CYBERCRUNCH

NAPO EDUCATIONAL SERIES

The Digital Declutter

Three questions for letting go of old electronics safely and responsibly

A professional organizer's guide, told through one client's pile.

PRESENTED BY

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Strategic Account Executive, CyberCrunch

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BEFORE WE BEGIN

About CyberCrunch

CyberCrunch helps organizations of all sizes retire old electronics securely, sustainably, and in compliance.

CYBERCRUNCH

Brian Boynton

Strategic Account Executive

- IT asset disposition since 2010
- Pittsburgh and Philadelphia, PA
- Serving clients nationwide

R2v3 | NAID AAA | RIOS

WHAT WE DO

E-waste recycling
IT and electronics recycled through certified downstream partners

Data destruction
NIST 800-88 wiping and shredding, on-site or off-site

Certificates and reporting
Certificates of recycling and destruction, plus serialized reports

Zero-landfill solutions
All equipment is repurposed, donated, recycled, or salvaged for parts

Pickup and Mail Back
On-site pickups, or prepaid Mail Back boxes for smaller volumes

FREE RESOURCES **Resource Hub** Free tools and guides to help with these decisions and responsible recycling. promo.ccrcyber.com →

WHY THIS MATTERS

Why responsible e-waste recycling matters

Every box of old electronics touches three things: the law, your client's data, and the planet.

Compliance

25 states + DC

have electronics recycling laws (EPA)

Free tool: look up your state →

- Various states ban electronics from the trash and require a separate recycling stream
- HIPAA and 30+ state laws require data to be destroyed before disposal

Data and trust

21+

connected devices in the average US home (Deloitte)

- More sensitive data than ever: banking, health, photos, passwords
- A client who hands you their devices is trusting you with all of it

Sustainability

78%

of global e-waste isn't documented as properly recycled (UN)

- Growing 5x faster than recycling; 82 million tonnes a year by 2030
- Electronics contain lead and mercury, so where they end up matters

Why organizers? You're often the first person to decide where a client's old electronics go.

Sources: EPA; Deloitte Connectivity and Mobile Trends 2023; UN Global E-waste Monitor 2024

LEARNING OBJECTIVES

What you'll be able to do

By the end of this session, you'll be able to:

1. **Identify** which electronics may hold data, including the ones clients forget.
2. **Apply** three questions to guide every device to the right place.
3. **Evaluate** disposal options, and close the loop with proof.

TODAY'S AGENDA

- Meet Margaret, our client
- Three questions for every device
  1. What is it?
  2. What's on it?
  3. Where's it going?
- How Margaret's story ended
- Protect your business & recap
- Your questions

OUR CLIENT FOR TODAY

Meet Margaret

One client, one pile. We'll follow her project through the whole session.



THE PROJECT

Downsizing to a condo in six weeks. Her husband, Tom, a retired CPA, passed away last year, and his devices are mixed in with hers. You're her organizer.

WHAT SHE SAYS

"I might have photos on that."

"I don't know how to erase it."

"I don't want anyone getting our information."

"I just want it gone, but don't know if I'm allowed to throw it away or recycle it."

Sound familiar? What do your clients say about their old electronics?

BEFORE WE START: THINK ABOUT IT

Margaret’s pile

Nine things on her dining-room table.



ON THE TABLE

- **Tom’s work laptop** · from his CPA practice
- **Old family desktop** · won’t turn on
- **Old monitor** · from the family desktop
- **Tom’s iPhone** · nobody knows the passcode
- **External hard drive** · family photos, maybe
- **Printer / copier** · from Tom’s home office
- **Wi-Fi router** · hers, not moving with her
- **Box of chargers** · cords for who knows what
- **Old TV remote** · for a TV that’s long gone

Think about it: which of these could go today with no data risk? We’ll come back to it.

THE FRAMEWORK

Three questions, eight steps

Ask three questions about every device. The eight steps underneath are in the checklist we'll send you next week.

1 What is it?

1 Gather
Every device, cord, and accessory in one place

2 Sort
Keep, reuse, sell, donate, or recycle

2 What's on it?

3 The data
Ask: what might be on this?

4 Whose data
Personal device, or a work record?

3 Where's it going?

5 Custody
Security before convenience

6 Certification
An R2v3 or e-Stewards certified recycler

7 Downstream
Find out where it actually goes

8 The last step
A clear chain of custody, with proof



Clear it in the home. Hand anything with data to a certified provider. Get proof.

Data or no data?

Gather everything into one place first. Then ask: which of these can store personal data?

- **Printer / copier**
- **Smart doorbell**
- **Game console**
- **Wireless keyboard**
- **Digital camera**
- **Wi-Fi router**
- **Phone charger**
- **Smart TV**

Question for you: which of these do you think can hold personal data? Answers on the next slide.

Data hides in unexpected places

Six of those eight can. When in doubt, treat it as data-bearing.

Usually data-bearing

- Laptops & desktops
- Phones & tablets
- External drives & SSDs
- USB flash drives
- Memory & SIM cards

Often overlooked

- Printers & copiers (MFPs)
- Game consoles
- Digital cameras
- Wi-Fi routers
- Smart TVs & speakers
- Smart doorbells & thermostats

Usually lower risk

- Cords & chargers
- Keyboards & mice
- Wired speakers & headphones
- Docking stations
- Basic monitors

With Margaret: "Your router remembers your Wi-Fi password and network settings, so we'll factory-reset it before it goes."

FREE TOOL **Does It Store Data?** Look up 500+ makes and models. promo.ccrcyber.com/tools/does-it-store-data →

Sort first, decide second

Four bins, plus one for batteries, make every decision faster.

Keep	Still used, or wanted for sentimental reasons.
Reuse / donate	Works, and the data can be handled first.
Sell / trade-in	Recent phones, tablets, and laptops with value.
Recycle	Broken, obsolete, or not worth reselling.
Battery bin	Never household trash or curbside recycling.



With Margaret: "Let's set aside anything that might store information before we decide where it goes." The TV remote's batteries come out and go in the battery bin.

Source: EPA, Used Lithium-Ion Batteries

Deleting is not the same as destroying

After ordinary deletion, a device like Tom's laptop can still hold recoverable information:

- Photos, videos, email, and documents
- Passwords, banking, and identity data
- Medical, client, and employee records

ASK THE BETTER QUESTION

Not "Do we still need this?" but "What might be on this?"



Source: CISA, Proper Disposal of Electronic Devices

What could these hold?

It's not just computers. Name everything you think each of these stores.



Smart TV

The one in the guest room

Your guesses?



Smart speaker

Alexa, Google, or Siri

Your guesses?



Printer / copier

Like Tom's home-office model

Your guesses?

Question for you: what do you think each one stores? Answers on the next slide.

What they could hold

Every one of these knows the Wi-Fi password. Most know a lot more.

Smart TV

- Wi-Fi password
- Samsung, LG, or Roku account
- Signed-in Netflix, Hulu, YouTube
- Payment card for rentals
- Viewing and voice-search history
- Paired phones and headphones

BEFORE IT GOES

Sign out of every app and the TV account, then factory reset.

Smart speaker

- Wi-Fi password
- Amazon account and voice ordering
- Cloud-saved voice recordings
- Contacts, calls, and messages
- Lists, reminders, and calendars
- Links to smart locks and cameras

BEFORE IT GOES

Deregister it in the Alexa app, delete voice history, then reset.

Printer / copier

- Wi-Fi password and network info
- Recent scans, copies, and faxes
- Fax logs and phone numbers
- Scan-to-email address book
- Saved email or cloud logins
- Ink subscription and payment card

BEFORE IT GOES

Clear address book and logs, then reset. Office copiers need drive wiping.

With Margaret: Tom's printer may hold scanned client tax returns, so it goes in the certified pickup.

A practical pre-disposal routine

Back up first. A reset helps on phones and tablets, but it isn't proof of destruction for computers or drives.

Back up
Photos, files, and contacts, to two places.

