



# RevaluElectricals

Small Electricals Collection  
Service in Brighton & Hove



**TECH-TAKEBACK**



**Brighton & Hove  
City Council**



**recycle  
your  
electricals  
campaign**



### **STEP 1:** **Gather up your unwanted electricals**

Almost any small item with a plug, battery or cable can be donated - including computers and tablets, mobile phones, data storage devices, small tech and household items.

### **STEP 2:** **Register & request a collection via The ZeroNet**

Download The ZeroNet app on your smartphone or tablet, create an account and tell us what you would like to donate.



New collection offer:

Accept

Reject

### **STEP 3:** **Accept a collection slot to suit you**

We will offer you a collection slot based on your availability preferences - click 'Accept' to confirm your collection date and time.

*(Don't worry if you aren't available, click 'Reject' and you'll receive a new offer soon!)*

### **STEP 4:** **We'll collect your items from your door**

Using our electric van, we will carry out a contactless collection from your home - maintaining a safe distance at all times.



### **STEP 5:** **We erase any data-bearing items and send your items for reuse**

If your item was data-bearing, we will erase it using our certificated data-erasure process - after that it is treated in the same way as all other small electricals - it will be refurbished and sent for reuse!

*(Where reuse isn't possible, your items will be broken down for material and component recycling.)*



# A new way to donate

Operating 'pop-up' events since 2016, Tech-Takeback has partnered with The ZeroNet to bring the RevaluElectricals service to Brighton & Hove. In association with Brighton & Hove City Council and the Recycle Your Electricals campaign, residents can now donate their unwanted end-of-use small electricals through our new free app-based collection service.

Across 7 events, Tech-Takeback has been able to divert 10.5 tonnes of electrical equipment away from landfill. After a secure data-erasure and refurbishment process, many of these items have been redistributed to digitally-excluded members of the community, with others broken down into individual components for reuse or responsible recycling at their end-of-life.

The new RevaluElectricals collection service combines the secure circular operations expertise of Tech-Takeback and The ZeroNet, the circular economy reverse logistics app. The service is free to Brighton & Hove residents who can arrange a collection of small electricals by a Tech-Takeback operative for free via The ZeroNet app.

Download  
The ZeroNet



## Service Updates

From launch, the RevaluElectricals service will be available to all residents of Brighton & Hove and if initial demand is high we will encounter busy periods. During which time, on receipt of your collection request via the app, it may take a while for a collection slot to be offered to you whilst we optimise collection routes and maximise efficiency of our resources.

We thank you in advance for your patience and understanding and we will ensure you are kept updated throughout the collection process by either Notification message, SMS or e-mail. Details of service updates in the City will also be published on our Service Updates page and an update e-mail may be sent to you. If you have any questions during the process, please do not hesitate to contact [admin@techtakeback.co.uk](mailto:admin@techtakeback.co.uk)

# Why donate via RevaluElectricals?

Over 800 residents have already donated their damaged or unwanted electricals to Tech-Takeback. Here's why you should join them by donating via the RevaluElectricals collection service:

## It's convenient



We come to you – you don't have to travel, drive, park or queue anywhere. We use our **electric van** to carry out a free collection of items from your doorstep while remaining compliant with COVID-19 social distancing measures. You'll be offered collection slots based on your in-app 'Availability Preferences' - which you can amend at any time! When you receive an offer, click 'Accept' (or 'Reject' to return to the queue).

## Environmental benefit



It takes a huge amount of energy and natural resources to produce electrical items - reusing and responsibly recycling these items allows us to reduce the environmental impact of the manufacturing process.

## Community benefit



We work to give a second-life to unwanted technology and other small electricals for the benefit of members of the community - providing access to education and social interaction opportunities throughout the COVID-19 pandemic and beyond. Our redistribution partners work to get electrical items to deserving new homes.

## Data security



For your protection and peace of mind - we use a secure data-erasure process to permanently remove all data stored on your devices at no charge to you. A 'Certificate of Data Erasure' can be provided upon request - please contact [admin@techtakeback.co.uk](mailto:admin@techtakeback.co.uk) for further details.

Our website explains why 'restore to factory settings', formatting the drive, taking a hammer to the item and other methods do not totally remove the data which means information can be recovered by those with malintent or accidentally upon reuse (and of course the more destructive methods prevent reuse and don't protect the environment - core values of RevaluElectricals).

