



Laptop rescue – notes on data security

When you donate a laptop, tablet or similar device these are the steps we take to ensure that any data on the device is not accessible by future users:

On the majority of laptops we install a different operating system, this process renders any previous data unreadable. We delete partitions as part of our rebuild to ensure this applies to all data on the device. We know that unless you have recovery software and go intentionally to find the old data under the new build there is no risk of it being accidentally shared to a new owner.

Where the better option is to maintain the existing operating system we re-install the operating system, choosing the whole disk rather than an upgrade, parallel install or installing within a partition. This creates the same result as above. We only reinstall an existing operating system where the license to do so is attached to the device.

All tablets are reset to factory settings before being passed on to a new owner.

Our volunteers treat all data on donated devices as confidential and only view data if this is necessary in a repair or preparation process.

If you have concerns about data security on a laptop you are welcome to physically remove the hard drive and destroy it. We can still rebuild laptops without hard drives, either by repurposing an overwritten hard drive from another machine or buying a new hard drive.

Data security statement

- For any hard drive, laptop or desktop computer brought in for **REPAIR**- We guarantee that whilst with us your data will not be shared in any form and will not be viewed by our repairers except if required as part of the repair activity.
- For any hard drive, laptop or desktop computer given as a **DONATION**- We request that **YOU WIPE THE HARD DRIVE** before donating as these items may be passed onto others or used in repairs. If you are unable to wipe the hard drive please make this clear when donating as the responsibility for this lies with you, the data owner. **As a precaution, all hard drives will be formatted or the Operating System overwritten by us prior to passing any item on or using in a repair** but we are not able to offer any guarantee against future loss or theft of personal data after an item or component has been passed on.