Sign out
Every account, plus the Find My iPhone setting.

Remove
SIM cards, memory cards, USB drives, and discs.

Reset
Factory-reset phones and tablets after signing out.

Separate
Keep data-bearing items and damaged batteries apart.

Document
Record serial numbers when the client needs proof.

NEED HELP SAVING PHOTOS?

Family help
A tech-savvy relative copies them to the cloud and a flash drive.

A photo organizer
NAPO's Photo Organizers group digitizes, sorts, and sets up backups.

Drive won't start?
A reputable data recovery service. It's a custody handoff too.

With Margaret: her photo drive goes to a NAPO photo organizer, who copies everything for her kids before anything is destroyed.

Sources: FTC; Apple and Google support; NAPO Photo Organizers SIG

Personal device or professional record?

Ask: "Was this ever used for work or to store sensitive information?"

Family laptop
Personal privacy

Photos, banking, taxes, personal documents

Physician's laptop
HIPAA / practice policy

May hold patient health information (ePHI)

CPA's computer
Client confidentiality

Tax returns and client financial records

Business phone
Business records

Customer contacts, accounts, employee info

With Margaret: "Did Tom's practice have a policy for old computers?" His work laptop holds client tax returns, so the practice may require a specific process.

FREE TOOL **Compliance Map** Pick your states and industry; see the laws. promo.ccrcyber.com/tools/compliance-map →

Source: HHS, HIPAA FAQs on disposal of protected health information

Locked, inherited, or swollen

When in doubt, pause. A device can always be destroyed later; lost photos can't come back.

Can't unlock or won't start

- Try account recovery with the client present.
- No passcode or no power? The drive still holds data: save what you can, then certified destruction.
- Don't donate a device that's still activation-locked.

Belonged to someone who died

- Photos and messages may be irreplaceable.
- Let the family or executor decide what's kept.
- Apple and Google have formal request processes for families.

Swollen or damaged battery

1. **Stop.** Don't charge, use, or puncture it.
2. **Contain.** Sand or kitty litter, in a metal or ceramic container.
3. **Don't trash or mail it.** No curbside, store bins, or mail-back boxes.
4. **Call** your household hazardous waste program or the manufacturer.

With Margaret: two of the three: Tom's locked iPhone and the old desktop that won't start.

Sources: Apple and Google support; Call2Recycle; USPS Pub. 52

Where do they end up today?

Think about your last few client projects. Where did the old electronics actually go?

In a closet or garage

Still waiting for a decision

Town drop-off

Municipal collection or event

Retail store bin

Big-box or electronics store

Donated

Charity or thrift store

Curbside trash

Out with the bulk pickup

Certified recycler

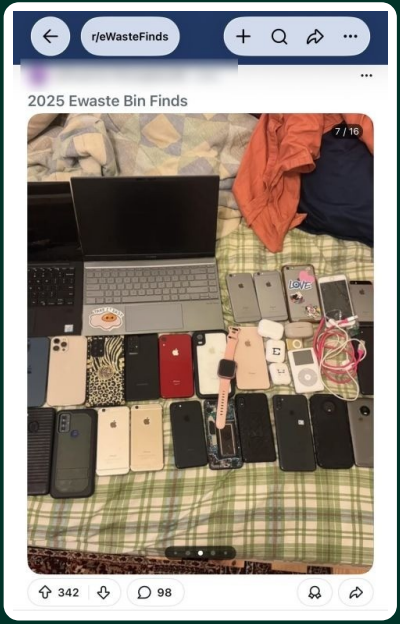
Drop-off, pickup, or mail-back

Think about it: which is most common for your clients? Then we'll match each path to its risk.

What happens after the drop-off

Real Reddit posts I shared on LinkedIn: people showing off what they pulled from e-waste bins.

