

PCS FOR PEOPLE – DONATIONS & FAQ

Accepted items:

- Desktops, laptops, phones, tablets
- TVs and monitors (no CRTS)
- Keyboards, mice, printers, speakers
- Hard drives and other computer parts
- Power cords and cables
- Servers and networking equipment

Unacceptable items:

- Household appliances (microwaves, refrigerators, vacuums, etc.)
- Car batteries
- CRT (tube) TVs and monitors
- Copiers
- Anything with chemicals, fossil fuels, bio waste, oil, liquids, powders, asbestos, or freon

1. Q: **Can I donate my tablet computer as part of this project?**

A: PCs for People is happy to take all computer donations (laptops and desktops), as well as tablets, cellphones, and accessories for these items.

2. Q: **Can I be certain all my data will be wiped clean from donated equipment?**

A: All data will be wiped clean or destroyed from donated equipment of any kind.

3. Q: **Do I have to do anything with my iPad or iPhone before I donate?**

A: Yes, for the equipment to be refurbished for a new user, donors of iPhones and iPads **should remove their Apple ID** from their device by backing up their data online and then executing a factory reset of the device. Apple devices that have not had a factory reset and are still associated with the donor's Apple ID are not usable and will be wiped and scrapped using appropriate, zero-landfill recycling techniques.

4. Q: **Does PCs for People make sure that my donation is confidential and that my identity can't be stolen?**

A: PCs for People protects the identity of its equipment donors by removing all identifying labels from equipment that is collected, including asset tags and logos. All data is completely destroyed as a part of our sanitization process.

5. Q: **Does PCs for People have industry certification for data destruction?**

A: PCs for People has the NAID (National Association of Information Destruction) AAA certification which is the highest certification for data destruction available. Any assets collected from donors are inventoried and sanitized according to NAID AAA policies.