



FAQs

- **This equipment was expensive. Isn't it worth something?**
- **Why do I need data destruction?**
- **What does Secure e-Cycle recycle and/or remarket?**
- **How much of my equipment is recycled and/or remarketed?**
- **What costs are associated with recycling various types of electronics?**
- **We need enterprise-level data erasure. Can you help us?**
- **Does Secure e-Cycle have Internal Security Standards?**
- **I am located in _____. Will you come collect my equipment?**
- **Can I just drop my equipment off at your office for processing?**
- **Our Company has several locations. Can you process equipment from all of them?**
- **What can I expect when you come to get our assets?**
- **When are you open?**

Q: This equipment was expensive. Isn't it worth something?

A: It depends on the equipment. Most technology quickly depreciates in value. Some assets retain value better than others. Our technicians have the market knowledge and the relationships to capture the greatest value for your retired equipment. And we'll make certain that none of it ends up in a landfill. A general rule of thumb is that equipment, especially a computer, less than 7 years old, has potential resell value.

Q: Why do I need data destruction?

A: Information on a computer's hard drive doesn't go away when the machine is powered down, even when it remains off for a long time. Credit card numbers, passwords, ID numbers and licensed software downloads are just a few of the items often stored on a hard drive that poses a potential liability to you. At Secure e-Cycle we offer two Department of Defense approved approaches to ensuring 100% of the data contained on your IT assets is destroyed.

Q: What does Secure e-Cycle recycle and/or remarket?

A. We will recycle most any item that plugs into an outlet and any peripherals to that item

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|---------------------------------|--|
| • Laptops | • Printers |
| • Desktops | • Printer InkJet and Laser Cartridges |
| • Monitors | • Televisions |
| • Computer & Server Hard Drives | • Desk Phones |
| • Servers | • Cell Phones |
| • Server Cabinets | • Battery Back-Up Units |
| • Network Equipment | • Computer Peripherals (Keyboards, Mice, Cables) |



Q: How much of my equipment is recycled and/or remarketed?

A. Secure e-Cycle enforces a **100% No Landfill Policy**. Every piece of equipment that we handle is either recycled or reused. Once equipment is diagnosed, we determine whether it can be remarketed and resold or if it must be de-manufactured and recycled. All recycled equipment is handled in accordance with Federal, State and Local laws.

Q. What costs are associated with recycling various types of electronics?

A. Secure e-Cycle strives to limit the disposal costs charged to our clients by working diligently to remarket a large majority of the equipment we receive for reuse. Many of our clients are able to achieve a positive return on their end-of-life assets as a result of our services. Our Security Consultants have a strong knowledge of the market and would be happy to provide you with a customized cost/revenue estimate.

Q: We need enterprise-level data erasure. Can you help us?

A: Absolutely. Our technology is approved for use with all types of hard drives and storage arrays. We have the capability to perform our Department of Defense 5220-20M disk wiping process either on-site at your office or at our secured facility. We have the technology and expertise to handle and sanitize multiple drives simultaneously. Our wiping process involves completely overwriting your data with 1's and 0's. Once the device has been over-written, it can be reused or resold, preserving the functional and remarketing value of the asset.

Q: Does Secure e-Cycle have Internal Security Standards?

A. We have implemented the following policies and practices to ensure the highest level of security:

- Initial and random background checks performed on all employees,
- random drug-screening,
- alarmed and monitored facilities,
- restricted entry access and
- comprehensive insurance coverage

Q: I am located in _____. Will you come collect my equipment?

A: We currently offer regular, recurring equipment pick-up anywhere within 200 miles of Kansas City. Depending on the volume of equipment to be recycled, we do have the logistics processes in place to safely and securely transport equipment back to our facility from most any location in the Midwest.

Q: Can I just drop my equipment off at your office for processing?

A. We do offer a convenient and secure drop-off process at our Lenexa facility. We offer discounted recycling fees on all equipment delivered to our office for processing. We accept drop-offs Monday through Friday between the hours of 8:00 a.m. and 4:00 p.m.



Q: Our Company has several locations. Can you process equipment from all of them?

A: We currently offer equipment pick-up anywhere in Kansas or Missouri. We have multiple collection vehicles serving our clients each day, so the chances of us being in the area of your office(s) is high. Depending on the volume of equipment to be recycled, we do have the logistics and transportation processes in place to transport equipment back to our facility from most locations in the Midwest.

Q: What can I expect when you come to get our assets?

A: In advance of our scheduled arrival, our Security Consultants will collect all relevant information regarding the electronics and logistics related to the pick-up. At the time of service Secure e-Cycle's friendly, professional team will arrive promptly and ask for the contact that you designate. The team will have a work order detailing any special instructions, as well as a list of the equipment that you've authorized us to collect. Your designee will need simply to verify the location and volume of equipment. Once the loading is complete, your contact will be asked to verify the list of loaded items and the ending time with a signature. We'll take care of the rest.

Q: When are you open?

A: Secure e-Cycle is open Monday through Friday 8:00 a.m. to 5:00 p.m. central standard time. We accept drop-offs until 4 p.m.