

SECURE IT ASSET DISPOSITION SERVICES SPECIFICATION

Ordering of SITAD Services:

- Authorised Users may order SITAD Services via email to cis@ironmountain.nl / cust@ironmountain.be or by contacting their account manager.
- Authorised Users shall be responsible for providing IM with sufficient information to perform the Services.
- The cost of SITAD Services shall be as detailed in the Charges Schedule or as otherwise agreed between the parties.

At the Customer's instruction IM will provide the following Services:

IM offers three main services:

- disposal of e-waste. This is a service which IM will provide when necessary, but do not promote because of the lack of trace ability
- recycling
- resale

As a standard, IM will provide a closed roll-cage, bin or suitcase to a customer, in which the customer places all equipment to be disposed of. When ready, the customer will get in contact with IM to get the carrier collected by IM or swapped for empty carriers.

When asked for, IM will collect the IT equipment at the customer site, including the capture of serial numbers. If not, the capture of serial numbers will be done offsite.

Data wiping, or when necessary degaussing/crushing/shredding, will be done off site. When asked for, IM can provide these services on the customer site as well.

When re-sale is permitted, the customer can decide if they want to receive the residual value back, or if they want to donate this as a gift to one of the two chosen charity funds.

Collection from Customer Facilities of IT Assets

- Each IT Asset must be compliant with Applicable Law.
- Any IT Assets over 25kg should be clearly identified to IM prior to any collection.
- All IT Assets should be uninstalled, switched off and disconnected prior to collection unless otherwise agreed between IM and Customer.
- IM don't accept
 - loose batteries
 - loose toners/cartridges
 - CRT screens or old televisionsbecause they are legally not seen as ITAD but as hazardous waste
- If the collection is cancelled or postponed by the Customer then the Customer is liable to pay the full transportation charge as a cancellation Fee.

IT Asset Disposition

- IM takes care of the secured transport from the customer to the site where the data will be removed from the devices

- The customer has to specify
 - if the IT assets may be re-used (resale) after removing all data, or if the parts containing data have to be destroyed
 - if re-use is chosen, if they want to receive the residual value themselves or donate them as a gift to one of the two chosen charity funds
- If re-use (resale) is chosen, IM decides if the expected value covers the costs involved. If not, the specific IT assets will be recycled instead of resealed.
- The removal of all data will normally be done offsite, but may be done at the customer site as part of the agreement
- All equipment used is NIST 800-88 certified. All processes are Weeelabex/R2/Cenelec compliant.
- **Certification & Reporting:** where agreed a fully itemised confirmation will be provided with make, model and serial number (where present) of IT Assets in line with Applicable Law after completion of IT Asset disposition.