

DIXONS RETAIL DATA ERASURE PROCEDURES

Authorised Data Wipe Processes for use on Dixons Carphone Stock

This is the Index page for the Dixons Retail Data Erasure Policy (the “Policy”) which forms part of the KnowHow Portal Traders Merchandise Agreement (the “Agreement”). All Goods purchased from DSG Retail Limited are subject to this policy. Please note that this Policy may be updated from time to time with immediate effect. All definitions in this Policy are the same as in the Agreement, unless otherwise stated.

The current list of approved procedures for Data Erasure on Dixons stock are listed below. In addition Record keeping is required as per Dixons Retail Data Wipe or Destruction Process Flow v 1.3 March 2015 :-

Requirement No.	Goods	Required standard	Current version of appendix:
1	Hard Disk Drives (“HDDs”), Solid State drives (“SSDs”), Mobile Devices and Tablets.	Data Wipe to Infosec Standard 5 – Lower Standard.	
2	Apple IOS Devices	Data Wipe using Blancco Mobile.	
3	Samsung Chromebooks (XE300M2, XE303, XE500C2 & XE550CS)	Appendix 1: Samsung Chromebook Process	Ver.1.1.Jan2014
4	Kindle (Kindle, Kindle Touch, Kindle Keyboard, Kindle Fire)	Appendix 2: Kindle Process	Ver.1.1.Jan2014
5	Blackberry Playbook Tablets	Appendix 3: Blackberry Playbook Process	Ver.1.1.Jan2014
6	Nintendo Games Consoles	Appendix 4: Nintendo Process	Ver 1.5 July2014
7	Mobile Communication Devices (Broadband Dongles, Mobile Phones(OEM Authorised only)	Appendix 5: Mobile Communication Process	Ver 1.2 November 2014
8	IOS Devices, Tablets & Mobile Phones.	PERVACIO Certified level Data Erasure.	
9	Apple iPods.	Appendix 6 : iPod Process	Ver 1.1 March 2015
10	Chromebook/Chromebox	Appendix 7 : Chrome Process	Ver 1.1 June 2015
11	Factory Reset(Authorised Devices Only)	Appendix 8 : Factory Reset	Ver 1.5 May 2017



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12	Mobile Phones & Tablets	Appendix 9 : Blackbelt Data Wipe for Mobile Phones & Tablets	Ver 1.0 July 2017
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Current Data Erasure Certificate requirement

In addition to the above requirement(s), Successful Data wipe of Device shall be supported by a unique Certificate of Data Erasure detailing the SLP, Serial Number and any other additional details as specified by the appropriate Data Wipe Process. We reserve the right to require further details to Our reasonable satisfaction. An example of the current Data Erasure Certificate format is available upon request.