

# Device sanitization and privacy



**Get peace of mind knowing data left on the device has been removed and destroyed.**

The AT&T Business Trade-In program helps you get the newest devices faster—and with less out-of-pocket costs. The program enables you to turn in your old wireless devices that you no longer need and receive credit for the value of the device—applied directly to your AT&T account.

## What happens after your device trade-in?

Each device we receive is individually handled with great care by trained professionals in our secure collection facility. We use a variety of theft prevention and surveillance tools to protect devices that have been returned. Sensitive data, contact lists, call history, text messages, pictures, and videos are systematically removed through a stringent multi-step process clearing the devices.

**We are committed to the careful handling and erasing of sensitive data from mobile devices destined for reuse, offering peace of mind to our customers.**

### Data security

A rigorous, multi step data sanitization process to remove and destroy all customer data on devices. Devices that cannot be confirmed are “data clear” are destroyed either by shredding or incineration.

### Key standards compliance

- Environmental Protection Agency-recognized R2 standard
- NIST (National Institute of Standards & Technology) 800-88 Guidelines for Media Sanitization
- Compliant with HIPAA healthcare legislation “data clear” requirements
- AT&T strives to achieve a zero-landfill policy by keeping solids out of our landfills

 <p><b>Receiving</b></p> <p>SIM and memory cards are removed, and shredded on-site. Devices are then checked against lost/stolen database, with serialized tracking that helps ensure devices are moved safely through the entire process.</p>	 <p><b>Data Sanitization</b></p> <p>Leading-edge software is used to clear personal data from devices. Automated tools allow multiple devices to be wiped simultaneously. Many trained staff members are fully dedicated to this step.</p>	 <p><b>Inspection</b></p> <p>Devices pass thru Quality Control, and then a portion receive an additional Quality Audit to validate all steps have been properly executed and the device is ready for reuse.</p>
 <p><b>Warehousing</b></p> <p>Devices ready for redistribution are sorted and stored in a dedicated and secured area where cameras and security staff safeguard the area.</p>	 <p><b>Resale</b></p> <p>Only devices that have been fully data-cleared and processed are ready for introduction back into the market.</p>	 <p><b>Recycling</b></p> <p>Devices that cannot be fully processed are recovered for parts or responsibly recycled. Our program is R2:2008 certified, an electronics industry Responsible Recycler certification.</p>

To learn more about the AT&T Business Trade-In program contact your AT&T account representative, or call 800-331-0500. [Share this with your peers](#)  