

RenovaTech – Chain of Custody Policy

Version: 1.0

Last Updated: November 2025

Location: Victoria, Australia

1. Purpose

The purpose of this Chain of Custody Policy is to outline RenovaTech's procedures for tracking and securing all IT assets from the point of collection to final processing, destruction, or refurbishment. This ensures accountability, transparency, and compliance with data security and environmental regulations.

2. Scope

This policy applies to:

- All IT assets collected from clients
- All RenovaTech technicians, employees, and contractors
- All transport, storage, processing, and destruction procedures
- All facilities and equipment used to handle devices

Assets include laptops, desktops, servers, drives, mobile devices, networking hardware, and other electronic equipment.

3. Compliance Standards

RenovaTech follows chain of custody and security requirements outlined in:

- **Privacy Act 1988 (Cth)**
- **Australian Privacy Principles (APPs)**
- **AS/NZS 5377:2013 E-Waste Management Standard**
- **NIST 800-88 Guidelines (for destruction)**
- Relevant state and national security/transport regulations

4. Chain of Custody Procedures

4.1 Pre-Collection

Before collection, RenovaTech:

- Confirms asset types and estimated quantities
- Schedules a secure pickup time

- Assigns an authorised, trained technician
- Prepares sealed or lockable containers for transport
- Provides clients with optional pre-pickup asset templates

4.2 Collection & Tagging

During collection:

- Devices are tagged with unique identifiers or scanned
- Serial numbers and asset details are recorded (where available)
- Photos may be taken for verification
- A pickup receipt is signed by both RenovaTech and the client
- Containers are sealed or locked before transport

4.3 Secure Transport

Transport procedures include:

- Use of locked, secure vehicles
- Locked and/or tamper-evident containers
- Direct transport routes to reduce risk
- Trained technicians with police clearance
- Vehicles locked whenever unattended

4.4 Facility Check-In

Upon arrival at the RenovaTech facility:

- Assets are checked against pickup and transport logs
- Containers are opened only in secure processing areas
- Devices are entered into the RenovaTech tracking system
- Any discrepancies are escalated immediately
- High-security assets may be photographed or verified twice

4.5 Secure Storage

Devices awaiting processing are stored in:

- Restricted-access rooms

- Locked cages for sensitive equipment
- CCTV-monitored areas
- Alarm-protected facilities

Only authorised personnel may access secure storage zones.

4.6 Processing & Destruction

Depending on the client's requirements, devices go through:

- Certified data wiping
- Physical destruction (shredding, crushing, degaussing)
- Refurbishment for resale or donation
- Materials recovery and compliant recycling

Each step is logged and timestamped.

4.7 Final Verification & Documentation

After processing:

- Serial numbers are verified against intake logs
- Any anomalies are documented and explained
- Certificates of Data Destruction and/or Recycling are issued
- Clients receive full documentation and audit trails

5. Staff Requirements

All staff involved in the chain of custody must:

- Hold a valid police background check
- Sign confidentiality agreements
- Undergo secure-handling and compliance training
- Follow internal RenovaTech protocols
- Maintain professionalism and accuracy in documentation

6. Incident Management

Incidents requiring immediate escalation include:

- Missing or unlogged assets

- Broken seals on containers
- Transport delays or interruptions
- Suspected tampering or unauthorised access

RenovaTech will:

1. Isolate affected devices
2. Conduct a full internal investigation
3. Document findings and corrective actions
4. Notify the client where required

7. Documentation & Records

RenovaTech maintains:

- Pickup receipts
- Transport logs
- Intake logs
- Storage records
- Processing and destruction logs
- Certificates and final reports
- Incident records (if applicable)

Documentation is retained for compliance and audit purposes.

8. Policy Review

This policy is reviewed:

- Annually
- When regulations or standards change
- When new technologies or processes are adopted
- When RenovaTech expands secure processing operations

9. Contact Information

RenovaTech – Security & Compliance Team

Email: security@renovatech.com.au

Phone: 1300 RENOVA

Victoria, Australia