

## **You May Be Asked A Few Common Questions**

### **Here Is A Brief Description of What Happens to the Phones & Personal Information Stored On Them**

#### **What Happens To The Collected Cell Phones**

#### **ReUse Or Recycling ISO 14001 Certified & Environmentally Responsible**

##### **Cell Phones That Are Re-Usable**

A small number are still in working order or can be reused 'as-is'. These phones are cleaned and new display screens or lenses may be installed.

Others require repair, remanufacture or replacement of internal components including the antenna, circuit boards and receiver and transmitter components or external parts such as the keys, buttons and controls. They are tested for electrical, electronic and communications performance and new or refurbished batteries may be installed.

Some cell phone handsets may be disassembled to recover individual parts and components that may be used in the remanufacturing process or used by domestic warranty repair centres

Renewed and remanufactured cell phones are sent to emerging countries where there are few or no land (wire) lines or where the price of a "new" cell phone is unaffordable. Others are reused in domestic markets for low cost prepaid services and in warranty replacement and 'loaner' and trial programs.

Some phones are also donated (at no cost) to other Canadians in situations where there is an economic necessity for both safety and communications. Shelters often use them for abused adults and children so they may have 911 (emergency only) communication or they may be provided to seniors services programs for similar purposes.

##### **Cell Phones That Cannot Be Reused**

Batteries are separated from the handset and sent to a specialized, permitted facility (in Canada, or the United States) for the recovery of various metals including nickel, cadmium and lead for reuse in new products.

Broken handsets and ones that are obsolete or too old for reuse are shredded and processed at one of several smelters in Canada or the United States for the recovery of copper and the trace precious metals in the circuit boards.

The plastic cases that cannot be easily or economically recycled (because of contamination from labels, stickers, metals and incompatible polymers) are often used as a source of thermal energy for fuel for the smelter process.

Recovered metals are refined for purification and are reused in new copper wire and cable, jewelry, automotive catalytic converters, new electronic equipment and many other products



Charitable Recycling: A Program of PhoneBack, Canada (A Division of 1559602 Ontario, Inc.)  
17705B Leslie Street, Unit #8, Newmarket, Ontario L3Y 3E3

[www.charitablerecycling.ca](http://www.charitablerecycling.ca)

**Phone:**(905) 830-9607

**Fax:**(905) 836-5889

**e-mail:**[wweis@twsmail1.com](mailto:wweis@twsmail1.com)

# What Happens To The Information Stored on the Cell Phones

## Reliable Management & Removal of Stored Data, Files and Personal Information

Owners of used cell phones are often, and rightly concerned about the fate of personal and business information that may be on the handset and how this information is 'securely' managed. All cell phones recovered by PhoneBack, Canada are processed at our ISO 14001 certified facility. Information 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 by owner; 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 collected reusable phones 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' software and hardware 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 a certified and permitted 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.



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