

From: Lawrence
Sent: Wednesday, 14 September, 2011 12:04 PM
To: MICA DP Public Consultation (MICA)
Subject: Comments on Question 1

Dear MICA,

My name is Lawrence and I am with a document destruction company. I agree on what MICA has proposed regarding this statement “ This is best achieved by having a general DP law that applies the same baseline standard across all sectors. The general baseline law will apply concurrently with existing sectoral regulations, which could impose more stringent DP standards where necessary that the law should apply to all sectors.”

It is not the sectors you should worry about but the level of security different documents are needed.

Let me share with you how Singapore Companies view sensitive document destruction.

1. We find that in general, Singapore Companies, are not aware of identity theft through personal information.
2. They do not know what is considered confidential or might not share the same view of what is confidential.
3. They do not have budgets or do not see a need to have a budget for sensitive document destruction.
4. They think that a sensitive document is destroyed once it is shredded or torn. (In fact, the process to document destruction starts from the secured collection to disposal)
5. They still think that it is an extra cost to them even when we have proven that using a 3rd party document destruction company can be more productive and save cost.

Here are some suggestions to help bring companies into getting involve with proper sensitive document destruction.

1. Trustsg accreditation for offline companies who uses onsite shredding. (I have tried to enquire about being an ACO for offline businesses that practice data protection but to no avail)
2. Subsidise cost for smaller companies. (The cost of onsite shredding is only about 70/month for 100kg of shredding of confidential documents and it gets cheaper by the volume. However, smaller companies have less volume therefore they might find it extravagant to get a third party document destruction company. Subsidising these companies might help them get on the data protection bandwagon.)
3. Educate them intensively. After joining this company and seeing videos and articles on what ID theft can do to a person, I became an advocate of sensitive data destruction.

There are many other ways to explore this problem but I believe that MICA is starting out very well to solve it. Let me applaud the good work you guys have done.

Thank you and have a great day ahead!! 😊



Lawrence Ho

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