## It's easy and free!

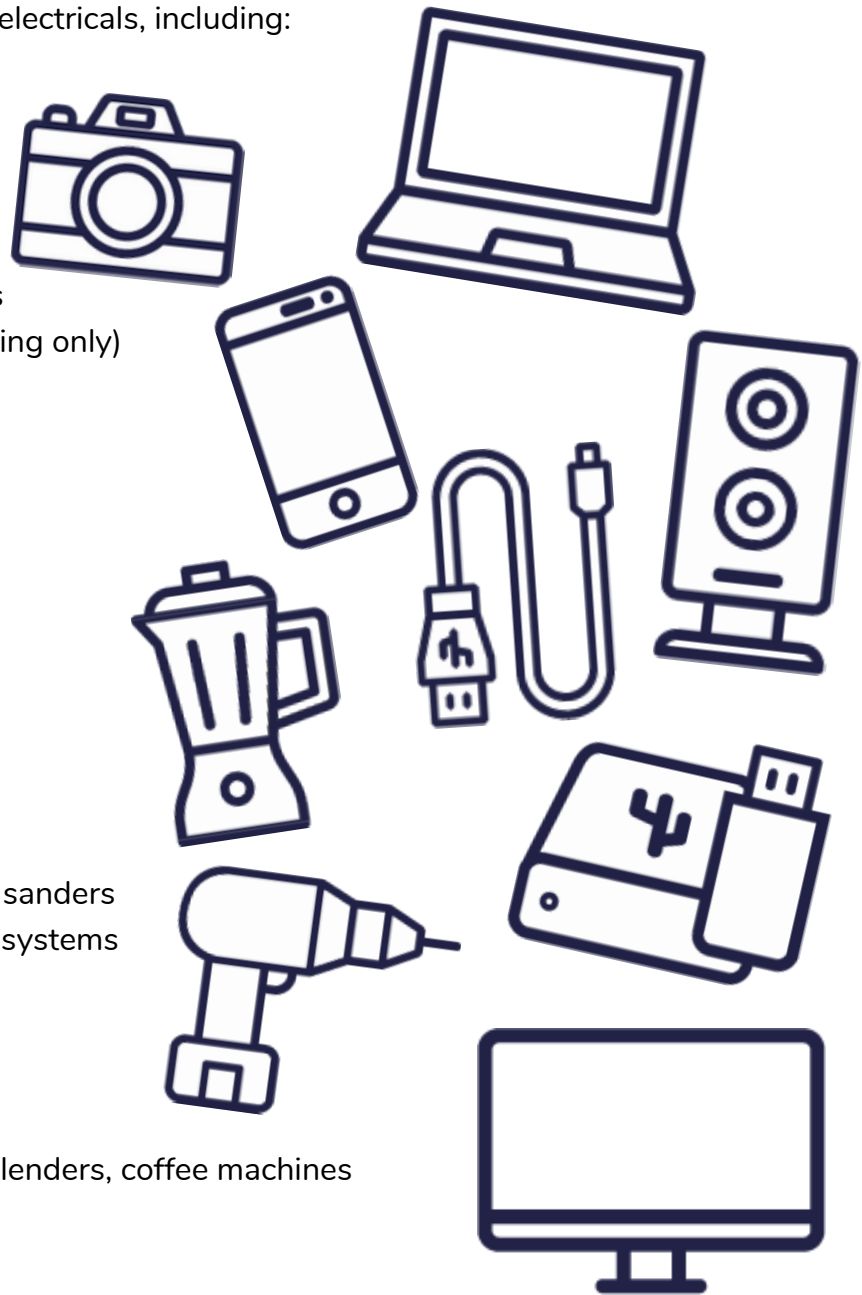


Many people have taken the opportunity to declutter their homes during the lockdown period - our collection service makes it easy to responsibly dispose of the electrical items cluttering your home while helping those in need.

# What items can you donate?

We can accept a wide range of small electricals, including:

- PCs & Laptops
- Tablets
- Hard drives
- CDs and DVDs
- Memory cards
- USBs and USB connected devices
- TFT (Flat-Screen) Monitors (Working only)
- Mobile phones & Smartphones
- Games consoles
- Digital cameras
- Sat Navs
- Cables
- Transformers and Charging Units
- Network Equipment
  - e.g. WiFi and Ethernet routers
- Telephones
- Electric or battery powered toys
- Electric power tools
  - e.g. screwdrivers, drills, saws, sanders
- Radios, record players and stereo systems
- Video, CD and DVD players
- Remote controllers
- Digiboxes
- Kitchen appliances
  - e.g. mixers, toasters, kettles, blenders, coffee machines



Currently, we are **not** able to collect:

- Printers
- CRT Monitors
- Electric toothbrushes and other personal hygiene and grooming products
- Headphones (including in-ear headphones)
- Domestic batteries (due to safety considerations).

If you have something that is not on the list or have any questions about our service, please feel free to contact us on [admin@techtakeback.co.uk](mailto:admin@techtakeback.co.uk).

# What happens to your donation?

Founded on circular economy principles, Tech-Takeback follows a waste hierarchy that considers recycling of materials a last resort. When your donated items reach our secure facility, following data erasure of any data-bearing tech, our team will carry out an initial triage to determine suitable next steps. They'll be looking at things like age, physical condition and repairability to determine whether your items could be reused.

For data-bearing items like mobile phones and laptops, we will follow our secure data-erasure protocol (detailed on page 7) to ensure all of your personal data is permanently removed. If the item is suitable for reuse, the team will carry out a basic refurbishment of the device and upload a suitable operating system.

If the item cannot be practically refurbished for reuse, it will be broken down into separate components and materials for reuse and recycling.

