human-i-t.org
888.268.3921
donate@human-i-t.org

DATA SECURITY & SANITIZATION PROTOCOLS

Dear Donor,

I appreciate your interest in partnering with Human-I-T so your electronic waste may live a second life to help those in need. Human-I-T understands and accepts the responsibility to manage your sensitive data in a sound and conscientious manner. I look forward to providing these services to you so Human-I-T can improve the lives of others and the environment together.

Please see the information below with regard to the processes Human-I-T has in place to help keep your data safe. Human-I-T currently serves banks, law offices, and hospitals nationwide for their data security needs and Human-I-T hopes to work with you as Human-I-T.

Thank you,

Human-I-T

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POLICIES & PROCEDURES

The following procedures are performed to ensure that customer proprietary information is completely removed from all hard drives that are donated to Human-I-T. Our facilities are NAID-AAA Certified for data destruction and our policies and procedures are in full HIPAA, the HITECH Act, and other data security standards.

TRANSPORTATION & STORAGE

Hard drives and other digital information storage mediums received by authorized Human-I-T personnel are stored in a secured facility until processed.

HARD DRIVE SANITIZATION

Through a NIST 800-88 method, random data is written over the entirety of the hard drive destroying any recoverable data on the device. The hard drive is then re-scanned to provide a second verification that all data and/or customer proprietary information has been removed.

All Data is Erased Including:	
NTFS, FAT/exFAT, HFS+ volumes from areas containing deleted and unused data	Free clusters (unused by file data sectors)
File slack space (unused bytes in the last cluster occupied by file)	Deleted MFT records on NTFS and Directory system records on FAT/exFAT

Our default method of wiping is the industry standard of the NAID AAA-certified facilities using DoD and HIPAA-compliant NIST 800-88 software.. Additional data destruction methods are available upon request and compliant with the following additional international standards/laws: HIPAA, US Department of Defense 5220.22 M, US Army AR380-19, US Air Force 502, German NIST, Russian GOST p50739-9, Canadian OPS-II, HMG IS5 Baseline/Enhanced, Navso P-5329-26, NCSC-TG-025 & NSA 130-2

PHYSICAL SHREDDING

If our initial software data destruction methods are unsuccessful, hard drives are physically shredded on-site. After shredding, all remnant are sent to R2[*] or e-stewards Certified recycler for further dispositioning.

[*]R2 certification is recognized by the Environmental Protection Agency (EPA) as a set of voluntary principles and guidelines designed to promote and assess responsible, legal practices for electronics recyclers. The R2:2013 Standard establishes responsible recycling ("R2") practices for the recycling of electronics globally. By certifying to this Standard through an accredited third-party Certification Body, electronics recyclers and their clients can rely on industry-standard processes and principles.

CHAIN OF CUSTODY

Human-I-T Vehicle Pickups - To ensure data security, each truck has four cameras each: one road-facing camera, one inside the cabin, one inside the truck box, and one rear-facing camera. The rear-facing camera is able to capture the donor's items being loaded onto the truck. The truck box camera captures the inside where the items are located.

Human-I-T personnel can remotely view a live feed from any of the cameras while the truck is on. Human-I-T maintains two months of the truck footage at all times. All vehicles are equipped with a GPS monitor, so Human-I-T can track the truck's location at any time, detecting any abrupt driving patterns or unauthorized routing.

Hard Drive Chain of Custody:

Shipped Donations - All donations shipped via parcel or freight service have real-time tracking identification available to donors upon request.

Prepaid Laptop Boxes - For donations exclusively containing laptops, Human-I-T can provide locked, padded laptop boxes that would allow the donor to safely and securely ship their items to us with minimal effort.

