

HP Device as a Service

HP DaaS for Apple® FAQ

This document answers some key questions related to the HP and Apple solution for customers and partners.



HP DaaS for Apple FAQ

Q: What is HP Device as a Service (DaaS) for Apple?

A: HP Device as a Service (DaaS) delivers a modern service model that simplifies how organizations source, support, and manage IT with insightful analytics and reports from HP TechPulse. With HP DaaS for Apple, HP partners with customers to increase user productivity, operational efficiency, and cost predictability.

Key benefits of HP DaaS for Apple are:

- Apple® iPhone®, iPad®, and Mac® devices and accessories delivered as a service from HP so you can shorten refresh cycles and keep users happy.
- More insightful and proactive device management with HP TechPulse analytics and reports that can identify issues before they become a problem and help optimize IT assets and budgets.
- Reduce the day-to-day workload on IT so they can focus on other priorities. With unified device management performed by HP Service Experts and a portfolio of lifecycle services from deployment to end-of-use and everything in between, businesses can maximize their resources.
- A predictable, flexible plan that includes support, repair or replacement services, analytics, proactive management, and other lifecycle services tailored to your business needs with one-price-per-device flexible payment terms and the ability to easily scale your plan down, if needed.

Q: What value does HP DaaS for Apple offer customers?

A: HP Device as a Service (DaaS) for Apple helps commercial organizations, of all types and sizes, optimize IT assets and resources with a complete solution that combines Apple(r) hardware, insightful analytics from HP TechPulse, proactive management, and HP services for every stage of the device lifecycle. It's a modern alternative to purchasing and managing technology through several different vendors. With our specialized Service Experts and teams dedicated to satisfaction and business outcomes, customers have a trusted, global partner with HP.

Q: Which Apple devices will be offered through HP?

A: Apple mobility solutions including iPad®, iPhone® and Mac® are available through HP DaaS for Apple. Our desire is to help our customers deploy the right devices for their needs and improve their performance and IT productivity by delivering intelligent end-to-end device lifecycle management. Additional Apple products may be available through HP DaaS for Apple upon request.

Q: When and where will HP DaaS for Apple be available?

A: Currently, HP's offering of Apple products to customers through HP DaaS is available in the United States, Austria, Belgium, Czech Republic*, Denmark, Finland, France, Germany, Hungary*, Ireland, Italy, Luxemburg, Netherlands, Norway, Poland*, Portugal, Slovakia*, Spain, Sweden, Switzerland and United Kingdom sold directly by HP and select partners. HP DaaS for Apple will be extended to additional geographic markets in the future.*Hardware support is not offered in the countries that do not have AppleCare for Enterprise coverage.

Q: Who can customers contact if they are interested in HP DaaS for Apple?

A: Customers should contact their HP representative.

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Q: What is General Data Protection Regulation (GDPR) compliance?

A: The General Data Protection Regulation (GDPR) is an EU-wide regulation for the protection of European citizens' data that provides rules relating to the protection of natural persons with regard to the processing of personal data and rules relating to the free movement of personal data (<https://gdpr-info.eu/art-1-gdpr/>). Currently there is no certification or license required or available for GDPR.

Q: What is HP's and HP DaaS Analytics and Proactive Management's approach to GDPR?

A: HP has a long-standing history of industry leadership in privacy and data protection. Together with our robust portfolio products and services, we can support our customers' and partners' efforts in protecting personal data. With respect to HP DaaS Proactive Management, HP acts as a Data Processor. Please refer to the Data Processor section on [HP Privacy Central](#). As a global company, it is possible that any information you provide may be transferred to, or accessed by, HP entities worldwide in accordance with the [HP Privacy Statement](#) and on the basis of the International Privacy Programs listed in the International Data Transfers section. HP DaaS Proactive Management is certified by the International Standards Organization (ISO), a third party, and has received ISO 27001:2013 certification. ISO provides a framework that is used to enable companies to adhere to GDPR c.

Q: Does HP have an assigned Data Protection & Privacy Officer or equivalent?

A: Yes, for more information refer to the Frequently Asked Questions (FAQ) in the Data Processor section on [HP Privacy Central](#).

Q: What is Protected Health Information (PHI) and does HP DaaS Proactive Management collect PHI?

A: Protected Health Information, or PHI, is defined under U.S. law as any information about health status, provision of health care, or payment for health care that is created or collected by a Covered Entity (or a Business Associate of a Covered Entity) and can be linked to a specific individual. A Covered Entity is one of the following: 1) Health Care Provider (including pharmacies); 2) Health Plan; or 3) Health Care Clearinghouse. A Business Associate is a person or entity that performs certain functions or activities that involve the use or disclosure of PHI on behalf of, or provides services to, a Covered Entity.

HP DaaS Proactive Management software does not collect, store or transmit any information about health status, provision of health care, or payment for health care. However, in certain situations, HP service experts may encounter such information while performing certain tasks (for e.g., Remote Support, Device Wipe etc.).

Q: What is the Health Insurance Portability and Accountability Act (HIPAA)?

A: The Health Insurance Portability and Accountability Act or HIPAA, is the U.S. law that governs healthcare privacy and contains both privacy and security provisions for safeguarding Protected Health Information.

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Q: What is a Business Associate Agreement (BAA) and when is one needed?

A: A Business Associate Agreement (BAA) is an agreement between a HIPAA-covered entity and a Business Associate to protect PHI in accordance with HIPAA guidelines and includes:

- HP DaaS customers who leverage HP Service Experts to manage Proactive Management services need to sign the BAA with HP. HP prefers that customers review the HP BAA template or provide their own template before the initiation of any Proactive Management services.
- HP DaaS customers who leverage their partners to manage Proactive Management services may want to check with their legal departments regarding putting a BAA in place with the partner before the initiation of any Proactive Management services.

Note: HP DaaS for Apple customers who self manage their HP DaaS Proactive Management capability do **not** need to sign the BAA with HP.

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