



Information Security Policy

GWR Waste & Recycling is “The complete business waste management and recycling solutions provider”. We provide waste management services through a range of sub-contractors who carry out collections on our behalf. Based in Bristol, we serve Bath, Gloucester, Swindon and the wider UK, and have over 35 years of combined experience in waste management and recycling services, offering a complete zero waste to landfill and facilities management package for businesses.

We hold customer data as described in our Privacy Policy and we can also take card payments over the phone. In practical terms, we manage data, information and security in the following ways:

- Computers and laptop:
 - Access to computers and laptops is restricted to the Managing Directors and Sales Team
 - Computers and laptops are protected by a firewall and Norton Anti-virus
 - Computers and laptops use Google Drive to store and backup files
 - Computers and laptops are password protected
 - All staff mobile phones and tablets are password protected
- Virtual Terminal:
 - Use of virtual card terminal is restricted to the Managing Directors
 - All employees with access to the virtual card terminal are made aware of the importance of card security in their induction, and in on-going training where required
 - No cardholder data is:
 - Shared with service providers (sub-contractors)
 - Removed from the offices
 - Stored electronically
 - No PIN numbers are stored
 - Receipts will be kept with confidential documents and accessible only to Managing Directors
 - All receipts are shredded once the transaction has appeared on the bank statements

Any suspected breaches of security must be reported to the Managing Directors. It is their responsibility to handle the situation in a timely and effective manner. All incidents reported should be documented with records kept for at least 5 years.

We are committed to meeting applicable requirements for information security and continually improving our management system and the services we offer our clients. This policy is communicated to all Great Western Recycling employees and is available to other interested parties on our website. This policy is reviewed annually to ensure that it remains appropriate to our strategic direction and is suitable, adequate and effective.

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