

Data Destruction Process Flow

Ver 1.3



- Stock received must be confirmed within 72 hours of receipt of the batch. This should be done utilising the Manifest and updating each record status (**Column L**) to 'WIP' for all units received or 'NOT RECEIVED' for missing units, this should be emailed to support@knowhowsalesportal.co.uk within the 72 hour SLA.
- Individual Certificates must be produced for every unit & held by Supplier. Unique Certificate Number for each unit must be listed on the Manifest against the relevant SLP entry (Certificates of Destruction listed in **Column O** / Certificates of Data Wipe listed in **Column P (Q & R** if additional certificates are required to cover multiple storage Devices)).
- Any requested Certificate must be made available within 12 hours of the request.
- Each Certificate of Data Erasure must detail the Unique Certificate Number, Unit SLP & Unit Serial Number (additionally MAC Address must be listed for all units erased using a Non-Blancco Erasure Processes). If Serial Number or MAC Address are not available then Certificate must state UNOBTAINABLE in the appropriate field.
- Each Certificate of Data Destruction must detail the Unique Certificate Number, Unit SLP & Unit Serial Number (additionally MAC Address should be listed for Kindle and Blackberry Process). If Serial Number (or MAC Address) is not available then Certificate must state UNOBTAINABLE in the appropriate field.
- Manifest should be sent back weekly until all units have been either Data Wiped or have had all data storage devices (HDDs / SSDs / eMMC / Flash RAM etc) that could contain customer data destroyed. For each unit accurate status needs to be identified in **Column L** either as WIP (Work in Progress), Data Wiped or Data Destroyed. For every unit identified as Data Wiped, the process used to Data Wipe must be selected in **Column K**. This update must be emailed to support@knowhowsalesportal.co.uk by 12:00 PM each Friday.
- All units should be checked for presence of any removable media or other items that could contain data or be linked to a previous owner (e.g SD Card, USB Pen Drive, CDR, DVDRW, SIMM Card etc). Any item found must be destroyed with one Certificate of Destruction covering all removable media found per batch. This Certificate must detail item found, Serial Number (if available) and SLP of unit item was found with (if available).
- If units are received without a SLP label, remainder of load should be booked in and SLP for remaining unit identified (check model/ SKU matches physical unit). Where two or more units on the same SKU are received without their SLP labels, product must be booked in referencing all SLP numbers that are not uniquely linked to a single unit. In this instance Manifest must be updated to show all certificate numbers (Data Wipe & Destruction) that cover the SLPs, also the Certificates must show all SLP possibilities for the unit that has been either Data Wiped or Destroyed.
- If a Data Storage Device is Data wiped in a Host Unit, Certificate of Data Wipe must detail SLP and Serial number of unit from which the Storage Device was removed.



SLP Label Identification

The SLP barcode has the Barcode number printed beneath. This barcode and will always be 10 digits long and is a concatenation from the number printed down the right hand side of the barcode (SLP Number) and the two digit Zone Ref displayed in the top left corner of the SLP label.



BARCODE Number

This is the Unique Identifier for each unit. Format is always a 10 Digit number & will correspond to data in Column A on the Stock Manifest. The Barcode on the label will read this number when Scanned.