

## Customer FAQ

### **Ricoh Business Solutions MFP Hard Drive Security April 29, 2010**

*To be used as a guide in responding to customer inquiries related to MFP hard drive security*

#### **1. What security options are available for MFP hard drives?**

Ricoh-designed MFP and printer products include technology designed to help prevent the hard drive from being accessed from a connected PC. Ricoh products use proprietary software to process data, which makes accessing hard drive information extremely difficult.

Since 2002, Ricoh has offered additional enhanced MFP and printer security options and features. Below is an overview of the options available to customers who identify concerns related to MFP hard drive security during the service life and/or at the time of return:


**Data Overwrite Security System (DOSS)** –DOSS overwrites the sector of the hard drive used for data processing after the completion of each job. During the overwrite process, all data is destroyed to prevent recovery. Additionally, DOSS also offers the option of overwriting the entire hard drive up to eight times. This feature may be used at the end of the lease or if the MFP or printer is moved to another department. Overwriting the entire hard drive takes a few hours, and may be added before or after the initial sale.

**Hard Drive Encryption Option** – This option provides security for information that needs to be stored on the MFP or printer and reused again. Examples of information that may need to be stored for reuse include administrator and user passwords and address books. The Hard Drive Encryption Option differs from DOSS in that the information encrypted is not destroyed, but locked up so only authorized users may access the information. DOSS destroys data so it cannot be reused. The Hard Drive Encryption Option and DOSS may be used in conjunction and will not interfere with MFP or printer operation.

**Hard Drive Surrender at Lease-End / Trade-in** – Ricoh Business Solutions offers a hard drive surrender option with which customers may elect to have Ricoh remove the hard drive from the MFP and give the customer custody of the hard drive before the MFP is removed from the site. Customers then have the discretion to maintain or destroy the hard drive.

#### **2. Who is responsible for making sure that there is not any sensitive data on my MFP or printer?**

Each customer must make its own decisions regarding security, data retention, data privacy and confidentiality compliance. Each customer environment is unique, and each customer must make its own risk assessments. Ricoh cannot assess the sensitivity or regulatory compliance of a customer's data; however, we can offer security options for Ricoh MFP and printer technology that may assist a customer in connection with its compliance initiatives.



3. **How do I know which models of office equipment, i.e. printers, fax machines, ink jet printers, copiers, external controllers, etc. have hard disk drives?**

Each manufacturer should be able provide information on each specific model as it relates to hard disk drive information. For equipment provided by Ricoh, the Ricoh Business Solutions sales professional should be able to provide information for specific models sold.

4. **Are customers able to keep the hard disk drive before returning the equipment at lease-end or trade-in?**

Ricoh Business Solutions offer a hard disk drive surrender option. Under this option, customers may elect to have an RBS technician the hard drive from the MFP and give the customer custody of the hard drive before the MFP is removed from the site. There is a fee related to this option.

5. **What happens to equipment that I returned at lease-end or trade-in?**

Most equipment is leased from a third-party leasing company. If an asset is returned to the third-party leasing company, the leasing company will typically wholesale the asset depending on condition, or otherwise dispose of it. If an asset is returned to Ricoh Business Solutions, depending on condition of the asset, Ricoh Business Solutions may de-manufacture the unit, refurbish it for resale, wholesale it, or use it for parts.

Ricoh Business Solutions offers a hard drive surrender option in which customers may elect to have an RBS technician remove the hard drive from the MFP and give the customer custody of the hard drive before the MFP is removed from the site.

The decision for hard disk drive security options at lease-end or trade-in are unique to each customer depending on its unique security, data retention, data privacy and confidentiality compliance needs.