

imageRUNNER, imageRUNNER ADVANCE & imagePRESS Bulletin

Questions and Answers for Customer Inquiries regarding Hard Disk Drive Security

Q1. What hard drive security options does Canon have in place?

While protection of sensitive information is ultimately the responsibility of the customer, Canon offers many products and services designated to assist a customer in this regard. As a standard security feature, Canon provides a Hard Disk Drive Format feature. This feature, standard on all imageRUNNER and imagePRESS systems, provides a onetime overwrite of the device's hard drive capable of being invoked by the customer directly. In addition, Canon also offers a number of options for securing hard disk drive data. These options include the following:

- **Hard Disk Drive Encryption Kit** – Canon's Hard Disk Drive Encryption Kit offers the ability to encrypt hard disk drive contents using either 256 bit AES encryption or 168 bit 3DES encryption depending upon the Canon model. Decryption keys are unique to each individual device. As a result, an encrypted hard disk cannot be removed from one device and read by another device of the same type. This kit has received Common Criteria EAL 3 Certification.
- **Hard Disk Drive Overwrite Kit** – Canon's Hard Disk Drive Overwrite Kit offers the ability to overwrite hard disk drive data up to three times following the completion of each job processed by the device. When the hard disk drive overwrite kit is installed on the imageRUNNER ADVANCE series of devices, the option is available to perform a DoD 5022.22M.compliant 3 – pass overwrite.
- **Removable Hard Disk Kit** – On select Canon models a removable hard disk kit is also available. Using this kit, customers can physically remove the hard disk in the device for secure storage.
- **Replacement of Hard Disk** – For customers requiring the highest levels of security, Canon provides the ability for the customer to purchase a replacement hard disk. Through this offering, customers will receive the original hard disk in the device at the time of lease expiration or device return and can dispose of or handle data erasure in accordance with their specific security policy.

Please be aware that while the standard Hard Disk Drive Format feature provides appropriate protection of customer data for many customers, certain industries may be subject to higher security requirements and/or specific regulations that would necessitate the use of one or more of the Canon options outlined above.

Q2. How does Canon presently handle machines that are returned by customers?

Canon, depending upon the specific device model and its condition, has a number of different business activities associated with returned equipment. These business activities include the resale of select models to equipment brokers (who resell the equipment through a variety of channels), providing returned units to Canon's remanufacturing operations, the resale of select models as "used equipment", and the recycling of models deemed incapable of further use or remanufacture. In cases where Canon sells models to equipment brokers (which is the most common scenario) it does not have the capability to track the ultimate sales destination for these devices. Also, depending upon how Canon devices were acquired by a customer, there are many cases where Canon is not involved in the ultimate disposition of a Canon device at the time it reaches end of use within a customer environment.

Q3. What is the process with hard drives once the machines are returned?

Canon Financial Services and Canon Business Solutions have recently taken action whereby the majority of machines received in return will undergo a hard disk overwrite using the standard Hard Disk Format feature supported by the device. Please note, while Canon has recently begun taking steps to conduct (or arrange for) this overwrite prior to the resale of returned equipment, this is not a substitute for a customer taking the necessary steps to ensure their own data protection prior to returning a machine to Canon or another entity.

Depending upon the method the customer used to acquire Canon technology, Canon may not be capable of receiving all Canon devices in return. Canon strongly recommends that customers utilize the standard or optional hard disk security measures available for Canon imageRUNNER and imagePRESS devices.

Q4. How does Canon ensure that customer information is safe?

Canon offers a number of standard and optional capabilities that, when used by a customer, can help to facilitate the effective management and security of data processed and stored by imageRUNNER and imagePRESS devices. Ultimately, it is the customer's responsibility to select the method(s) most appropriate for securing information.

Q5. What do you do with the data once the machines are returned?

Please see the response to Question 2 above.

Q6. How does Canon handle the wipes?

Please see the response to Question 2 above.

Q7. What information is stored in the hard drive?

The imageRUNNER, imageRUNNER ADVANCE, and imagePRESS systems use the hard disk to store the system firmware, temporary image data while processing (copy, print, fax, and scan) jobs, Job logs, user

address book, MEAP applications and their license files, device settings, and any documents stored by the users using the device's Mailbox or Advance Box.

Q8. How long is the information stored before being overwritten or deleted?

Temporary image data is deleted immediately after processing the job (note: this is a regular file deletion and not a data overwrite, which means that technically the data still exists on the drive, but it's not easily accessible). Settings, MEAP applications, and Mailbox/Advance Box documents remain on the hard disk until deleted by the customer, or until the HDD Format Function is executed.

When using Canon's optional Hard Disk Drive Overwrite Kit, data stored during the processing of jobs is overwritten upon the completion of each job.

Q9. Do your products come standard with software that automatically sanitizes the hard drive?

Yes, Canon offers many services and products to assist a customer with protecting their sensitive information. As a standard feature in our imageRUNNER, imageRUNNER ADVANCE and imagePRESS machines, is a Hard Disk Drive Formatting function that can be initiated by the customer to perform a one pass overwrite of all customer data on the hard disk drive. When invoking this feature, customers should be aware that all data, including customer address books and documents stored in device mailboxes will be overwritten. As a result, customers should ensure that they have appropriately backed up required data or invoke the hard disk drive format feature only in cases where the device is being returned or maintenance of device data is not required.

Q10. How does Canon alert customers of hard drive options once they become available?

Canon provides a number of methods of making customers aware of security options associated with Canon devices. Canon's primary method of generating awareness is through its direct and indirect sales organization. In addition to this method, Canon also posts information concerning device security options on its public websites and makes security related information available to customers in the form of newsletters, brochures, specification sheets and white papers.

Q11. Where do I get the optional kits for securing my information?

Optional security kits for Canon imageRUNNER and imagePRESS devices may be obtained by contacting an Authorized Canon Dealer. Authorized Canon Dealers may be found by accessing Canon's Dealer Locator on Canon's public website at www.usa.canon.com.