# pcsforpeople

## SECURE ELECTRONIC WASTE RECYCLING SERVICE

**PCs for People**

is a national e-waste recycler offering NAID AAA certified data destruction, R2 certified sustainable recycling along with a community service benefit to recycling partners.

**216 930 5741**
**www.pcsforpeople.org**

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PCs for People would like to partner with your organization to process its decommissioned electronic equipment, and sanitize or destroy its hard drives and other electronic media. PCs for People's services are typically offered free of charge and are guaranteed to be secure and environmentally sustainable. Above all we are flexible and willing to meet the individual needs of our recycling partners. Our core service offering includes:

- Asset Removal – From storage areas to our truck
- Guaranteed Data Sanitization
- Audit Trail - Asset serial number reporting
- Asset Tag Removal
- Community Benefit – Refurbish computers and distribute to families in need
- Sustainable Recycling of Unusable Electronics

PCs for People accepts nearly all electronics for recycling including computers, laptops, accessories, printers, switches, and other devices (see *Acceptable Electronic Waste & Accessories)*. We guarantee all data is securely wiped from every device. All serial numbers are tracked and sent in a detailed receipt to our donors. This is a great opportunity for businesses to recycle outdated equipment and contribute to the local community.

We provide end-of-lifecycle services to more than 500 businesses and government organizations. Since 1998, we have refurbished over 70,000 computers and recycled over 3.5 million pounds of electronics.

If you have any questions about PCs for People and our e-waste recycling service, please write me at bmauk@pcsforpeople.org or call 216-930-5741 x882. You may also learn more about our corporate services at www.pcsforpeople.org.

We look forward to working with you.

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# SECURE E-WASTE RECYCLING SERVICE OVERVIEW



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# IT Asset Disposition Workflow



**Day 1**
**Pickup Request**

**Day 3**
**Asset Pickup**
**& Removal**

**Day 4**
**Asset Tag**
**Removal**

**Day 4-5**
**Hard Drive**
**Removal**

**Day 5-9**
**Secure Data**
**Destruction**

**Day 10**
**Reporting**

**Day 11+**
**Community**
**Benefit**

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# PCs for People Service Overview

PCs for People provides free pick up and recycling of most electronic waste from businesses, educational institutions and governmental organizations. Your data is protected through strict adherence to the highest standards of information destruction, hard drive sanitization, and all recycling is environmentally responsible. Since we accept nearly all electronic waste, PCs for People is the only company you need to call.

PCs for People takes full chain of custody responsibility from the time assets are picked up. This includes transportation, data sanitization and responsible recycling of assets. No recoverable data is transferred to a third party.

We recycle e-waste for several Fortune 500 firms, large governmental organizations, non-profits and businesses of varying sizes. We are happy to provide you with references on request.

## Asset Pickup & Removal

PCs for People provides free pickup and asset removal (a minimum of 15 computers or laptops is required; CRTs, TVs and multifunction printers are subject to a recycling charge). Based on your needs, we can conduct a one-time pickup or schedule a recurring pickup on a schedule.

At the scheduled pickup time, a team of workers will arrive at your location. We appreciate when a recycling partner is able to palletize assets slated for pickup (see *Palletizing Instructions*). If this is not possible, our staff will remove assets from storage areas and place them onto pallets or into large boxes called gaylords. These are then loaded into a PCs for People truck, for transport to the nearest PCs for People office.

At the time of pickup, a Transfer of Ownership will be approved by the recycling partner and PCs for People. The Transfer of Ownership states that PCs for People will adhere to all laws governing disposal, is responsible for data and accepts all equipment as is.

## Drive Removal & Data Sanitization

PCs for People adheres to the highest standards for data destruction available. Any assets collected from recycling partners are inventoried and sanitized with policies that ensure maximum security and no recoverable data. In the "*Hard Drive Data Sanitization Process*" section, there is a step-by-step overview of how we protect your data.

Employees who participate in our hard drive removal and sanitization processes have passed a drug screening and background check. Our facility is monitored through a surveillance network of cameras and motion sensors. All hard drives are stored and wiped in a locked area. Throughout our hard drive sanitization process, all serial numbers are tracked and an inventory log detailing data sanitization results are sent within 10 business days of a pickup.

