



“What Ever It Takes”

Arkansas Copier Center Data Security Policy

Arkansas Copier Center is committed to delivering the most reliable and secure Multifunctional Products to our customers, and recognizes the importance of Data Security. Security initiatives and risk management for any organization can be unique, and depending on the customer requirements, a number of alternatives exist to assist in meeting compliance and business objectives.

We have prepared a list for each model of equipment we have sold in the past 5 years and addressed each machine with its memory limits and capabilities. Not all copiers provide a risk or loss of sensitive information. Only machines equipped with Hard Disk Drives will be addressed through Security Options

Memory

Several forms of memory are used by multifunctional devices.

Volatile Memory – Memory used in Computers, Fax machines, and Multifunctional devices. This memory is commonly referred to as RAM, DRAM, SRAM, and DIMM. Volatile Memory requires power to retain stored information. When machines using Volatile Memory are turned off or unplugged, all information in memory is wiped clean.

Non-Volatile Memory- Memory commonly used in Computers, Fax Machines, and Multifunctional Devices. Non-volatile memory can retain the stored information even when no power is applied to the equipment. Examples of non-volatile memory are Read-Only Memory (ROM), Programmed ROM (PROM), and Flash Memory. Non-Volatile Memory may be wiped clean through technical modes with terms of “Data Clear or Memory Clear”.

It is a customary and mandatory practice for Arkansas Copier Center to perform Data Clear on all equipment returning from customer offices. All programmed information including address book, account codes, machine settings, speed dial numbers, and job boxes are wiped clean. Basically, Non-volatile memory is returned to its default program state with all data cleared and only data used to allow the machine to function with its factory default values are retained.

Hard Disk Drives

Hard Disk Drive Reformat – The HDD Reformat can be applied by a trained technician in the field or when the machine is returned to our service facility. This procedure removes the “Pointers” for the data that are resident on the disk drive. “Pointers” are the management tables that provide operating systems the information on the disk drive sectors and where the actual data is resident. After the procedure, data is still resident on the HDD but the removal of the pointers makes it difficult to retrieve data. *This option should not be considered an absolute data recovery deterrent.*

Arkansas Copier Center is using a customary and mandatory practice of reformatting the Hard Disk Drives on all equipment removed from a customer's office if a HDD is installed.

Data Security Options

Optional Data Security Kits for HDD- equipped multifunctional devices and printers are available for enhanced security of any organization. Arkansas Copier Center will include the cost of the optional security kits on all new proposals for equipment from this date forward. All new installations will have the data security kits installed unless the customer has requested to not add this option in the proposal. Data Security Kits include encryption and 3x overwrite feature. During this process, data is encrypted, overwritten, and destroyed to prevent recovery and breach of data. Customer interaction is not required during automatic mode of overwrite.

In addition to the process described, a manual mode of HDD overwrite may be initiated at time of removal of multifunctional devices from the customer location. This process may be enabled by the customer or qualified service technician when required. Overwrite function will be also be initiated by Arkansas Copier Center as standard and mandatory policy when all equipment enters our service facility, provide the data security kit is installed.

Remove and Replace HDD

For some of our customers, a stronger deterrent and means to protect data may be required. For these organizations, Arkansas Copier Center will as standard policy, remove the HDD at the customer location. The HDD will be given to the customer, who may then dispose of the drive according to their strategic guidelines for risk management. *The cost of removal, replacement, and installation of system software will be invoiced to the customer at a fixed and standard rate.*

When requested, Arkansas Copier Center will provide a letter stating that all customers' sensitive data has been cleared, wiped, or destroyed for all multifunctional devices entering our Service Facility. In addition, the means of data destruction will be provided for your security records.

Arkansas Copier Center understands the critical nature of data stored on hard disk drives and is working hard for industry standard solutions for this sensitive matter of data retention on all of our multifunctional devices. We would like to take this opportunity to let you know that we value your business and will continue to search for more solutions for you, our trusted business partner.

Randal Thompson
Vice- President
Arkansas Copier Center, Inc.