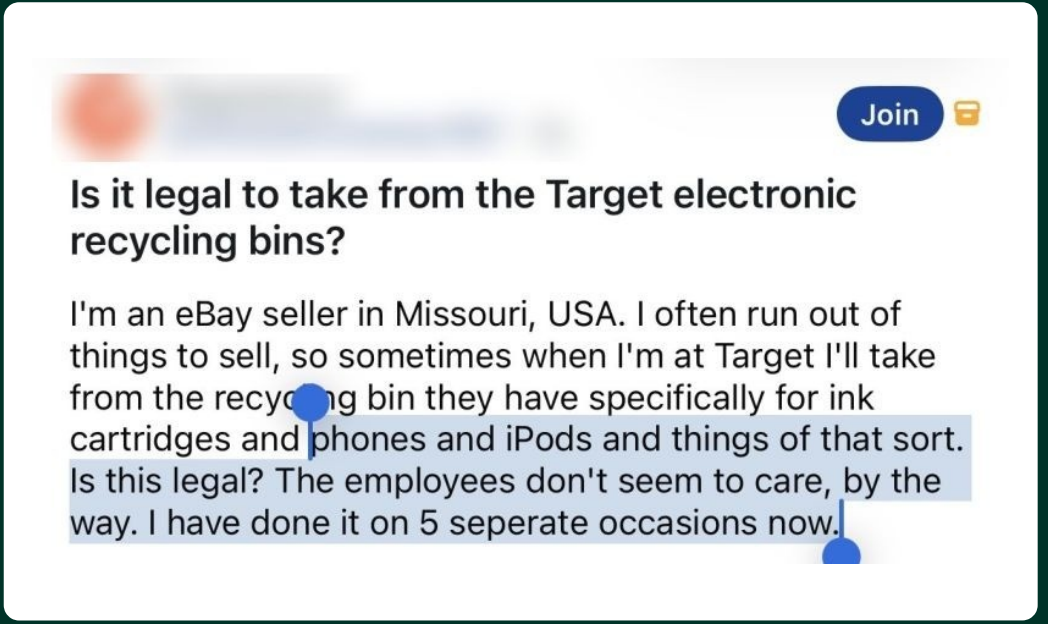
WHAT PEOPLE FIND







WHAT PEOPLE ASK



One commenter, about a phone from a bin: "I saw an SSN card in someone's photos before."

Screenshots: public Reddit posts, usernames blurred, shared on Brian Boynton's LinkedIn

Match the path to the risk

The risky moment is the handoff: an unattended bin, porch, or curb.

FINE FOR LOW-RISK ITEMS

Municipal collection
Cords, chargers, keyboards, and other low-risk items

Retail take-back
Small electronics and accessories

Donation
Working devices, once signed out and reset

Trade-in or resale
Recent phones and tablets, once signed out and reset

ANYTHING WITH DATA

Certified recycler
Drop-off at an R2v3 or e-Stewards facility

Scheduled pickup
A certified provider collects from the home

Mail Back program
Prepaid, tracked shipping to a certified facility

All with a clear trail: no unattended bins, and proof at the end.

Want a full-stop solution? **CyberCrunch Mail Back →**

With Margaret: the chargers, old monitor, and TV remote go to a town drop-off; everything with data goes to one certified pickup.

Source: HHS, HIPAA FAQ on disposal of PHI in publicly accessible containers

Who checked them, and where does it go?

You don't need to audit a recycler. Look for independent certification, then ask three questions.

LOOK FOR

R2v3 or e-Stewards

EPA-recognized electronics recycling standards, with ongoing third-party audits.

NAID AAA

Data-destruction certification from i-SIGMA, with unannounced audits.

Verify it in the certifier's public directory (links at the end).

Free tool: Vendor Due Diligence Scorecard →

THEN ASK

1. **Who actually processes it?**
   Listen for: their own certified facility
2. **How is the data destroyed?**
   Listen for: wiping or shredding, with a certificate
3. **Where does it go next?**
   Listen for: reuse first, then audited recyclers

With Margaret: you vet one provider with these three questions, then use it on every project. Tom's laptop and the dead desktop get certified destruction.

Sources: EPA, Certified Electronics Recyclers; i-SIGMA

Don't stop at "we dropped it off"

For many clients, documentation is what closes the loop.