We are compliant with the following Data Protection & Privacy Laws:
- Health Insurance Portability and Accountability Act (HIPAA)
- Financial Services Modernization Act (GLB)
- Fair and Accurate Credit Transaction Act (FACTA)
- Red Flag Rule (amendment to FACTA)
- State Data Protection Laws

## Reporting

Our detailed reporting provides an audit trail for legal compliance. We record the serial number of every computer, the employee who conducted the data sanitization of each hard drive and the result of the sanitization process. If any hard drives could not be securely sanitized and thus had to be physically destroyed, this will be recorded as well. Upon completion of the sanitization process a Certification of Data Sanitization will be provided.

## Asset Tag Removal

PC for People protects the identity of its recycling partners by removing all identifying labels from equipment that is collected, including asset tags, logos and all other recycling partner branding.

## End-of-Lifecycle Recycling

While PCs for People is able to refurbish the majority of computers that we collect, we do receive electronics and computers that cannot be reused. Our management of these end-of-lifecycle assets ensures that every component, every cable and every plastic part that isn't reused, is recycled in an environmentally responsible way. We have a strict no-landfill policy.

When we receive a computer that needs to be recycled rather than refurbished (due to age, quality or other factors), any parts that can be utilized in refurbishing of other computers are first removed. Non-functional or unusable parts are broken into their natural components and recycled with an independently audited recycling partner. More than 95% of waste is recycled to its original form and over 4% is used for renewable energy. For businesses and organizations providing working computer equipment, we offer to take away non-functional equipment free of charge.

# HARD DRIVE SANITIZATION PROCESS

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# Hard Drive Data Sanitization Process

PCs for People works hard to ensure that your data is protected through strict adherence to the highest standards of information destruction, hard drive sanitization, and all recycling is environmentally responsible.

Our hard drive sanitization process has eight components:
- ➢ Access Employees
- ➢ Collection and Transport
- ➢ Staging and Hard Drive Removal
- ➢ Secure Sanitization and Storage Area
- ➢ Hard Drive Sanitization and Quality Control
- ➢ Hard Drive Destruction
- ➢ Receipts
- ➢ References

## Access Employees

We realize that a data breach could be catastrophic to your business. That's why PCs for People stringently restricts access to hard drives and other storage media to specific workers who are trained in our stringent policies. These workers are referred to as Access Employees.

Every Access Employee has passed a criminal background check, drug screening, employment history verification, and an I-9 verification. Additionally, they have signed a confidentiality agreement protecting all information in our custody. At all times during the data sanitization or destruction process, a recycling partner's hard drives are under the supervision of a PCs for People Access Employee.



## Collection and Transport

When PCs for People staff arrive at a recycling partner's facility to collect equipment, the recycling partner and PCs for People staff complete transfer of ownership forms. From that point on, PCs for People is legally responsible for the equipment and data. Both are covered by our $2 million liability insurance policy.

After ownership is transferred, computers and other equipment are loaded into our truck for transportation to PCs for People's secure warehouse. All electronics are secured within the vehicle to prevent loss from theft, wind, tipping, spillage, or atmospheric conditions.

## Staging and Hard Drive Removal

Upon arrival at the PCs for People's warehouse, computer equipment is unloaded from the vehicle into a secure staging area. Once unloaded, the hard drives are physically removed from the computer cases and placed in a container labeled with the recycling partner's name and other information. When all hard drives have been removed, Access Employees bring the container(s) from the staging area to the secure sanitization area.
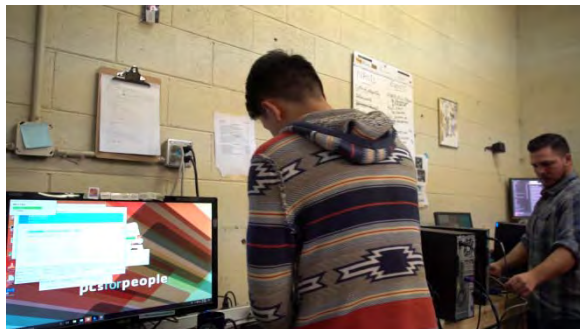


## Secure Sanitization Area

All hard drives that enter the secure storage area are physically destroyed or have their data wiped by an Access Employee. Only PCs for People Access Employees are allowed to work in this area. This facility is monitored at all times by a closed circuit television system capable of recording over 90 consecutive days of video. It is also monitored by an alarm system with motion sensors when the building is unoccupied.

