Equipment Returns & Hard Drive Retention Offering for Xerox® Products in the United States

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xerox

Contents

1.   Introduction

Preface

Xerox has a very comprehensive process in place to protect customer data on Hard Disk Drives (HDD) and Solid-State Drives (SSD) when equipment is returned to Xerox at the end of lease or other reasons. For customers that wish to manage the destruction of their device HDD/SSD, Xerox provides a Hard Drive Retention Offering. This allows customers in the United States, for a fee, to retain the HDD (or SSD) on leased Xerox products. This service may be required for customers with very sensitive data, those in regulated industries or have internal policies that mandate specific disposition processes for hard drives.

The information here is being provided to inform customers so the appropriate process which meets organizational and industry requirements can be chosen as required.

Disclaimer

The content of this document is provided for information purposes only. Performance of the products referenced herein is exclusively subject to the applicable Xerox Corporation terms and conditions of sale and/or lease. Nothing stated in this document constitutes the establishment of any additional agreement or binding obligations between Xerox Corporation and any third party.

2. Returning Equipment – What You Need to Know

Customer Responsibilities

Protection of data is ultimately the customer's responsibility. It is therefore important to take appropriate measures to protect that information prior to returning a device to Xerox. Image overwrite and encryption features should be used to always protect image data, especially upon return. Xerox does not track or report on any Hard Disk Drive (HDD) or Solid-State Drive (SSD) and does not provide a 'certificate of sanitization' or 'certificate of destruction'. Customers who might therefore wish to manage the destruction of their drive may want to consider the HDD/SSD Retention Offering.

Xerox Certifications

It is unacceptable to Xerox that customer data could escape once returned to our control. Xerox consequently, has the necessary processes and procedures in place to ensure that equipment with an HDD or SSD that are returned to Xerox are properly handled. Xerox Corporation is ISO 9001 and ISO 14001 certified. Both are International Standards used in the management of returned devices. Both certifications require auditing by accredited 3rd party organizations:

ISO 9001- Quality Management System (QMS) requires well documented and verifiable quality-oriented behaviors in the monitoring, management, and improvement of the business process.

ISO14001- Environmental Management Systems (EMS) requires organizations to show evidence of the design and implementation of an effective and continually improving environmental management plan. This means overall that Xerox has well defined processes and procedures in place to address the security issues often associated with customer data on a device HDD drive or SSD while incorporating environmentally responsible disposal procedures.

Returned Equipment Process

For all Xerox® equipment and Non-Xerox (Competitive) equipment trade-in, the Xerox supply chain procedures include a tightly controlled shipping process. That process begins when the Xerox bonded shipping agent arrives to pick up the returned device. The device is packaged and marked with a unique bar code that enables tracking through each step of its journey, to its final destination.

Upon arrival at an equipment center, the device is directed to one of three processes:
1. Refurbished/remanufactured
2. Spare parts
3. Destruction process

REFURBISHED/MANUFACTURED

Devices that are to be remanufactured or refurbished (depending on age and condition) move to a rework facility. During rework, any hard drives present are either overwritten in place or removed from the device, placed on a test station, and overwritten using the algorithm described in the National Institute of Standards and Technology (NIST) Special Publication SP800-88r1. Use of this algorithm ensures no discoverable customer image data remains on the HDD. Note that image overwrite is not considered applicable to SSD technology. The only option is removal and destruction.

Overwrite consists of a three-pass clearing process followed by testing to validate success. Hard drives removed for overwrite are then reformatted and reimaged for return to the device. Any hard drives that do not successfully overwrite, format, or reimage are crushed and shredded as per the destruction process described below. Xerox does not at any time remove, recycle, resell, or otherwise reuse hard drives without employing the overwrite process as described.
All configurable settings stored in all non-volatile memory on rework/refurbish devices are restored to default values, effectively clearing any customer-specific settings that may have been made during the device's life.

SPARE PARTS

Devices used for spare parts, after delivery to the rework area, are stripped for parts required per materials availability lists. If HDDs are removed, they are handled identically to the drive process described above for remanufacture prior to being returned to the spare parts system. The remainder of the device is processed through the destruction process described below.

DESTRUCTION PROCESS

Devices for destruction are moved to the destruction staging area, where they are first checked for controlled materials. If any of these materials (mercury switches, for example) are present, they are disposed of in accordance with EPA guidelines, and in conformance with the Xerox Environmental Management Plan, and the Xerox ISO 14001 certification.

The device is then placed intact – including any HDD/SSD - into an industrial crusher, which compacts the device under high pressure. The crushed device is moved from the Xerox Equipment Center to a bonded reclamation facility, where it is mechanically shredded using a process which produces small 'chips' of its various materials which includes steel, plastic, aluminum, etc. Recyclable materials are recovered for reuse, averaging over 99% avoidance of waste.

3. Hard Drive Retention Offering

Xerox provides an HDD and SSD Retention Offering to allow customers in the United States, for a fee, to retain the HDD/SSD on leased Xerox products. This service may be required for customers with very sensitive data, internal policies or regulatory standards that mandate specific disposition processes for hard drives.

Upon request for this service offering, a Xerox service technician will travel to the customer location, remove the HDD/SSD, and provide it, 'as is' to a customer representative. Currently, Xerox does not provide hard drive sanitization, cleansing, or destruction services onsite at customer locations. Customers will need to plan for final disposition of the physical drive received from the technician.

To determine if your Xerox® product contains a hard drive or to review security features available to secure data on hard drives, please visit https://www.xerox.com/downloads/usa/en/c/cert_Xerox_Product_Security-Data_Protection.pdf or you can access your zdevice Security Guide (if available) at https://security.business.xerox.com/en-us/.User Data Protection While Within Product This section describes security controls that protect user data while it is resident within the product. For a description of security controls that protect data in transit please refer to the following section that discusses data in transit; also, the Network Security section of this document.

Eligible Products

All Xerox products in the United States are included in this program. For support for other global geographies, please contact your sale representative.

PRICING

- Pricing only applies for service provided by Xerox service technicians.
- Applicable taxes will be added to prices shown below.
- Each additional HDD/SSD pricing applies only when services are provided during a single visit and at the same location.

Pricing is for Direct US based customers only. Please contact your local sales representative for products outside the US

Product Description	First HDD/SSD Removed	Each Additional HDD/SSD Removal (at same location)
All Xerox® Printer / Multi-Function Device / Production / Digital Front End (DFE) computer. Example FreeFlow, Fiery, etc.	$300	$300

Under Xerox's Hard Drive Policy there are two cases in which the customer will not be charged for choosing to retain the HDD/SSD.

- Device is under a service agreement and the hard drive needs to be replaced to restore operations. Failed HDD/SSDs can be left with the customer 'as is' for no charge.
- Device is being replaced with an identical or alternate product at the discretion of Xerox. HDD/SSD in original device can be left with the customer for no charge.

HOW TO OBTAIN HSS OR SSD REMOVAL

Customers will need to choose between the processes below depending upon how their product is currently supported.

- If your normal Customer Support number is 1-800-821-2797, you'll need to contact your Xerox sales representative to order. If you do not know your sales representative, the Customer Support team at this number can provide contact information.
- For all other customers, please contact your original Value-Added Reseller sales representative or call Customer Support at 1-800-835-6100 to order the service.