

Gordon Flesch Company Used/Removed Equipment Privacy Policy

Frequently Asked Questions (FAQs)

All files or data stored on any device within equipment and/or associated peripherals that are returned to GFC will be electronically erased according to current technological standards. Following are some frequently asked questions concerning standard methods and procedures of securing and eradicating sensitive data that could otherwise be left behind on used hard drives and accessed by non-approved parties.

What did you do to our old hard drive when we traded that unit in to you?

Hard drives on competitive equipment that we bring in as part of a trade-in will have the hard drives pulled and destroyed. The disabled machine will then be sold for parts.

Do you retain and supply documentation certifying data has been permanently erased from used hard drives?

An official certification document will be supplied by our to the customer verifying that their hard drive has been irrevocably erased.

If a competitor retrieves your current GFC placed equipment on site, will GFC representatives arrive prior to the competitor pick-up and erase the existing GFC hard drive? If so, is that included in the GFC maintenance agreement/contract?

Removal of existing information on this will be the sole responsibility of the customer and the new vendor.

When you place wholesale equipment, are the hard drives erased? If so, who handles the process and is a certification supplied?

The hard drives are completely re-formatted and erased prior to wholesale placement by a certified technician in our Distribution Center. A certification is supplied verifying this has occurred and no pre-existing data is recoverable.

Can you verify that equipment outside of your service area is being correctly managed and secured by your dealer network?

We do not monitor or manage security methods outside of our service areas. It is strongly suggested to customers outside of these local service areas to purchase security software which will enable them to clear their own personal data at the termination of ITT leases.

Can you remove hard drives from competitors equipment?

Yes, any hard drives, no matter who owns the equipment, can be removed and destroyed so personal data is not recoverable.

Will you provide the procedure for erasing hard drives, and is this a process our internal IT staff can accomplish themselves?

These procedures are available to our customers so they can take security steps on their own.

Can you provide a list of models that you can no longer purchase security kits for?

Security kits are not available for most machines that become discontinued from the manufacturer.

When a hard drive is replaced due to malfunction, do you wipe it clean prior to sending in for warranty?

If the hard drive is functional, it will be cleared. If it is not functional, then it is destroyed.

When you bring out a trial or loaner, is the hard drive wiped off prior to being put back in the field at its new destination?

The hard drive is completely erased and reformatted prior to any other uses.

How long does the reformat procedure generally take and is the GFC employee bonded and insured?

This procedure takes 20-30 minutes on average and is performed by a GFC technician. Their procedures are consistent with our HIPAA privacy and security policy.

Is GFC going to send out a response to the CBS story?

Our response will be to provide additional security policy resources to our customers, technicians and sales representatives.

When purchasing a CPO machine, is there a way during installation we can “show” the customer that the hard drive is empty?

Other than the customer doing their hard drive clear upon receipt of new CPO and verifying that all mailboxes are empty, there is no way to “prove” that it is clear.

For the 3rd party Leasing groups you use, what is their policy regarding hard drive security-CFS, Key, Great America.

We perform security procedures prior to returning product back to the 3rd party leasing company.