PCs for People will sanitize, dispose of, and carry out services concerning all recycling partner information in accordance with all applicable state and federal laws and regulations, and in accordance with industry compliant processes, including the Health Insurance Portability and Accountability ACT ("HIPAA"), the Fair and Accurate Credit Transactions Act ("FACTA") in accordance with Rule 30 under Regulation S-P.

## Data Sanitization

(Also colloquially known as "Data Wiping")
All hard drives are sanitized by a software program which uses a three-pass method. The software overwrites the entire drive with zeroes once, a second pass utilizes a random number and the final pass utilizes a different random number. During the sanitization process, each hard drive serial number is scanned with a bar code reader and recorded in a spreadsheet. If a hard drive is successfully sanitized, it is labeled to indicate:
1. That all data contained on it has been wiped
2. The name of the Access Employee who sanitized the hard disk.

Occasionally a hard drive will fail the sanitization process. Such drives are labeled as defective and marked for physical destruction by an Access Employee (*see Hard Drive Destruction*).

## Quality Control

PCs for People Access Employees follow a strict quality control process to ensure that all hard drives are either fully sanitized or physically destroyed. After each sanitization run, a sample of hard drives is selected for inspection and tested. The sampling and inspection is conducted by a different Access Employee than the one who performed the data sanitization.

One hard drive is sampled and inspected per every 50 hard drives sanitized. At least one hard drive is sampled from every lot picked up from a recycling partner even if the lot is below the 50 hard drive threshold. If any data is recovered from the sampled drive, all hard drives from that lot are re-sanitized. Then two hard drives are sampled and inspected for every fifty hard drives in the recycling partner's lot. If the second sampling reveals another hard drive with retrievable data, PCs for People will re-inspect all the hardware and software used in the data sanitization process.

Once all hardware and software are determined to be fully operational, the drives will be sanitized and inspected for a third time. If data is recovered after the third inspection, all drives from that lot are destroyed (*see Hard Drive Destruction)*.

Once a lot of hard drives is sanitized and successfully passes through quality control, it is moved from the secure area to the warehouse to be used in PCs for People's computer refurbishing business.

## Hard Drive Destruction

If a hard drive fails PCs for People's sanitization process, it is labeled as defective and marked for physical destruction. All hard drives labeled as such are immediately physically destroyed by an Access Employee within the secure sanitization area.



The physical destruction is conducted by placing the hard disk in a press with a metal-spiked ram. This ram punctures the drive which renders any data remaining on the hard drive unrecoverable. Once this is done, the hard drive is removed from the secure area, shredded and responsibly recycled.

## Receipts

Within 10 business days of pickup, we send recycling partners a PDF file that containing the signed transfer of ownership, certificate of destruction, and data sanitization log. The data sanitization log lists all the data containing asset serial numbers and their corresponding hard drive serial numbers. The report verifies whether the hard drives were sanitized or destroyed.

# ACCEPTABLE ELECTRONIC WASTE & ACCESSORIES

We typically accept all functioning and non-functioning IT-related electronics. There is no charge for equipment unless noted.

## Computers
- Desktops
- Laptops
- PCs and Macs

## Tablets
- Chromebooks
- Microsoft Surface
- iPads

## Monitors
- Flat panels
- CRT (Limited quantities accepted at $0.55 per pound)
- TVs (Limited quantities accepted at $0.55 per pound)

## Mice and Keyboards
- Wired & Wireless

## Printers and Fax Machines

## Large Copiers and Plotters (Accepted at $0.25 per pound)

## Cables and Cords
- USB cords
- Power cords
- AV & Speaker cables
- Fiber cables
- Copper network cables

## Network Equipment
- Servers
- Routers
- Hard drives
- Chassis
- Circuit boards

## Audio Equipment
- Headphones
- Speakers
- Mics
- Mixers
- Amplifiers

## Telephones
- Cell phones
- Office phones & control systems
- "Bell System" phones
- Cordless phones

## Miscellaneous Items
- Hard drives
- USB, mini-display port, Firewire, etc.
- RAIDs and cables
- RAM, SD cards,
- Laptop batteries,
- UPS and extra batteries
- Professional video equipment
- Printer cartridges
- iPods

Don't see an item on this list? Mention it on your pickup request and we will confirm whether we can accept it.