



Dell Support Services Keep Your Hard Drive

Maintain control over your sensitive and confidential data on hard drives; determine the best method of disposal for failed hard drives

Your data security is paramount

A failed hard drive can be at risk of exploitation, especially in a world where sophisticated data recovery technologies have made confidential information vulnerable, even on malfunctioning drives. Additionally, national security issues and data privacy regulations dictate a greater attention to security measures. As a result, many companies now choose to retain possession of their failed hard drives.

Keep control of your data & hard drive disposal

Keep Your Hard Drive is designed to enable organizations to retain physical control over sensitive data, while preserving all the benefits of the Dell Limited Warranty¹ on failed hard drives.

Typically, customers are required to return a drive under limited warranty when receiving replacements; However, Keep Your Hard Drive service waives that requirement, allowing for maximum data control, security, and disposal options.

The Keep Your Hard Drive Service is available at the time of system purchase or anytime before your system experiences a hard drive failure, while the system remains under limited warranty. Dell offers same-day or next-business-day delivery of hard drive replacement, depending on your service contract.

- **Greater Security** – Your sensitive data and hard drive never have to leave your control. Retaining physical possession of a failed hard drive is an effective way to help ensure security of classified, proprietary or sensitive data.
- **Complete Control** – By keeping failed hard drives in-house, you decide how and when to dispose of your data, on your own terms. Tracking failed hard drives in-transit becomes a non-issue. Covers multiple drives in a system and multiple failures.
- **Compliance Enablement** – Help comply with current data privacy regulations and internal company policies by ensuring sensitive information on your hard drives is not compromised.
- **Risk Mitigation** – Proper control/disposition of sensitive data can mitigate risk of expensive civil liability by helping to prevent potential exposure of confidential customer data or intellectual property.

Decide how and when
to dispose of your data,
on your own terms.

¹For a copy of the Limited Warranty, write Dell USA, L.P., Attn: Warranties © 2010 Dell Inc. All rights reserved. Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative.