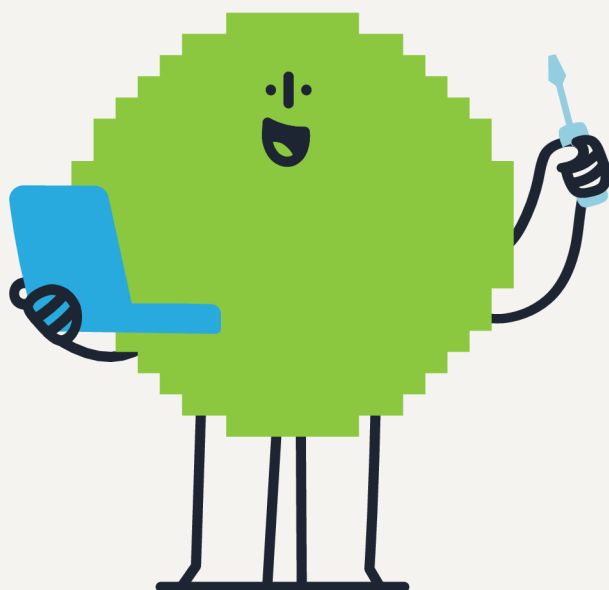


OPEQ

DONOR GUIDE

Data Erasure



September 2026

Ordinateurs pour les
écoles du Québec

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Quebec Enterprise Number
1147741939

Charitable Registration Number 86647 5338
RR 0001

OUR REQUIREMENTS FOR THE REUSE AND SECURE DESTRUCTION OF ELECTRONIC EQUIPMENT

When you donate computer equipment to OPEQ, protecting your confidential data is our top priority. Every device entrusted to us is processed according to rigorous, documented procedures that comply with standards recognized nationally and internationally.

ISO 14001

OPEQ relies on ISO 14001, an internationally recognized standard for environmental management. In practical terms, this means that every step in the processing of your equipment, from receipt through destruction or reuse, follows rigorous and documented procedures. You can therefore donate your devices with confidence that they will be handled responsibly at every stage of the process.



ERRP – ELECTRONICS REUSE AND REFURBISHING PROGRAM

OPEQ has implemented processes that comply with the requirements of the 2016 Electronics Reuse and Refurbishing Program (ERRP). This program governs the recovery and management of electronic equipment at the end of its useful life by defining minimum requirements that organizations such as OPEQ commit to meeting, particularly with respect to data security.



ENVIRONMENTAL AND SAFETY STANDARDS

Beyond data protection, OPEQ complies with strict standards to ensure the environmentally responsible management of all recovered electronic equipment. These standards cover the sorting, repair, refurbishment, recycling and disposal of electronic waste. By following these processes, OPEQ ensures that your devices are handled in a manner that is both secure for your data and responsible for the environment.

OPEQ'S STATUS AS A REUSE ENTERPRISE RECOGNIZED BY EPRA-QUEBEC

A COMMITMENT SUBJECT TO INDEPENDENT EXTERNAL VERIFICATION

To maintain its status as a reuse enterprise recognized by EPRA-Quebec (Electronic Products Recycling Association), OPEQ undergoes an external audit every three years. This audit is conducted by an auditor from the Recycler Qualification Bureau (RQB), whose mandate is to assess OPEQ's compliance with the requirements set out in the 2016 Electronics Reuse and Refurbishing Program.

WHAT THE AUDITOR VERIFIES

The auditor thoroughly examines the system managed by OPEQ's Environment, Occupational Health and Safety and Security team and conducts checks across all sites managed by the organization. If OPEQ meets all the required criteria, it receives an attestation from EPRA-Quebec confirming its recognition as a reuse enterprise.

ACCESSIBLE PROOF

This attestation can be downloaded directly from OPEQ's website. As a donor, you can consult proof of OPEQ's compliance with current standards at any time. By regularly undergoing these external audits, OPEQ demonstrates its ongoing commitment to the reuse and refurbishment of electronic products and to compliance with established standards.



THE SECURITY AND COMPLIANCE OF ERASURE SOFTWARE



OUR COMMITMENT TO YOU

OPEQ is committed to using exclusively erasure software approved by Canada's Communications Security Establishment (CSE) as part of its hard-drive reuse and recycling activities. CSE is Canada's national cryptologic agency, responsible for safeguarding information technology security for the Government of Canada and recognized as a benchmark for rigour and reliability.

OUR RECOMMENDATION FOR YOU

To provide you with additional security, we recommend erasing the data on your hard drives before sending them to OPEQ for reuse or recycling. This recommendation is reiterated on the donation form and during your exchanges with our customer service team. If you need assistance completing this step, please do not hesitate to contact us.

THE TYPES OF EQUIPMENT USED TO ERASE CONFIDENTIAL DATA

Our sorting centres are equipped with several specialized devices to ensure the secure destruction of hard drives and other storage media.

Here are the three main tools used:

DESTROYINATOR

Each of our sites is equipped with a DESTROYINATOR integrating KillDisk Industrial erasure software. This equipment can erase HDD, M.2 and SSD drives and meets the standards of the Recycler Qualification Bureau (RQB) as well as those of the Royal Canadian Mounted Police.



