



Data Privacy Program

Disk Drive Handling

1. Nexsan issues Return Material Authorizations (RMA) numbers to all drives being returned from customer environments. These returns can be due to failure, field upgrades, recertification or diagnostics. These RMA numbers are used to track the drive(s) through the entire process and a permanent record is kept of that drive.
2. Nexsan has two facilities to receive drives; our Southern California facility in Escondido, CA. and our EMEA Operations Center in Derby England.
3. All disk drives returned, due to field failure or upgrade, are considered to have potentially sensitive customer data so our RMA facilities perform the following steps to improve customer data privacy.
 - a. Diagnostic logs, if not already captured in the field, are pulled from the drive(s) to assist in failure analysis.
 - b. All drives are then inserted into a special system and random patterns are written across the entire media.
 - c. A Destructive program called “Stress Test” is then run on all drives for 12 hours. Stress runs rotating patterns of ZERO (0) and then ONE (1) across the ID and OD of the media.
 - d. Production Test Suite, a 24 hour test, is then run on drives with yet another random pattern, which includes at the end a RAID build, which writes a Zero-bit (0) across the media.
 - e. Bad blocks are tabulated, if the returned drive(s) pass the previous tests but have more than 10 bad blocks the drive is rejected and sent to the manufacturer.
4. Drives that do not complete any of these processes are sent to the manufacturer and the returned drive is then zeroed or destroyed. Drives that meet the stringent requirements of Nexsan are then returned to our operational centers for distribution.
5. All drives received into Nexsan from any source including the Original Manufacture undergo the Data Zeroing process to ensure there is no accidental release of sensitive data.

As we are always improving our data privacy program it must be noted that changes to the process and test procedures do occur. Nexsan has a long history of protecting our customer’s data privacy and will continue to find innovative processes, procedures or technology to satisfy our customer’s stringent requirement for data security.

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