



YOUR INFORMATION IS SAFE WITH SECURE THE CALL

Here's how we factory-wipe **EVERY** phone that's donated

What happens to the devices that are donated to Secure the Call? How is the information cleared from the devices that come in? These are two questions we get on a daily basis. Let's take a look:

Secure the Call goes to great lengths to wipe out the information on every device our organization receives. We know that you're counting on us to protect the information that might still be on the phone that you've donated.

Here's how we do it:

- All SIM cards are removed from the phones (those that contain a SIM chip) and shredded on-site.
- If your device has an SD Micro Memory Card, this is also removed and shredded.
- We have two methods for removing all of the information on the phones.
 1. For most models, we use a computer program (we connect the phone via the charging port) to wipe out the information electronically. The software we have completely restores the phone to its original factory settings while also erasing all the existing data.
 2. We use a hand reset method for models where our software is not compatible with your phone. All phones come with factory-installed recovery mode. Getting into the back-end section of the phone allows us to wipe out all information and factory reset the phone back to its original settings.
- If we cannot wipe the phone and factory reset it for any reason, we will properly recycle the phone through an ISO 9000 recycler. For any phone we cannot restore, before sending it off to our recycler, we punch a hole in the CPU chip, rendering it unreadable.
- Finally, to assure you and us that the information has been completely wiped - we perform a hand test of all the phones.

Secure the Call is proud of our 19-year track record of wiping and cleaning all phones and tablets that come into our possession. We pledge that you can feel safe donating your device to Secure the Call.