If a drive erasure is incomplete, the software immediately informs the operator. The drive is then automatically sent for physical destruction, which is carried out at OPEQ's facilities.

M.2 DUPLICATOR

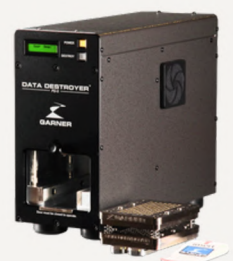
The M.2 DUPLICATOR is equipment designed specifically to erase NVMe drives. Its integrated software is certified by the National Institute of Standards and Technology (NIST), which certifies the compliance and completeness of the erasures performed.



As with the DESTROYINATOR, if the erasure is not complete, the software alerts the operator and the drive is sent for physical destruction at OPEQ's facilities.

DATA DESTROYER PD-5

Both of OPEQ's sorting centres are equipped with the DATA DESTROYER PD-5, a pressure-based physical destruction tool. The platters of the hard drives on which information is recorded are embossed and/or bent, making it impossible to read any residual confidential data.



EXAMPLES OF PHYSICAL DESTRUCTION

The following images illustrate the results of the physical destruction methods used by OPEQ with the DATA DESTROYER PD-5 and the drill press:



Bent HDD



Bent HDD drives



Embossed SSD



Embossed M.2 drives



Punctured hard drive

When a hard drive cannot be destroyed using the DATA DESTROYER PD-5, our sorting centres use a drill press to perforate the storage platters directly, making data recovery impossible.

Floppy disks, meanwhile, are cut with scissors to ensure the complete destruction of the magnetic media.



The destruction of floppy disks

DESTROYED OR DEGAUSSSED EQUIPMENT

A certified recycling stream

Once storage media have been destroyed or erased, OPEQ does not stop there. These materials are then sent to recyclers approved by the EPRA-Quebec network to ensure responsible management of electronic waste. The raw materials contained in your old devices are thus recovered and properly recycled in compliance with the environmental standards in force.

Ongoing monitoring of recycling partners

To ensure the quality and reliability of these recyclers, OPEQ's Environment, Health, Occupational Safety and Security team regularly verifies that these partners remain certified and accredited by the EPRA-Quebec network.

This process ensures that the treatment and recycling procedures in place comply with the highest environmental and safety standards.





ERASING TABLETS AND CELL PHONES



Certified software for mobile devices

OPEQ's sites are equipped with platforms integrating Bitraser erasure software, certified by the National Institute of Standards and Technology (NIST). This certification guarantees that the software meets the strictest security and confidentiality standards when erasing data from tablets and cell phones.



If erasure fails

If confidential data on a cell phone or tablet cannot be completely erased, the device is stored in a padlock-secured container. This container is then shipped to an EPRA-Quebec-approved recycler for appropriate processing. This measure guarantees that no confidential data can be recovered, regardless of the outcome of the erasure process.

GLOSSARY

EPRA – ELECTRONIC PRODUCTS RECYCLING ASSOCIATION.

EPRA is a non-profit organization that administers government-approved programs to collect and responsibly recycle end-of-life electronic products (EOL EP). EPRA-Quebec administers the program in the province of Quebec.

EPRA-Quebec relies on the Recycler Qualification Program (RQP) to ensure that end-of-life electronic products are handled in an environmentally responsible and socially acceptable manner, with the goal of protecting the environment and the health and safety of workers.

EPRA-Quebec also certifies and recognizes OPEQ as a reuse enterprise recognized across Canada.



Website: <https://recyclemyelectronics.ca/qc>



RQP – RECYCLER QUALIFICATION PROGRAM.

The RQP is a publication that defines the minimum requirements for industry-led stewardship programs. It sets out the approach to be used for verifying and approving recyclers of end-of-life electronic products.

ERRP – ELECTRONICS REUSE AND REFURBISHING PROGRAM.

The ERRP is a document that defines the minimum requirements, particularly those relating to data security, that companies engaged in reuse or refurbishment must meet. OPEQ is committed to meeting all of these requirements.

RQB – RECYCLER QUALIFICATION BUREAU.

The RQB is a national non-profit organization governed by EPRA. It manages the evaluation and certification process for all recyclers on behalf of provincial stewardship programs. It ensures that evaluations are conducted within a reasonable timeframe and that the results are complete, objective and sufficiently detailed to guarantee the reliability of the conclusions. In OPEQ's case, the RQB evaluates the organization through the 2016 Electronics Reuse and Refurbishing Program.



Website: <https://www.rqp.ca/en-ca>





**EVERY REFURBISHED
DEVICE**



SURVIVOR

RESCUED

**OPENS A NEW
HORIZON OF
POSSIBILITIES.**

**GIVE YOUR DEVICES
A SECOND LIFE!**

CONTACT INFORMATION

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demande@opeq.qc.ca

To make a donation
1 877 617-OPEQ (6737) – option 1
don@opeq.qc.ca

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