

FAQs

What kind of IT equipment would you like?

Primarily PC systems and laptops, including base units running Windows 10, monitors, keyboards and mice, all under 10 years old - as these are the most suitable for homelessness charities and their shared accommodation, training and employment schemes.

We also accept tablets, as well as other peripherals, mobile phones, and general useable IT equipment. Please send us inventories in advance so we can assess the usability of the kit and plan our logistics.

How secure is our data?

We understand that the computers we receive often come with mission critical or sensitive data. We guarantee completely secure, compliant and certified data wiping processes.

We offer potential IT equipment donors two security levels: Standard and Ultimate.

Standard Security

At Computers 4 Charity we 100% datawipe your IT donations, with data-wiping certificates available and end-to-end security, free-of-charge.

Our erasure methods meet NIST SP 800-88 R1 purge standards or better for all data storage media. Our wipe process also verifies every wipe to ensure data has been removed at a hardware level.

<https://nvlpubs.nist.gov/nistpubs/specialpublications/nist.sp.800-88r1.pdf>

We are registered as a Data Controller with the Information Commissioner's Office (ICO) as number Z3321434 (<https://ico.org.uk/ESDWebPages/Entry/Z3321434>)

Ultimate Security

Through our sub-contractor Vyta (<https://vyta.com/>) we offer the ultimate security level possible:

- ADISA Certification to Distinction
- BLANCCO Gold Partner
- DIPCOG (MOD) Approval
- R2 Responsible Recycling
- Cyber Essentials
- GDPR trained & certified workforce
- EN 15713:2009 Secure Destruction
- OF Confidential Material
- BS 7858 Staff Screening Award
- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 27001 Information Security
- ISO 45001 Health & Safety
- Membership of ISIA Irish Security Industry Association
- Membership of BSIA British Security Industry Association
- Approved by CPNI

NB. Some security requirements involve costs, such as MOD level hard drive shredding to 30 microns.

End-to-end security

For highly sensitive data carriers, we use locked fully enclosed roll cages for bulk collections, tracked geofenced vehicles and security cleared staff. All incoming devices are placed into a restricted area with multiple levels of access control until all data is erased. Our Workshop is based next door to Kent Police, who have set up and monitor CCTV in our compound and theirs, with entry through three secure doors, in a gated compound with 2m security fencing.

What environmental compliance do you offer?

We fulfil 100% of environmental rules, regulations, and responsibilities, saving the computers from being scrapped, dumped or landfilled. In the event that we are given non-working IT equipment, that is “waste”, we are registered by the *Environment Agency* to carry out the repair or refurbishment of *Waste Electrical and Electronic Equipment (WEEE)* under waste exemption T11.

We hold:

- *Waste Exemption Certificate (NC2/061484), Environment Permit (CBDL11078), the Environmental Permitting (England and Wales) Regulations 2016,*
- *Registered Producers of Hazardous Waste number ODR619 as ID: HazWasteReg – 1583003,*
- *Registered Carrier of Controlled Waste PCD/CBDL11078*
- *Steps to Environmental Management Blue and Silver Level/Certificate Number 1001345.*

Do you issue CO2 Certificates? If so, on what basis?

Yes. Each device given a second life through refurbishment means a new one does not have to be manufactured; each refurbished laptop saving the planet from 150kg of CO2 emissions.

The United Nations say “*Manufacture a tonne of laptops and potentially 10 tonnes of CO2 are emitted. When the carbon dioxide released over a device’s lifetime is considered, it predominantly occurs during production*”.

Research into the average weight of laptops currently in production indicates an average weight of over 3kg. Extrapolated, this means that every computer given a second life saves a new one needing to be manufactured, reducing Carbon Dioxide release by 150kg.

IT equipment donors will be offered CO2 Certificates, indicating the Carbon Dioxide reduction they have achieved by their donation.

United Nations E-waste Coalition

A New Circular Vision for Electronics: Time for a Global Reboot, 2019

http://www3.weforum.org/docs/WEF_A_New_Circular_Vision_for_Electronics.pdf

If we have a large quantity, do you collect?

Yes. For large quantities of computers with a useful amount of further life, collection is free when you donate - though shipping to us does help.

For small quantities, we would appreciate these few items being packaged and posted or sent by parcel carrier or courier.