human-I-T
where humanity and technology meet

# SANITIZATION PROTOCOLS

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 policies and procedures are in full compliance with HIPAA & the HITECH Act among 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 through the entirety of the hard drive destroying any recoverable data on the device. The hard drive is then re-scanned to provide a 100% verification that all customer proprietary information has been destroyed.

| **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** |

By default, we wipe all devices to the NIST 800-88 industry standard, which is compliant with HIPAA and DoD standards. Additional data destruction methods are available upon request and compliant with the following other international standards/laws: HIPAA, US Department of Defense 5220.22 M, US Army AR380-19, US Air Force 502, German VIST, Russian GOST p50739-9, Canadian OPS-II, HMG IS5 Baseline/Enhanced, Navso P-5329-26, NCSC-TG-025 & NSA 130-2

## PHYSICAL DESTRUCTION:

If our initial software data destruction methods are unsuccessful, the hard drive will be physically destroyed and recycled in an environmentally sound manner, via an R2 certified* organization.

*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.

## SUPPLEMENTAL DOCUMENTATION

In addition to the Certificate of Data Destruction included with every Donation Receipt, we have the following additional options in regards to hard drive wiping/destruction processes and reporting.

**1. Certificate of Destruction Report** - Individual PDF reports are provided for each drive that we wipe with software, confirming specific details like Drive Type, Serial Number, Wiping Method, and Wiping Verification Confirmation.

- Certificate of Destruction Example

**2. Data Destruction Report**- This report is a serialized spreadsheet of all donated hard drives that have completed the data sanitization process. This report includes a spreadsheet showing the Serial Number, human-I-T Donation ID, and Date Received for each individual drive.

- Data Destruction Report Example

**3. Physical Destruction Report**- This serialized report is for donors who are requesting the physical destruction of hard drives. This report includes a spreadsheet showing the Serial Number, Destruction Method, human-I-T Donation ID, and Date Received for each individual drive.

- Physical Destruction Report Example