State of Michigan
Administrative Guide to State Government

0910.06 Confidential Destruction of Records

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PURPOSE

To provide and administer services necessary to securely destroy physical records that contain confidential or sensitive information.

APPLICATION

Executive branch departments and sub-units and all other state operations which utilize Records Management Services.

CONTACT AGENCY

Department of Technology, Management & Budget (DTMB)
Office of Support Services (OSS)
Logistics and Operations Support (LOS) Division
Records Management Services (RMS)
Records Center Services
3400 N. Grand River Avenue
P.O. Box 30026
Lansing, MI 48909

Telephone: 517-335-9132

Email: recordscenter@michigan.gov

Website: https://stateofmichigan.sharepoint.com/sites/som-spc-records-management

SUMMARY

Some government records contain sensitive or confidential information. These records should not be placed in a regular trash or recycle bin when they are destroyed. It is important that government agencies ensure that these records are destroyed in a manner that prevents their reconstruction and the inappropriate release of the information. The State of Michigan (SOM) administers a master contract with a vendor that complies with the state's requirements for confidential destruction of records.

APPLICABLE FORMS

DTMB-3639 Confidential Records Destruction Bin Key Management Agreement

REFERENCES

IRS Publication 1075 Tax Information Security guidelines for Federal, State and Local Agencies

National Institute of Standards and Technology (NIST) Publication 800-88 Guidelines for Media Sanitation

SOM 1340.00.110.04 Secure Disposal of Installed and Removable Digital Media Standard

SOM 1340.00.150.02 Data Classification Standard

PROCEDURES

General Information

- The SOM uses four data classification levels to protect the confidentiality, integrity, and availability of records. Those levels are Public, Internal, Confidential and Restricted. See the SOM IT 1340.00.150.02 Data Classification Standard for additional information.

Methods of Disposal

- Agencies that do not require contractual confidential destruction services, but need to employ confidential destruction methods for physical records, must comply with the standards found in IRS Publication 1075 Tax Information Security guidelines for Federal, State and Local Agencies, and NIST Publication 800-88 Guidelines for Media Sanitation.
- Agencies requiring contractual confidential destruction services for physical records must use the existing contractual services managed by Records Management Services.
- Electronic media should be disposed of in accordance with SOM IT 1340.00.110.04 Secure Disposal of Installed and Removable Digital Media Standard.

Records Management Services

- Acquires the services of a vendor that can provide confidential records destruction services that comply with the SOM's requirements.
- Monitors vendor compliance with the contract.
- Receives and pays monthly invoices for the services, and inter-account bill agency accounts for their use of the services.
- Monitors which agency locations are using the service through the execution of signed authorizing documents.
- Monitors which individuals are issued keys for the locked collection bins through the execution of signed key agreements (DTMB-3639).
- Distributes keys to authorized individuals.
- Conducts training about confidential destruction services.
- Addresses issues raised by customers about the services provided by the vendor.

Agency

- Protects records and information until documents are appropriately destroyed onsite, or accepted by a contractor who confidentially destroys the documents, when applicable.
- Maintains appropriate controls on records and information, as required by any applicable laws, policies and procedures related to record destruction.
- Signs an authorizing document to receive bins for collecting confidential records that met their retention period and are eligible for destruction. The authorizing document will contain the agency's billing codes, sponsor information, financial contact information, and on-site contact information.
- Contacts the vendor (Rapid Shred, 616-735-2900) to request bins for collecting physical confidential records.
- Places physical records that contain confidential or sensitive information in the collection bins when their retention period is met.
- Notifies the vendor when the bins are full and are ready to be picked up.
- Provides the vendor with access to bins that they will pick up when they arrive.
- Identifies if an individual agency employee needs a key to enable temporarily unlocking a bin. Submits a key agreement (DTMB-3639) to DTMB Records Management Services (recordscenter@michigan.gov) to request a key.
- Complies with the terms of the authorizing document and key agreement.
- Notifies DTMB Records Management Services about any issues encountered with the vendor.

Vendor

- Complies with the terms of the contract.

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