



Tech
Exchange

Data wipe with KillDisk

Data Wipe Request

- Our pickup staffs will fill out a "Hard Drive Data Wipe _ Chain of Custody" form
- Please let us know how many devices and/or loose hard drive need data wipe
- Please sign the form as an agreement to the amount of devices and/or loose hard drives for data wipe
- Not all devices contain a hard drive

Data Wipe Procedure

- We will remove the hard drive from laptop or desktop to be wipe on our data wiping station
- Chromebook, tablet or cell phone does not contain a removable hard drive
- These devices can only be factory reset if the device is still working, if the device is lock or damage, we can't wipe the data from the device
- Devices not wipe will be destroy and/or send to our recycling partners to dispose of the components in an environmentally responsible manner

KillDisk Process

- We use 3 passes DOD data wipe process which will generate a certificate
- We can also use 1 random pass data wipe process without certificate
- We will email the certificate within 4 to 6 weeks

Destroy Hard Drive Process

- We use a degausser machine to disrupt and eliminate magnetic fields by removing data from the hard drive which make the data unreadable and unrecoverable.
- The hard drive will be send to our recycling partners
- We will send an excel spread sheet with all the destroyed hard drives' serial number along with the data wipe certificate