



Use of the HP Media Handling Form when Returning Defective Storage Media

The HP Media Handling Form helps document that appropriate action is taken by the customer to keep sensitive information confidential.

Completion of the Media Handling Form

If the customer provides assurance the device or media being replaced does not contain PHI, PII, or other sensitive information; is encrypted; or is sanitized in accordance with applicable standards, the HP engineer will return the drive through HP's normal processes.

If assurance is not provided or the device or media is covered by the Defective Media Retention service (DMR), the HP engineer will leave the device or media with the customer. If the device or media is not covered by DMR, HP will invoice the Customer for the replacement of the failed device or media..

The customer will be required to initial the appropriate option in Section 3 of the form in order to categorize the state of the device or media. Options include:

- The HDD/Media is encrypted in accordance with applicable standards.
- The HDD/Media is sanitized in accordance with applicable standards.
- The HDD/Media does not contain Protected Health Information (PHI), Personally Identifiable Information (PII), or any other sensitive data.
- The device is covered by Defective Media Retention (DMR), and (the customer) will retain possession of the HDD/Media.
- The device is not covered by DMR. However, the HDD/Media will be retained and the replacement cost will be billed to my organization.

If you have any questions about this statement, please contact your HP Delivery Manager.

Responsibilities under HIPAA

The U.S. Health Insurance Portability and Accountability Act (HIPAA) defines responsibilities for Covered Entities and Business Associates.

When acting as a Business Associate, HP implements reasonable and mandatory security safeguards. This includes the HP Media Handling Form which must be completed and signed by the HP engineer and customer.

Learn more at:

www.hp.com/go/mediahandling

www.hp.com/go/retaindata

4AA7-4120ENW March 2016

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