

# Oracle Customer Data and Device Retention

Global data retention and auditing laws impose significant constraints on data storage security practices. Oracle Customer Data and Device Retention enables the secure retention of nonfunctioning disk drives and persistent memory (PMEM) components that have been removed from Oracle's systems. Maintain control of data that has outlived its purpose yet is still business-critical, and avoid exposure to data loss or unforeseen compromise.

## MAINTAIN CONTROL AND MINIMIZE SECURITY RISKS

The U.S. Department of Defense (DoD) Directive 5220, the Sarbanes-Oxley Act, the Health Insurance Portability and Accountability Act (HIPAA), the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada, and other regulations require that data be protected in adherence with precise guidelines, making data protection a high priority. Help minimize security risks with Oracle Customer Data and Device Retention service and maintain control of nonfunctioning disk drives that are replaced due to corrective or remedial maintenance.

## KEEP IN COMPLIANCE, AND REST EASY

Based on unique customer needs, Oracle offers support for retaining nonfunctioning disk drives and persistent memory components<sup>1</sup>. Additionally, because Oracle Customer Data and Device Retention is a service, you can plan and budget for it instead of needing to purchase new components to replace failed ones on an ad hoc basis.

<sup>1</sup>Please refer to Oracle's Technical Support Policy for details.

### Trusted

- Oracle's solid business reputation is built on more than 40 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Hundreds of thousands of customers choose Oracle, and rely on Oracle Support, to help protect their technology investment.

### Secure

- Oracle can help you minimize security risks, maintain greater control of sensitive data, and stay in compliance.

### Comprehensive

- Leverage consistent, ongoing, unparalleled innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.

## ONSITE DATA AND DEVICE RETENTION

If Oracle, in its sole discretion, determines that applicable items need to be replaced, Oracle will send a replacement item to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates."

## INDUSTRY-LEADING CUSTOMER SERVICE

Oracle offers systems, software, and solutions to help manage complex data environments and help support customer compliance with numerous government and corporate regulations applicable to customers. Oracle designs integrated, tiered storage solutions to help respond to the emerging regulatory environment and customer data requirements for information retention, identity management, and security while reducing complexity. Oracle delivers effective and economical capabilities to help customers manage data from creation to deletion.

## COMPLETE, INTEGRATED SERVICE

With Oracle Customer Data and Device Retention, you can have greater confidence that business-critical data is retained. Oracle takes care of supporting the IT environment and delivering quality of service while your IT staff members can focus on more strategic matters that make effective use of their business-specific knowledge.

Take advantage of Oracle's integrated approach to simplifying IT infrastructure support to help you deliver superior IT service to your customers.

### Secure Your Business-Critical Data

#### Key Features

- Secure de-installation and replacement of nonfunctioning disks and PMEM components.
- Expert technicians use only OEM-authorized replacement drives.

#### Key Benefits

- Retain failed disks and PMEM components that contain sensitive data and minimize security risks.
- Simplify IT budget management with predictable costs.
- Support to help customers, at their direction, keep sensitive data secure and compliant with data protection regulations applicable to such customers.

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