Business Services

Putting your data security at the heart of our circular services

TECH-TAKEBACK

Data is <u>your</u> business!

We know that the data contained on your IT assets is the lifeblood of your business and will include valuable, confidential, and/or personally identifiable, sensitive information about staff and customers, as well as intellectual property, contracts, competitors and suppliers.

The loss of this information could cause personal distress and corporate damage including loss of reputation or income. To comply with Data Protection and GDPR you are responsible for removing personal data prior to the disposal of your IT assets and for retaining personal data only for as long as it is useful. **Your Data Controller should file a certificate of data erasure as part of your GDPR audit trail for the ICO.**

Don't put sensitive data at risk!

Failure to destroy data in the proper manner puts you, your staff and your customers at risk of -
- **Non-compliance with data protection principles and the GDPR.**
- **Personal data relating to your staff or customers could be used to commit fraud or identity theft.**
- **Your organisation's intellectual property could be used by others, damaging your reputation and financial revenue.**
- **Information relating to your customers and suppliers could be accessed by competitors.**

Our data erasure and destruction services are overseen by **Andy Burdon**, Tech-Takeback's Operations Director, who is highly skilled in IT systems, with many years of experience in this specialist field of data erasure.

What is Tech-Takeback?

Tech-Takeback Ltd, is a circular economy company established in June 2020 following 3 years of running as a project, to collect unwanted small electrical or electronic items for reuse, refurbishment or recycling, including secure data erasure of IT assets for their refurbishment prior to donation to the digitally-excluded and charities, or if the item is at the end of its life, for responsible recycling.

The first Tech-Takeback pop-up event was launched as a collaborative project between SOENECS Ltd, Freegle & EraseMyData in 2016. Tech-Takeback has held pop-up events across Brighton & Hove and the City of London - keeping over 10.5 tonnes of electrical items out of landfill over 7 pop-up events.

We believe that experience is key when it comes to dealing with your data, which is why our Directors bring a wide range of skills and years of experience -

- **Andy Burdon** - Data Security, Erasure & IT Refurbishment
- **Dr David Greenfield** - Circular Economy & Waste Management
- **Julie Greenfield** - Commercial Business Management & Security

David and Andy previously worked together at an IT Asset Disposal Company - the first to achieve Distinction with Honours from ADISA (accreditation body).

Waste Hierarchy

Tech-Takeback was founded upon circular economy values - central to this is our waste hierarchy based upon the 3R's.

We only destroy and recycle devices as a very last resort! This can happen if a hard-drive cannot be fully erased or a device is beyond repair.

Reduce Consumption
Buy less tech! Do you really need that upgrade?

Repair & Reuse
Fix it, don't ditch it! Donate for reuse

Recycle
Separate materials for WEEE recycling

Services to suit you

Tech-Takeback offer 2 main service options for businesses -

Option 1 - We erase all data from your tech and refurbish them where possible before sending them for reuse with charities and digitally-excluded members of the community.

Option 2 - We take your items for data erasure and return the devices directly back to you for reuse.

If you require a variation on these services, we would be happy to provide a tailored service to meet your needs.

Contact us via email at admin@techtakeback.co.uk or via the Business Contact form on our website.

Supporting your community

Making a donation to Tech-Takeback is about more than just reducing WEEE or data security - it's about supporting the community too.

E-waste is a major issue, but that doesn't mean tech is a bad thing. Digital communication has played a major role in supporting individuals through the recent Coronavirus pandemic - providing access to work, education, digital health services and much more.

Many businesses choose to donate their IT assets to Tech-Takeback for redistribution through our charity partners, supporting the community and their own Corporate Social Responsibility (CSR) and Environmental, Social and Governance (ESG) activities. Working with Tech-Takeback also contributes to United Nations Sustainable Development Goals (SDGs) 3, 8, 10, 11, 12 & 14.

Peace of mind

Keeping your data secure is our top priority - and we've detailed our data handling process to give you peace of mind and ensure that you meet your ICO obligations.

Collection Protocol

From the moment we arrive at your premises, security of your data will be at the heart of our processes. Your goods will be placed in our secure crates which are sealed and transported in a tracked, unmarked vehicle to our secure operations facility. Collection, handling and processing of your devices will be compliant with Covid-19 social distancing requirements.

Inventory Tracking

Upon arrival at our secure facility, all devices will be booked into our ERP inventory control system which provides a full audit trail. This allows us to track your devices throughout our operations.

Data Erasure

Full details of this phase can be found on following page.

Certification

Once the data erasure process is complete, you will be e-mailed a certificate of erasure for each individual item erased. Your Data Controller should file the certificate of data erasure as part of your GDPR audit trail for the ICO.

Refurbish, Repair, Reuse

The final stage depends on the specific service agreed upon and the condition of your devices. If you would like your devices back, we will arrange for them to be returned to you. If you have donated your devices, we will assess their condition and life cycle stage. Items deemed suitable for reuse will be refurbished and redistributed through our partner charities following PAT testing. Items that have reached their true end-of-life will be disassembled for responsibile WEEE recycling.

Secure erasure

We take your data security seriously. Our process (detailed below) ensures that all parties remain compliant with the Data Protection Act, GDPR and EU WEEE Directive. Tech-Takeback is registered with the Information Commissioner's Office (ICO), and has a Waste Carrier's Licence and a T11 waste exemption: repairing or refurbishing waste electrical and electronic equipment (WEEE).

Data destruction methodology

Tech-Takeback use a licensed secure data overwrite methodology for erasing data from devices. For each successful erasure a unique certificate is produced and a license fee has to be paid (for failed erasure, see next page)

Reinstalling your operating system, formatting your hard drive or deleting specific files and folders doesn't ensure your data is gone. In fact, in most cases your data is still completely accessible with freely-available tools.

We use White Canyon WipeDrive Enterprise for all our erasures. This software works by overwriting every single piece of data on a device / Hard drive and then verifying this was successful. Only if it can verify that 100% has been erased successfully, will it be considered to have passed. Nothing is left on the hard drive, including the original operating system.

The Common Criteria for Information Technology Security Evaluation is an international standard for computer security certification managed by 30 member countries. WipeDrive Enterprise obtained EAL 2+ certification on a data erasure security target and received evaluation by a Common Criteria certified lab. This rigorous certification is the most comprehensive certification currently available. In the UK, it is certified to HMG Infosec Standard 5. WipeDrive Enterprise is one of the most secure products available for removing all data from devices and the linked page shows the different versions available - read more about WipeDrive Enterprise here.

Certification failures
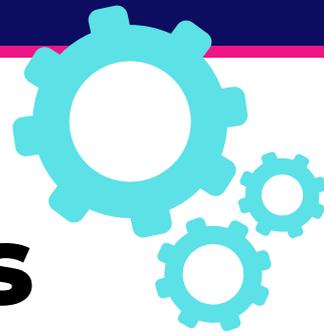
In the event that our software cannot confirm the erasure of 100% of your data, the hard drive will be physically destroyed. We will always try to avoid this process as we look to maximise the reuse value of all devices collected, but this is sometimes necessary for your data security.

If a device or hard drive fails the certification phase, we cannot return it to you. All failed erasures will result in mechanical shredding to particles between 3 - 20mm to ensure that any remaining data cannot be retrieved. We will send you confirmation of physical destruction in this event.

Shredding is a last resort!

There is a wealth of information on the internet about the various data erasure methods and it can be confusing - physical destruction of your devices might even sound appealing.

However, physical destruction isn't effective unless you can guarantee that all data holding assets are fully destroyed. This method also fails to appreciate the material value of your tech...

Our circular philosophy is about designing out or reducing waste and reusing tech, ensuring the energy and rare earth metals used are not wasted. This helps to reduce the need for virgin plastics and other materials, that would otherwise be required to make a new device. Secure data erasure and reuse is the best way of doing this!

You may think its enough to delete files, or factory reset a device - but when data is deleted, although no longer in plain sight, it can easily be recovered. In the case of these options, data can be restored by those with malintent using freely available software or by data recovery experts.

Other methods of destruction (degaussing, deconstruction etc) cannot provide a certificate of data erasure for your data protection records, plus data can be forensically retrieved.

Prepare your tech

Prior to donating any device to Tech-Takeback, it's important that you do a couple of things -

- Transfer any data that you might want to keep - we won't be able to do this for you and definitely won't be able to get it back once the data is erased.

- Remove any loose media - this includes things like USBs, CDs, Floppy Disks. We can erase these items too, but remove them from your device first.

- Include any charging or power cables if you have them.

Get in touch!

If you have any questions, please check our FAQs page. If you can't find the answer you are looking for, want to know more or would like a bespoke service quote, feel free to contact us via the Business Contact Form or at admin@techtakeback.co.uk.