All items (both data-bearing and non-data-bearing) will undergo a PAT test to ensure they are safe for reuse.

## Waste Hierarchy

RevaluElectricals was founded upon circular economy values - central to this is our waste hierarchy based upon the 3Rs.

We only destroy and recycle devices as a very last resort! This can happen if a hard-drive cannot be fully erased or a device is beyond repair.

### Reduce Consumption

Buy less tech! Do you really need that upgrade?

### Repair & Reuse

Fix it, don't ditch it!  
Donate for reuse

### Recycle

Separate materials for WEEE recycling

We work with a number of reuse partners across Brighton & Hove who work to support those in need. During the COVID-19 pandemic, we've helped to supply digitally-excluded members of the community with tech that has enabled them to continue their education at home and maintain communication. When a piece of tech or small electrical item no longer meets your needs, our reuse partners can always find someone who will put it to good use!

# Your security matters to us

We take your data security very seriously, and while many people believe that factory resets or reformatting the drive will remove your data – this isn't quite true! Using data recovery software freely-available online, your personal data could be recovered by those with malintent. Our process (detailed below) makes this impossible by permanently overwriting your data and accompanying procedures which are in accordance with the Data Protection Act, GDPR and EU WEEE Directive.

Tech-Takeback is registered with the Information Commissioner's Office (ICO) and has a Waste Carrier's Licence and a T11 waste exemption: repairing or refurbishing waste electrical and electronic equipment (WEEE).

## Data Erasure Methodology

Tech-Takeback use a licensed secure data overwrite methodology for erasing data from devices. For each successful erasure a unique certificate is produced and a license fee has to be paid.

We use White Canyon WipeDrive Enterprise for all our erasures. This software works by overwriting every single piece of data on a device/hard drive and then verifying this was successful. Only if it can verify that 100% has been erased successfully, will it be considered to have passed. Nothing is left on the hard drive, including the original operating system. You can request a copy of your 'Certificate of Data Erasure' by contacting [admin@techtakeback.co.uk](mailto:admin@techtakeback.co.uk).

The Common Criteria for Information Technology Security Evaluation is an international standard for computer security certification managed by 30 member countries. WipeDrive Enterprise obtained EAL 2+ certification on a data erasure security target and received evaluation by a Common Criteria certified lab. This rigorous certification is the most comprehensive certification currently available. In the UK, it is certified to HMG Infosec Standard 5. WipeDrive Enterprise is one of the most secure products available for removing all data from devices and the linked page shows the different versions available - [read more about WipeDrive Enterprise here.](#)

If the software is unable to 100% verify a successful erasure, we will ensure that your data-bearing assets are mechanically shredded to particles between 3 - 20mm to ensure that any remaining data cannot be retrieved. We will send you confirmation of physical destruction in this event.

# Preparing your items for donation



Transfer any data that you might want to keep - we won't be able to do this for you and definitely won't be able to get it back once the data is erased. Consider using an external hard drive or remote storage to regularly back-up your data.



Disconnect Apple devices from iCloud – this is easy to do and your device doesn't have to be working, just follow these simple steps:

- Sign in to your account on [iCloud.com/find](https://www.icloud.com/find)
- Click 'All devices' and select the device you're donating and click 'Erase'
- Once this is complete, select 'Remove from account'
- For older devices, you may just have to click the 'x' to disconnect from your account.



If your device is in working order, please remove or reset your security pin/password – on Apple devices, this can be done in a few simple steps:

- Go to 'Settings' and select 'Touch ID & Passcode' or 'Face ID & Passcode'.
- Enter your passcode and select 'Turn Passcode Off'.
  - If this option is unavailable, please select 'Change Passcode'.
  - Enter your old passcode and set the new passcode to '0101'.

**NOTE** – we **NEVER** switch on or unlock your device to do anything other than erase data. **It is a disciplinable action for our employees to do so.** The removal/change of passcode allows us to refurbish the device for reuse after the data erasure process.



Make a list of any software you might want to carry over to a new device, including license codes and login information.



Remove any loose media - this includes things like USBs, CDs, Floppy Disks. We can erase these items too, but remove them from your device first.



Include any charging or power cables if you have them as this will help our processing and aid reuse.



Please make sure you have your items ready as our drivers work on a tight schedule and will not be able to enter your property. If you live in a flat, please be ready to bring your items to the main entrance to the building.

Please see our [Erasure Disclaimer](#) for further information on donation criteria



# Download The ZeroNet app

Arranging a collection of your unwanted electricals is easy with The ZeroNet app. Download the app from the relevant app store:



Once your download is complete, don't forget to enable notifications for The ZeroNet - for instructions and information on how/why we use notifications, [click here](#).



Having trouble using The ZeroNet? Check out our **short instruction video** that should solve any problems you are having.

For more information, head to [techtakeback.co.uk](http://techtakeback.co.uk) or contact us on [admin@techtakeback.co.uk](mailto:admin@techtakeback.co.uk)

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