

Data wipe, Data protection & Privacy

At Reaching People, we take data privacy and security seriously. We understand that you may have concerns about the privacy and security of your or others' personal information when donating a device. This document outlines the procedures we follow to securely wipe the data from donated devices and how personal information will be handled and protected.

Data wipe procedure & certification

Every donated device will go through a rigorous data wipe procedure. We use professional, industry-standard software to carry out the data wipe, ensuring all personal information and data is removed completely, securely and efficiently.

Upon completion of the data wipe procedure, we provide a data wipe certificate that serves as proof that all personal data has been erased in accordance with GDPR regulations. The certificate includes information about the device, the date and time of the data wipe, and the software used for the data wipe.

DIY data wipe

If you prefer to erase the data on your device yourself before donating it to us, we recommend using a dedicated erasure program such as Active@KillDisk or using the device's factory reset function. Regardless of whether you choose to do this yourself or use our data wipe service, we will still follow our strict procedures of data erasure using professional software designed to professional standards.

Privacy

We never sell or disclose any personal information or data from donated devices. We respect the privacy of all donors and do not collect any personal data beyond what is necessary to facilitate the donation process.

GDPR compliance

As a charity, we are required to comply with GDPR laws and regulations and take the necessary steps to ensure that we are in compliance with all GDPR requirements related to data protection and privacy.



For Reaching People’s Data Protection policy, please visit our website.

If you have any questions or concerns or would like help with wiping data from your device, please feel free to contact us.

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