



M E M O R A N D U M

DATE: October 20, 2010

TO: All Directors and Administrators

FROM: Shauna Baughcum
Institutional Privacy Officer

Joe Green
Information Security Officer

RE: Copiers, Printers, Faxes and/or Scanners

Please notify your department's primary purchasing contact of information security measures that need to be taken with copiers, printers, faxes and/or scanners when either:

1. Sending these devices to surplus,
2. Returning a leased or rented device, or
3. Purchasing, leasing or renting a device

If you own a copier, printer, fax and/or scanner and it is being sent to surplus, please contact the maintenance vendor to verify how the machine's memory can be cleared and/or to confirm that no data can be stored on the device's memory. The older analog faxes do not have hard drives or long term memories.

If a rented or leased copier, printer, fax and/or scanner is being returned, please contact your rental/lease vendor to confirm what the security process is for addressing any information that may be stored or retained in the machine's memory.

If the vendor notifies you that the copier, printer, fax and/or scanner has a hard drive, have them provide you with the options available for removing any potentially sensitive information.

Most vendors provide three options:

1. Provide you with instructions to erase any documents in the memory.
2. Purchase a security kit, software that can be installed on the device's hard drive, to erase all data.
3. Pay for parts and labor to have them extract the hard drive and replace it with a new hard drive. You can then turn the device's used hard drive in to your IT department for proper destruction and disposal.

If you are in the process of purchasing, leasing or renting a copier, printer, fax and/or scanner, please ask your supplier or vendor about security options now available by

most manufacturers that regularly clear the memory of these devices and also encrypt the hard drives so that privacy breaches can be prevented.

Our intent is not to impact current contracts but to make you aware that additional measures need to be taken to protect the sensitive TTUHSC information that may reside in your copier, fax and/or scanner's memory. Some vendors allow you to upgrade your older devices and will waive the hard drive swap fee. Recently signed rental/ lease agreements for copiers may allow security kits or hard drive swap add-ons without impacting contract terms, please contact your equipment vendors for more information.

Please note that most digital copiers with print capabilities and printers that are networked have hard drives. For additional resources regarding some of the most common equipment link to:

http://www.ttuhsc.edu/hipaa/external_resources.aspx

or

<http://www.ttuhsc.edu/it/security/copiersecurity.aspx>