Tracking	The shipment or pickup can be traced.
Chain of custody	Each handoff and processing step is recorded.
Certificate of recycling	Confirms the equipment was recycled.
Certificate of destruction	Confirms data or media was destroyed.
Serialized report	Lists devices by serial number for professional clients.

> **If Margaret's son asks next year, "What happened to Dad's work laptop?" could you answer?**
>
> Ask for proof before the project closes.

FREE TOOL **Certificate Checker** Grade a certificate A–F against NIST 800-88. promo.ccrcyber.com/tools/certificate-checker →

BACK TO MARGARET

Margaret’s pile, device by device

Compare with what you pictured at the start. Most of the work was a few questions in the home.

DEVICE	FIRST STEP	WHERE IT GOES	
Tom’s work laptop	Ask his practice about its policy	Certified provider	serialized report
Old family desktop	Won’t start: recover photos if needed	Certified provider	
Old monitor	Nothing: no data	Town drop-off	
Tom’s iPhone	Family decides what to recover	Certified provider	once decided
External hard drive	Copy the family photos first	Certified provider	
Printer / copier	Clear address book, factory reset	Certified provider	
Wi-Fi router	Factory reset	Certified provider	
Box of chargers	Nothing: no data	Town drop-off	
Old TV remote	Pull the batteries for battery recycling	Town drop-off	

FREE TOOL **Does It Store Data?** Anything else? Look up 500+ models. promo.ccrcyber.com/tools/does-it-store-data →

BACK TO MARGARET

What Margaret got

Her four worries from the start, answered.



“I might have photos on that.”

A photo organizer copied the family photos for her kids.

“I don’t know how to erase it.”

She didn’t have to. A certified provider handled it.

“I don’t want anyone getting our information.”

Certificates of destruction, plus a serialized report for Tom’s laptop.

“I just want it gone, but don’t know if I’m allowed to throw it away or recycle it.”

She didn’t have to guess. Every device had a clear path.

FOR YOUR BUSINESS · THINK ABOUT IT

Which of these do you already do?

Which of these are already part of how you work?

- **Electronics are in my service agreement**
- **Clients sign off on where devices go**
- **I never transport client devices**
- **I have a go-to certified recycler**
- **I can refer a photo organizer**
- **None yet: that's why I'm here**

Think about it: how do you handle electronics in your service agreement today?

FOR YOUR BUSINESS

Protect your business

Simple habits that keep you helpful, without taking on your client's risk.

Guide, don't wipe

Walk clients through the steps; the client or a certified provider handles the data. If you erase it and something's missed, the risk is yours.

Stay out of the chain

Avoid storing or driving data-bearing devices or damaged batteries yourself. Once it's in your car, you're part of its custody.

Get it in writing

Cover electronics and any fees in your service agreement, get the client's OK on where each device goes, and file the certificates.

Build your go-to list

Three contacts to have before you need them: a certified electronics recycler, a photo organizer, and your local household hazardous waste program.

General guidance, not legal or insurance advice. Check your agreements and coverage with your own advisors.

What stuck? Myth or fact

Four things clients (and organizers) often assume.

1. **Deleting files and emptying the trash erases them for good.** — Myth or fact?
2. **Once you sign out and reset it, a modern phone is ready to trade in.** — Myth or fact?
3. **A computer that won't turn on is safe to donate or toss.** — Myth or fact?
4. **A factory reset also removes a smart device from the owner's account.** — Myth or fact?

Question for you: myth or fact on each one? Answers on the next slide.

Myth or fact? The answers

Three myths, one fact, and each one is something we covered today.

1. **Deleting files and emptying the trash erases them for good.**
   Deleted files can often be recovered until the drive is wiped or destroyed.
   MYTH

2. **Once you sign out and reset it, a modern phone is ready to trade in.**
   Signing out turns off Find My iPhone or the Google lock, and the reset clears the phone.
   FACT

3. **A computer that won't turn on is safe to donate or toss.**
   The drive still holds everything. It needs certified destruction.
   MYTH

4. **A factory reset also removes a smart device from the owner's account.**
   The account link stays until the owner removes the device in the app.
   MYTH

With Margaret: Tom's laptop is myth #1 in action, and the dead family desktop is myth #3.

