

Customer Equipment Data Security Procedures

The security and confidentiality of our customers' data is of paramount importance. To prevent such data as may be left on MFP hard drives (hereafter HDD) from finding its way into the hands of unauthorized parties, Goodremont's will perform certain data security-related tasks upon return of Goodremont's-supported equipment at end-of-life or lease return.

SECURITY ACTIONS

At end-of-life or upon return of HDD-enabled equipment to Goodremont's, a DATA SECURITY ACTION FORM is to be completed and signed by the customer. This form contains equipment-specific information and selections regarding the customer's wishes in regard to data security. No HDD-enabled equipment should be accepted for lease return, storage or other disposition without this form.

NO CHARGE SERVICES

- Clearing of customer-specific data such as email addresses, fax numbers and terminal identifiers.
- Format of the onboard HDD.
- Certification in writing to the customer of such clear and format, such certification to be kept in customer's equipment file.

CHARGEABLE SERVICES

Unless otherwise noted on a per-account basis, Goodremont's will perform the following optional services at the standard labor rate. Parts replaced will be charged at standard cost.

- Removal and replacement of the onboard HDD, original HDD to be turned over to the customer for disposal at their discretion.

OR

- Physical destruction and disposal of HDD by Goodremont's personnel.

THEN

- Reinitialization of the new HDD in order to ensure proper MFP functionality prior to return.
- Certification of replacement and signed receipt for the HDD OR certification of destruction, to be kept in customer's equipment file.

GENERAL DISCLAIMER

Absent signed certifications of destruction, replacement or data clear as described above, Goodremont's absolves itself fully of responsibility for customer data which might be found or left on customer equipment, to include but not limited to print jobs, image data, scanned or stored documents, address data, fax header information and any and all such information as may be stored on an MFP while in use by a customer. As with any confidential information, responsibility for such is the exclusive domain and responsibility of the user of the equipment unless Goodremont's accepts responsibility in the form of a written certification described above. The DATA SECURITY ACTION FORM contains a legal notification and hold harmless agreement to be signed by the customer.