Suggested data removal guidelines

HP Eco Solutions program

Deletion of Confidential Data

The following downloadable data erasure software is provided as a service to customers of the HP Consumer Buyback and Planet Partners Recycling Program and does not imply an endorsement of the product or the providing company.

The website: http://eraser.heidi.ie provides free downloadable data erasure software called "Eraser".

Click the download button and follow instructions for saving the file to your computer. Install the "Eraser" program on your computer and then follow the instructions to begin the process of erasing the data from your hard drive.

Customer is responsible for the deletion of all confidential data that may be contained within Acceptable Computer Hardware.   Customer acknowledges that neither HP nor any Service Provider will in any way be responsible for confidential data that is not removed from Acceptable Computer Hardware.

HP does not endorse any one specifically or warrant any results on disk wiping software. HP has not independently qualified or tested disk wiping software applications and neither endorses them nor assumes any responsibility in connection with their use.   HP provides links to wiping software only as a convenience to its customers.

No data removal process leaves a hard drive or computer as free from residual data as a new product. HP makes no recommendations regarding the customer's security needs or representations regarding the effectiveness of one method of data removal over another.

Erasing Confidential Data on Your Hard Drive

Data must be overwritten to be erased on the hard drive. This is commonly called wiping. The method used to erase data securely must be evaluated against the sensitivity of the data and the likelihood of an attempt to recover the data. Many disk wiping software exist and are available as freeware, shareware or commercially available software. Some examples can be found on CNET's download.com site. Please remember to compare the features with your requirements.

Levels of Hard Drive Wiping

The first level of hard drive wiping is to delete the file. This includes running "fdisk" or format on the hard drive. Deleting the file does not completely remove the data from the hard drive and the data may be retrievable using certain software programs. This is the most widely used method for data wiping.

The next level of hard drive wiping is a Level 2 wipe. Level 2 wipe of data may provide a higher level of comfort for home and small office users where sensitive information is of concern. This level wipe requires sophisticated tools to recover the data and recovery is not certain.

Additionally, some users may need to meet requirements such as former Department of Defense standard 5220.22-M. Commercial software is available that meets the requirements of this standard.

HP and the environment

For over 50 years, HP has been a leader in environmental sustainability and has offered solutions that make it easy for customers to reduce their environmental impact and save money.   HP drives company stewardship through its HP Eco Solutions program, which spans product design, reuse and recycling as well as energy and resource efficiency. HP influences industry action by setting high environmental standards in its operations and supply chain, by providing practical solutions to make it easier for customers to reduce their climate impact and through its research on sustainability solutions that support a low-carbon economy. More information is available at **www.hp.com/ecosolutions**.