Warehouse Security - Items are stored in a NAID-certified, secure facility with advanced ADT security systems and cameras. All employees and volunteers are required to pass a background check in order to access the warehouse, and access logs are kept. Guided tours are available upon request.
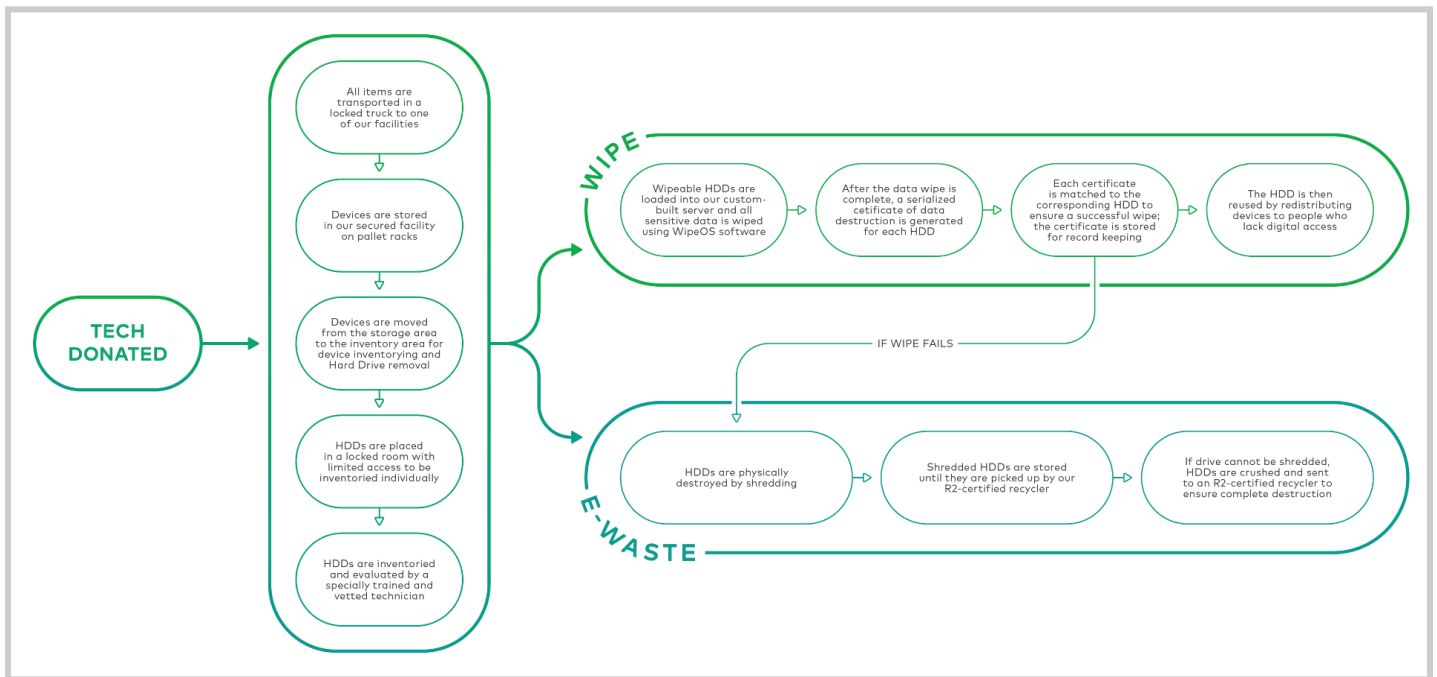
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SUPPLEMENTAL DOCUMENTATION

In addition to the Certificate of Data Destruction included with every Donation Receipt, Human-I-T offers the following additional options with regard to hard drive wiping/destruction processes and reporting.

1. Data Sanitization Wipe - This serialized report contains a serialized spreadsheet of all donated hard drives that have completed the data sanitization process. For additional transparency and documentation, Human-I-T provides individual Erase Certificates which include details such as the Serial Number, Erase Method, Hard Drive Capacity, Type, and Form Factor for each individual drive.

- Data Sanitization Wipe Report Example

2. Physical Destruction Report- A serialized report is available for donors who are requesting the physical destruction of hard drives. This includes an itemized spreadsheet showing the Serial Number, Destruction Method, Human-I-T ID, and Date Received for each individual drive.

- Physical Destruction Report Example

3. Physical Destruction No Report- This option is available for donors who require all hard drives to be physically destroyed but do not require a serialized report of the hard drives.

Note: Itemized data destruction is available for desktops, laptops, and servers. All other item types are sanitized to industry best practices. Peripherals and accessories will be reported by quantity or Human-I-Tight as "Bulk E-Waste". All monitors will be counted by model number and quantity received; serialized reporting will not be available.