request-1401748-d8f76e4d@whatdotheyknow.com
Our Ref: UKSBS-FOI25-26-102

17/02/2026

Dear

Thank you for your email of 12/02/2026 in which you requested the following information:

REQUEST DETAILS:
Under the Freedom of Information Act 2000, please provide the following recorded information held by your department regarding assurance processes for software based data erasure of end of life IT equipment.

For clarity, this request relates solely to software based data destruction. Please exclude physical destruction methods such as shredding, crushing, degaussing or disintegration.

1. Please confirm whether departmental policy, contractual terms or internal procedures require an explicit outcome based warranty or guarantee confirming that personal data has been rendered irretrievable through software based erasure, whether carried out internally or by an external provider.

2. Where software based data destruction is performed internally, what recorded evidential assurance does the department rely upon to conclude that the final data state is irretrievable?

3. Where software based data destruction is performed by a third party provider, does the department hold recorded information demonstrating that any warranty or assurance provided explicitly extends to the software erasure method used and its claimed effectiveness? If so, please confirm the recorded nature of that verification.

4. Where no explicit outcome based warranty is required or provided, what recorded form of evidential assurance does the department rely upon to conclude that software based erasure has rendered personal data irretrievable?

I am not requesting technical configuration detail, security sensitive information or supplier specific vulnerabilities. I am seeking confirmation of the assurance model relied upon for software based data destruction.

Your request was handled under the terms of the Freedom of Information Act 2000.

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

I can confirm that UKSBS holds some of the information you have requested. Please find our responses below:

RESPONSE DETAILS:

1. Yes, a Waste Electrical and Electronic Equipment Disposal Certificate is issued.
2. We perform a full Trusted Platform Module (TPM) wipe (also referred to as *Clear TPM*) which provides strong assurance that encrypted data on an end-user device cannot be recovered.
3. N/A - Performed internally, no third party used.
4. All data destruction is recorded in our Configuration Management Database.

I hope this information is of assistance.

If you are dissatisfied with the above response you have a right to request a review of your Freedom of Information request. Details of the complaints and review procedure are appended to this letter.

Yours sincerely

Information Management Assurance Officer
Risk and Assurance
UK Shared Business Services Ltd

UKSBS Information Commissioner's Office Registration Number: Z1237687

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