



Deleting personal information on mobile computing devices

When a mobile device comes to the end of its useful life, or when you wish to transfer the device to someone else, the device needs to be wiped of university data, in particular the personal information of students and employees.

What to consider

Is there personal information about you or especially about other individuals such as students or fellow employees on your mobile devices or laptops? Note that some mobile devices may contain a copy of your UVic email, which will likely contain personal information.

When a device purchased with university funds or that you use for university business reaches the end of its useful life, consider the following:

- Is personal information stored on it?
- What do you intend to do with the device?

The personal information on the device must be deleted, or the device sanitized, before being repurposed for a different use within UVic or use outside the university. On an iPhone or iPad for example, using the “Erase All Content and Settings” option will delete all user data from the device and render it irretrievable by changing the encryption key.

Throughout the life of the device, it is also worth considering whether you need to store any personal information on it at all.

What to do – how to get help

If a university-owned device reaches the end of its useful life and will not be repurposed within UVic, it should be disposed of as a surplus asset or sent for electronics recycling according to Purchasing Services’ [Surplus and Asset Removal processes](#). Contact your [Desktop Support Services](#) staff or the [Computer Help Desk](#) if you have a device or hard drive that you need to dispose of.

If the device is still useful for someone and can be repurposed, contact [Desktop Support Services](#) staff or the [Computer Help Desk](#) for assistance in sanitizing the device, or see section 16.01 of the [Guidelines for the Secure Destruction and Deletion of University Records and Information](#).