

## Case Study

### Organisation

Vapouriz

### Sector

Retail

### About

Vapouriz is one of the leading independent vape companies in the country with a state-of-the-art production facility in Surrey, Vapestore retail outlets across the UK and an online ecommerce platform.

Paul Thorp, the facilities manager based at its head office in Guildford, tells us about his experience of using Restore Datashred.

### The Challenge

“We’re a busy, growing company and we generate a lot of information from customers, our own communications and systems, and from branded marketing and retail materials.”

“But we were a little in the dark about how to manage all this confidential paper-based data so that we were fully compliant with GDPR and retention and disposal regulations.”

“Doing some investigation online, asking colleagues and friends reaped just one wholehearted recommendation: Restore Datashred.”

### Our Results

“It seems to me that Restore Datashred is large enough to have the capacity, infrastructure and teams to deal with any job, while retaining a smaller company attitude to personalised and personable customer service.”

- At each of eight of our sites there is a once a fortnight scheduled collection. A uniformed, friendly and helpful operative arrives on time to carry out the secure collection and process any paperwork. High security trucks take our confidential waste to one of Datashred’s local secure shredding centres

- We promptly receive a certificate of destruction for our records, once each shred is completed.

- Vapouriz is fully compliant – there’s no odd piece of paper floating around employees’ desks that could compromise individuals’ personal information as they’re all disposed of in secure, lockable places in our offices. And there are no gaps in the process between office and shredder blades for unwanted hands to get hold of our confidential information.

- We like the fact that Restore Datashred recycles 100% of the confidential waste paper that they process and are environmentally conscious in the way they manage their fleet.”

### Our Experience

“From the first contact, there was open communication with our account manager, who is always available and takes responsibility for any of my misunderstandings.”

“We have been using off-site shredding services for paper and, more recently, 21 hard drives, since January 2019 and, so far, there have been no issues.”

“I get the feeling that, if there were any issue, Restore Datashred is set up so that its employees have the knowledge, experience and authority to simply get on and sort them out, efficiently and with no fuss.”



“As a facilities manager, my job is, typically, reactive. So knowing I have employed a business that does what it says it’ll do and is always ‘there’ makes me very happy. If you want the job done, use Restore Datashred – it’s that simple!”

Paul Thorp, Facilities Manager AT VAPOURIZ

