

Data Removal

Personal information on cell phones recovered and recycled through PITCH-IN CANADA's National Cell Phone Collection Program is removed and/or destroyed in one of several ways:

1) 'Simple' Data Deletion – Reset or Clear

All cell phones have a simple manufacturer-established procedure for information deletion, which is usually described in the user manual. These instructions for 'resetting' the phone will often clear out contact numbers and user information.

The kind of simple information clearing or reset often described in the user manual may not 'scrub' the information from the memory of many of the newer phones on the market. An advanced 'hard reset' which is also usually outlined in the phone's user manual will permanently clear the flash memory: (the following is an example for the Motorola v3 RAZR – different phones will have different information clearing scope):

Motorola v3 RAZR: removable information (all cleared by Master Clear)

(note: GSM technology cell phones use a SIM card which may hold phone book entries and other information. Card is usually removed and reused when handset is upgraded; otherwise SIM card is removed and destroyed)

- Phone Book Memory
- Call Lists
- Voice Mail
- Voice Memo
- Text Messages
- Calendar / Organizer
- Camera / Video
- Downloaded Media
- Banner

Master Reset:

- 1) Press **MENU**
- 2) Press ^ to **Settings**, press **Select**
- 3) Press ^ to **Initial Setup**, press **Select**
- 4) Press ^ to **Master Reset** press **Select**
- 5) Enter the 6 digit security code, (Default **000000**)
- 6) Press **OK, Yes**
Phone will reset itself

Master Clear:

- 1) Press **MENU**
- 2) Press ^ to **Settings**, press **Select**
- 3) Press ^ to **Initial Setup**, press **Select**
- 4) Press ^ to **Master Clear**, press **Select**
- 5) Enter the 6 digit security code, (Default **000000**)
- 6) Press **OK, Yes**
Phone will reset itself

The memory on reusable phones collected through the Program is cleared using the advanced 'hard reset' procedures.

2) Data Erasure

All refurbished handsets have all data removed in the refurbishing process prior to remarketing and also have many of the manufacturer and/or carrier 'sets' removed or returned to default. This is performed using a variety of specialized cell phone 'unlock' and memory 'flash' tools that are unique to the manufacturer of the handset and to the 'vintage' of the phone model. Tools typically consist of propriety handset connection cables and 'overwrite' protocols to delete and write over the installed flash memory on the handset. Hardware can be standalone or via a computer terminal.

A typical 'tool' is the 'Smart Unlocker': a professional device that removes SP/SIM/Phone lock and resets Security/User Codes and works with a wide range of mobile phone models:

- Direct special function to repair phones using full flashing
- Direct JTAG function to repair phones with lost boot zone
- Direct JTAG function for testing CPU/RAM/FLASH
- Where present, personal data that is removed includes:
 - Call Lists
 - Call Timers
 - Voicemails
 - Text Messages
 - User-defined wake-up messages and/or banners
 - Personal Organizer/Calendar
 - Personal Media Files
 - Photos/Videos
 - Downloaded Media
 - Mobile Number



3) Physical Destruction

Handsets that are recovered and received, sorted and graded or categorized as scrap and obsolete are sent to an ISO14001 certified smelter for recycling and metal recovery. Data is not cleared for this category of cell phones as these handsets are physically destroyed and do not present a data risk.