

Onsite Secure Data Disposal Service



Service Benefits

- Helps organisation discard old hard disk drive in organised and secured manner, protecting sensitive and confidential data
- Reports that meet organisation's audit and legal requirements, and compliance with local policies and industry/government regulations
- Having environmentally sound recycling practices
- Save cost and time in complex data and hard disk drive disposal processes

Service Features

- Degaussing
- Data Sanitisation
- Shredding

Service overview

Onsite Secure Data Disposal Service helps organisation discard their old PCs in organised and secured manner.

The potential of a sensitive data escape represents a substantial risk to your organisation. We have designed our service to protect the confidential nature of this data and to mitigate any risks. Our data disposal services will allow your business to find the best solution suitable for the requirements of your data safety compliance.

The following Onsite Data Disposal Services are provided through any of the below said options:

- HP Degaussing Services
- HP Data Sanitisation Services
- HP Shredding services

Service features

Degaussing

HP grants customer the right to use HP's data removal service on a particular day as a way of degaussing the hard disk that the customer owns. Data removal will be performed at customer's premises, please contact HP at least 5 business days prior to the service date. Certificate of Data Removal will be issued after the data is removed from the hard disk.

Onsite degaussing service uses an electromagnetic pulse to erase all information on data storage device. An experienced engineer will bring the degaussing equipment to your site and complete the degaussing process. A list of the device serial numbers will be recorded on a certificate of data erasure. Once the degaussing services have been completed, storage devices can be transported back to the recycling partner's facility for shredding and recycling. Typically required by customers with the most demanding security requirements, it renders the hard disk drive inoperable for reuse

Data Sanitisation

The data overwrite is performed to exceed the NIST 800-88 standard (supersedes US Department of Defense 5220-22-M standard) which is widely recognised by governments, OEMs, and global 2000 companies as the standard of measure.

Shredding

Our physical destruction or shredding services are designed for any type of electronic media: CD/DVD, Magnetic Tape (LTO, DLT and others), Hard Disk. According to your requirement, we will either dismantle, drill or shred your media so it cannot be reused.

The overwrite process ensures that 100% of sectors are overwritten. Drives with damaged sectors that cannot be overwritten are removed and shredded.

Coverage

1. Engineer comes on-site to assign and label hard disks with temporary identifier in ascending order under customer's supervision.
2. Engineer compiles the list of hard disks with assigned identifier, model and serial number under customer's supervision.
3. Customer prepares Chain of Custody Manifest according to hard disk list in (2).
4. Engineer comes on-site with degaussing/shredding equipment/suitable data erasure software.
5. Customer hands over the hard disks to Consultant according to Chain of Custody Manifest in (3).
6. Engineer proceeds with onsite degaussing/shredding work with degausser/shredder.
7. Following completion in (6), Customer inspects:
 - a. For degaussing: To verify the degaussed hard disks against the Chain of Custody Manifest in (3)
 - b. For shredding: To check the pile of scraps for any hard disks in good condition and instruct Engineer to shred again if necessary
8. Customer and Engineer sign off Chain of Custody Manifest in (3).
9. Engineer transports the degaussed/shredded hard disks with enclosed vehicle for offsite destruction and waste processing. Since the hard disks do not contain retrievable data, secured container is not required for transportation.
10. Customer takes photo of the vendor vehicle and its license plate.
11. Engineer's processing centre representative confirms receiving of the hard disks by signing the Chain of Custody Manifest in (3) and sending the scanned copy back to Client by email for receipt confirmation.
12. Engineer provides detailed report with hard disk serial number and
 - a. For degaussing: Certificate of Degaussing and Destruction
 - b. For shredding: Certificate of Destruction
 - c. For data sanitisation: Certificate of Sanitisation

Service limitations

Service activities are delivered during HP standard business hours unless additional services have been purchased or special arrangements have been made.

HP will exercise one among the three service options after mutual discussion and alignment with the customer.

Data Disposal Service is limited to one incident per product per support period commencing from the HP Care Pack service start date. Once the specified incident limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other benefits and aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase.

Confirmation of the execution of data sanitisation processes is provided at the completion of this service. However, HP assumes no liability for any impact resulting from the availability or reconstruction of the information that previously resided on the data storage device(s).

These services do not include the following:

- Backup, recovery, and support of the operating system, other software, and data
- Any services not clearly specified in this document or the associated Statement of Work

Service eligibility

The Customer or customer representative must have clear and full ownership to all equipment processed.

Customer responsibilities

The Customer will:

- If required by HP, the Customer or HP Authorised Representative must register the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, please register or update within ten days from the change.
- Make certain that all media or devices to undergo data disposal service is located in a safe working environment.
- Be responsible for all data backup and restore operations before the data disposal is performed.
- Give Engineer a minimum advanced notice of five (5) working days prior to service commencement. The service hours shall be agreed by both Parties.
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service.
- Ensure that all service prerequisites identified during the 'Service Planning' activity have been met.
- Allow HP full and unrestricted access to all locations where the service is to be performed.
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable.

General provisions

- HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Any services provided outside of HP standard business hours may be subject to additional charges.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Travel charges may apply; onsite coverage is restricted to certain locations, please consult your local office for more information.

Travel zones

All onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

If the product is located or is to be installed outside of the specified travel zone, or the site location is not accessible by driving and thus requires special access (e.g., oil rigs, ships, remote areas in deserts, etc.), service may be subject to additional support charges, longer response times, reduced coverage hours, or pickup and return service delivery, as determined by HP. Please check local support conditions with your HP sales representative.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP designated support hub	Next Business Day onsite response time
0–100 miles (0–160 km)	Next Business Day onsite response time
101–200 miles (161–320 km)	1 additional coverage day
201–300 miles (321–480 km)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

Order information

All units and options with individually sold Care Pack offerings must be ordered with the same service level as the product they are contained in if that service level is available for those units and options.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further, contact a local HP sales representative.

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