



NEW PHONE? *Here's How to Protect the Data on Your Old Device*

Mobile devices store more sensitive information than you may realize, such as stored passwords and payment methods, where you live and work, contact details and call history, text messages, photos, videos, health and financial information, and much more. If you or someone you know recently received a new smartphone, you may be wondering what to do with the old one.

BEFORE DISPOSING OF YOUR OLD DEVICE, FOLLOW THESE STEPS TO ERASE SENSITIVE INFORMATION.

1. Back up the device so you can transfer all your settings and data to the new phone.
2. Once the backup is complete, transfer the data and verify that all information is now on the new device.
3. Wipe the old device to reset it to factory default settings. This will erase your personal data and any apps you have installed.
4. Here are the steps to reset Apple and Android devices.
 - **Apple iOS:** Settings | General | Transfer or Reset | Erase All Content and Settings.
 - **Android:** Settings | System | Reset Options | Erase All Data (options may vary depending on the device manufacturer).

You will likely need to enter your cloud account password to unlink your device with the Cloud. If you have any trouble, bring the mobile device back to the authorized retailer where it was purchased and get help with the resetting process.

DON'T FORGET ABOUT SIM & EXTERNAL CARDS.

After resetting the device, decide what will be done with your Subscriber Identity Module (SIM) card. This is a small, removable card in the phone provided by your carrier that identifies and connects it to the cellular service. **The SIM card retains account information and is still tied to you even after the device has been wiped.** If you want to transfer your existing phone number to the new device, contact your provider for assistance. If this is not an option, you should physically destroy it. Instead of a physical SIM card, modern smartphones may have a virtual SIM card called an eSIM. This type is wiped when the device is reset.

Some Android devices may have a removable SD card to provide additional storage. Be sure to remove it from your device prior to disposal as these cards can be used in other mobile devices or computers. Otherwise, you can physically destroy it.

DEVICE DISPOSAL.

You may consider giving the device to someone else or sell it. Mobile devices contain a hazardous battery and should not be thrown away. Instead, consider donating it to a charitable organization that will accept it or bring it to a drop-off bin located in many retail stores to have it recycled. ■

QUICK TIP

Keep your smartphone protected by installing new updates as they are released. A good option is to turn on automatic updates.