

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, flash devices and non-volatile RAM cards containing sensitive data 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. 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, flash devices and cards with non-volatile RAM¹ that contain confidential data. Learn how to better manage compliance with government and various regulatory requirements. And because Oracle Customer Data and Device Retention is a service, you can plan and budget for it instead of needing to purchase new drives to replace failed ones on an ad hoc basis.

¹Please 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.
- More than 430,000 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 a disk drive(s), flash cache and/or part(s) needs to be replaced because it contains sensitive, confidential, or classified data that has been removed from your hardware system, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates."

BEST-IN-CLASS EXPERTISE AND CUSTOMER SERVICE

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

COMPLETE SERVICE FOR SUPERIOR OUTCOMES

With Oracle Customer Data and Device Retention, you can have greater confidence that business-critical data is secured. Oracle takes care of supporting the IT environment and delivering enterprise-class quality of service while your IT staff members 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, and deliver superior IT service to your customers.

Secure Your Business-Critical Data

Key Features

- Secure de-installation and replacement of nonfunctioning disks, flash drives and cards containing non-volatile RAM
- Expert technicians use only OEM-authorized replacement drives

Key Benefits

- Retain failed disks, flash drives and cards with non-volatile RAM that contain sensitive data, and minimize security risks
- Simplify IT budget management with predictable costs and world-class service
- Support keeping sensitive data secure and compliant with data protection regulations

CONNECT WITH US

Call +1.800.ORACLE1 or visit oracle.com.
Outside North America, find your local office at oracle.com/contact.

 blogs.oracle.com

 facebook.com/oracle

 twitter.com/oracle

Copyright © 2020, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0120

