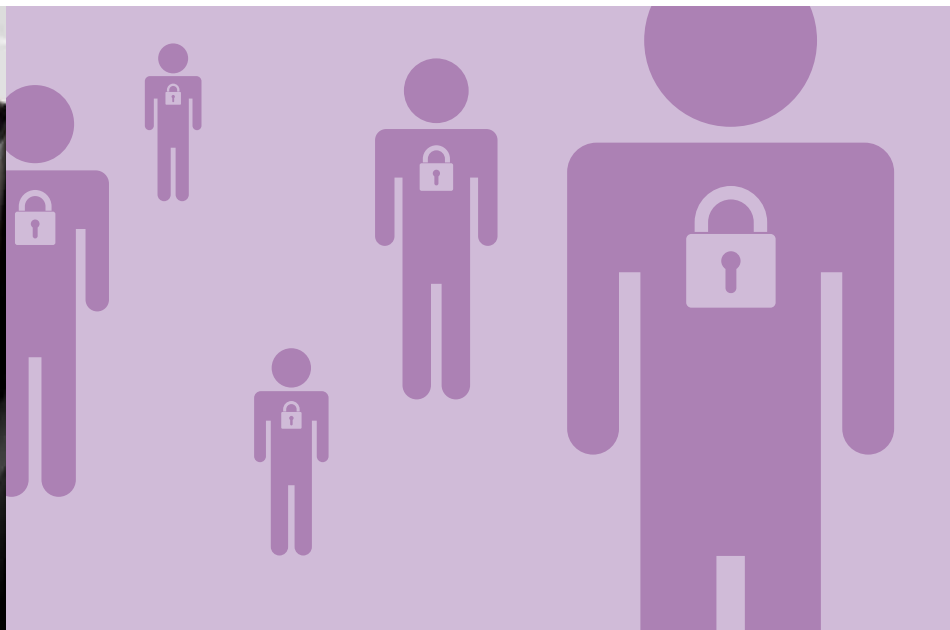
COMMON FORMS OF ID FRAUD

- Use of company letterhead to access information or misrepresent your company
- Use of customer details to open fraudulent bank accounts and obtain loans
- Diverting mail to obtain company information such as bank details and log ins
- Use of stolen ID cards to access company buildings for criminal activity
- Use of company uniforms, ID cards and customer details to access people's homes

RESPONSE

If you or your company become a victim of identity fraud, you should take the following action:

- Contact the Police and obtain a crime number
- Contact the Information Commissioner's Office
- Contact your bank or financial institution to alert them of the incident
- Report the incident to any relevant authority e.g. Companies House, website host, HM Revenue and Customs
- Update your IT protection software and systems
- Change passwords and user IDs to prevent further security breaches
- Consider issuing a press statement, and contacting your customers, suppliers and staff if appropriate



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