THE DIGITAL DECLUTTER FRAMEWORK

Three questions, every project

Use them on your next client's pile.

1

What is it?

Gather · Sort

Find everything, including the devices people forget.

2

What's on it?

The data · Whose data

Save what matters, clear what you can, ask whose it is.

3

Where's it going?

Who takes it? · Who checked them? · Where it goes next · Close the loop

A certified path for anything with data, with proof.

Clear it in the home. Hand anything with data to a certified provider. Get proof.

Q&A

Questions & discussion

Ask about anything from today, or a situation you're working on right now.

Unmute or type your question in the chat.



YOUR TAKE-HOMES

Organizer checklist (PDF)
All eight steps on one page

Device cheat sheet
16 common devices: what's on it, where it goes

Client handout
"Before your electronics leave"

The full 8-step guide
The article behind today's session

Free tools on our Resource Hub
Compliance Map, Does It Store Data?, and more

QUESTIONS AFTER TODAY?

Brian Boynton

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Scan to connect on LinkedIn →

NAPO EDUCATIONAL SERIES

Thank you

What is it? What's on it? Where's it going?

Clear it in the home. Hand anything with data to a certified provider. Get proof.



MAIL BACK

The full-stop solution

ccrcyber.com/mailback

CYBERCRUNCH

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FREE TAKE-HOME TOOLS

Electronics Declutter Checklist (PDF)
Device cheat sheet & client handout
The full 8-step guide
Free tools: Compliance Map & more

ccrcyber.com · promo.ccrcyber.com

APPENDIX · TAKE-HOME RESOURCES

Resources for your next project

Free, authoritative guidance to use and share with clients.

DISPOSAL & DATA GUIDANCE

EPA: Electronics Donation and Recycling
epa.gov/recycle/electronics-donation-and-recycling

EPA: Used Lithium-Ion Batteries
epa.gov/recycle/used-lithium-ion-batteries

CISA: Proper Disposal of Electronic Devices
cisa.gov/news-events/news/proper-disposal-electronic-devices

FTC: Before You Get Rid of Your Phone
consumer.ftc.gov/articles/how-remove-your-personal-information-you-get-rid-your-phone

FTC: Before You Get Rid of Your Computer
consumer.ftc.gov/articles/how-protect-your-data-you-get-rid-your-computer

Apple: A Deceased Family Member's Account
support.apple.com/en-us/102431

Google: A Deceased User's Account
support.google.com/accounts/troubleshooter/6357590

FIND THE RIGHT HELP

R2 (SERI)
sustainableelectronics.org

e-Stewards
e-stewards.org/find-a-recycler

NAID AAA (i-SIGMA)
isigmaonline.org

NAPO Photo Organizers
point.napo.net

State e-waste laws
ecycleclearinghouse.org

APPENDIX · FREE RESOURCES FROM CYBERCRUNCH

Free tools to guide your next project

Free resources to help you make these decisions and learn responsible recycling practices.

Compliance Map

Pick your states and industry. See the recycling, data-disposal, and breach-notification laws that apply.

promo.ccrcyber.com/tools/compliance-map

Does It Store Data?

Search 500+ makes and models, from copiers to smart TVs, and see what each holds and what to do.

promo.ccrcyber.com/tools/does-it-store-data

Vendor Due Diligence Scorecard

Score a provider on certifications, insurance, custody, and reporting.

promo.ccrcyber.com/tools/vendor-due-diligence-scorecard

Certificate Checker

Grade a certificate of destruction A–F against NIST 800-88 and see what's missing.

promo.ccrcyber.com/tools/certificate-checker

Electronics Declutter guide & checklist

The 8-step article behind today's session, plus the one-page checklist.

promo.ccrcyber.com/articles/electronics-declutter-8-steps

Mail Back

The full-stop option: prepaid, tracked shipping to a certified facility, with certificates returned.

ccrcyber.com/mailback