

Regarding the Return of Defective Storage Media After a Service Event

HP understands that customers are concerned about the security of their sensitive and private data.

HP's Role in Data Privacy

Customers have a responsibility to protect and secure their data. Customers should ensure that any drives returned to HP have been properly sanitized, encrypted, or do not contain sensitive data.

HP serves as a trusted partner with regards to media handling. To fulfill this role, HP has deployed processes based on industry standards and best practices.

Media Handling

Customer data is not accessed by HP or its suppliers as part of defective drive screening, testing or refurbishment, or as part of unit repair. HP has well-defined process controls to safeguard material in HP's repair and supply chain.

Customers should not disable a drive in any manner (e.g., degaussing, drilling, crushing, defacing, etc.) before returning it to HP. Damaging the drive is a violation of the product warranty, and the customer may be billed for any drives damaged or not returned to HP.

Sanitization Procedures

HP's approach to the sanitization of data storage devices returned to HP is to:

- Destroy upon receipt (optical disks or tape media left in a returned drive); or
- Sanitize the device (in accordance with the U.S. Department of Commerce NIST 800-88 "Clear" or "Purge" Standards) in preparation for reuse; or
- Scrap the unit using physical shredding, when the drive cannot be repaired.

Reminder

It is still important, however, that customers recognize that sophisticated data recovery techniques may still make customer's data accessible. HP does not guarantee that data on defective drives cannot be recovered, or cannot be reconstituted by a non-authorized person even after following HP's standard supply chain processes. Additionally, HP does not guarantee that media mistakenly returned to HP can be returned to their original owners intact

Customers with Heightened Concerns

Customers with heightened data security or privacy concerns should consider purchasing Defective Media Retention (DMR) Care Pack..

Learn more at:

www.hp.com/go/mediahandling

www.hp.com/go/retaindata

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