

Statement of Policy Regarding the Removal of Data on Cisco Equipment

Introduction

This statement of policy is intended to:

- Inform customers about Cisco's general practices for handling products as a part of Cisco's return, repair, and disposal processes
- Provide information to customers for removing Data (as defined below) from Cisco® products before customers dispose of such products or return them to Cisco

Definition

"Data" as used in this statement of the policy means any data, facts or other information generated or collected by a customer, including but not limited to information that enables identification of an individual, such as a name, email address, title, occupation, industry, telephone number, employer, a home, postal or other physical address, other contact information, birth date, or gender. "Data" can also include financial or other information relating to an identified or identifiable individual by direct or indirect means, including a social security number, driver's license number, credit card number, account number, password and similar information, and any data identifying racial or ethnic origin, religious, philosophical or other beliefs, political opinions, membership of parties, trade unions, associations or organizations of a religious, philosophical, political or trade-union character, records of criminal offenses, and health conditions and sexual behaviors.

Cisco Procedures in Handling Returned and Scrap Equipment

It is the customer's responsibility to remove Data from products before such products are returned to Cisco. However, after a customer has returned a product to Cisco, Cisco typically takes the following general measures, as part of Cisco's internal repair and disposal processes for such products:

- Memory
For Cisco products with memory, Cisco will clear and reset the memory.
- Cisco IOS® Software and configuration settings
For Cisco products with a Cisco IOS operating system and configuration settings, Cisco will (a) erase the current Cisco IOS Software and download new Cisco IOS Software to the product, and (b) erase the customer's Cisco IOS Software configuration and password.
- Disk drives
For Cisco products with disk drives, Cisco will format the hard drives or erase previous Data.
- Products damaged beyond repair
For Cisco products deemed damaged beyond repair, Cisco will physically shred products or use other methods that render such products unusable for their intended purpose.
- Storage of products pending processing
Before Cisco products are processed as set forth above, Cisco will hold such products in a locked warehouse or other storage facility.

- Handling of certain government equipment

In light of United States federal requirements and other applicable rules, under certain circumstances Cisco may not require certain government agencies to (a) return to Cisco any equipment that may contain sensitive or confidential government information, or (b) provide to Cisco evidence of destruction of such equipment.

Recommendations for Customer Removal of Data

Below are Cisco's general recommendations that customers should follow when removing Data from equipment before disposal or return to Cisco.

- Memory

For Cisco products with memory, customers should clear and reset the memory.

Powering off the product clears most memory (nonvolatile random-access memory (NVRAM), such as flash memory) on many products.

- Cisco IOS Software and configuration settings

For Cisco products with a Cisco IOS operating system and configuration settings, customers should clear and reset the memory (including any flash memory).

Examples of commands that might be used to clear flash memory are the Cisco IOS **format flash** and the **erase flash** command:

- For information about the **format flash** command, visit:

http://www.cisco.com/en/US/docs/ios/12_0/configfun/configuration/guide/fcmemory.html#wp4160

- For information about the **erase flash** command, visit:

http://www.cisco.com/en/US/docs/ios/12_1/configfun/command/reference/frd2003.html#wp1017633

An example of a command that might be used to clear NVRAM memory is the Cisco IOS **erase/all nvram** command. For information about this comment, visit:

http://www.cisco.com/en/US/docs/ios/12_2/configfun/command/reference/frf006.html#wp1017670

- Disk drives

For Cisco products with disk drives, customers should remove Data. Specific commands regarding removal of Data from disk drives will vary from product to product.

An example of the **offline** command for the NM-CUE network module is located at:

http://www.cisco.com/en/US/partner/docs/voice_ip_comm/unity_exp/rel2_1/cmdref/o_cmds.html

- When products cannot execute commands

When Cisco products cannot execute commands, customers can use alternative methods common in the industry (such as degaussing) or may engage third-party data erasure services to assist in the removal of Data from products.

The specific commands cited above are examples only, and do not apply to and are not effective for all Cisco equipment. For other commands that apply to Cisco products, customers should refer to the applicable product guides and literature, to the Cisco IOS Command Lookup Tool at <http://www.cisco.com/cgi-bin/Support/Cmdlookup/home.pl>, or to other references at <http://www.cisco.com>.

This policy is intended to support and be consistent with other relevant Cisco policies, including:

- Cisco's Third-Party Repair Sources: Cisco Warranty and Service Support Implications located at: http://www.cisco.com/en/US/prod/prod_warranty0900aec801b44cd.pdf
- Cisco's Return Material Authorization instructions located at: <http://www.cisco.com/en/US/partner/docs/rma/3582.html>
- Cisco's Privacy Statement and other privacy and data protection policies located at: <http://www.cisco.com>

The information set forth in this statement of policy is provided "as is" and is not any warranty or guarantee of any kind.



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