

## **How 'Keep Your Hard Drive' Warranties facilitate GDPR compliance**

*Max Burgess, General Manager of Video Storage Solutions (VSS,) highlights the importance of protecting data when a hard drive fails.*

In the wider world outside the electronic security sector, businesses have understandably been concerned about the need to protect customers' confidential information and prevent it from being misused.

The penalties for not doing so are potentially severe as a serious violation of GDPR could result in a fine of up to 4% of a company's annual revenue or € 20 million, whichever is higher. In addition, non-compliance with GDPR which was introduced in 2018, could see a class action or a civil law suit being taken against individuals.

### **GDPR Compliance**

Within the electronic security sector, attention as to how GDPR impacts on video surveillance systems has tended to focus on the right of access to recorded video, de-identification, data storage time limitation and firmware encryption, as well as password and transmission protocols. Helping end-users comply with these particular aspects of GDPR has not proved to be particularly difficult to do. This is because hardware manufacturers such as Video Storage Solutions (VSS) and developers of Video Management Software (VMS) such as Milestone Systems, have equipped their respective solutions with features which are GDPR friendly.

What has not perhaps been fully addressed until recently, is what happens when a hard drive containing recorded video and other sensitive data develops a fault. Traditionally, the system integrator would be expected to return the faulty hard drive directly to the manufacturer or via a distributor if the warranty period has not expired. This however presents a challenge in terms of compliance with GDPR. Even if the manufacturer and the other companies in the supply chain are considered to be totally trustworthy, control as to who has access to the stored data can no longer be guaranteed.

### **Keep your hard drive**

Although simple in concept, VSS' Keep Your Hard Drive Warranty provides peace of mind to any business or organisation which has VSS pre-engineered video recording and storage appliances at the heart of its video surveillance system.

Unlike standard warranties which do not allow users to retain hard drives which have failed, both the 3-year and the 5-year, global on-site, next business day, Keep Your Hard Drive Warranty negate the

need for customers to have to choose between risking sensitive data falling into the wrong hands or insisting on keeping a faulty hard drive. The latter option is likely to mean that they will be breaking the terms of most existing standard warranty agreements.

### **Ask before you buy**

Although VSS uniquely supplies Milestone systems integrator partners via authorised distributors with robust recording and storage solutions which are integrated with the XProtect® platform, there is no shortage of hardware manufacturers for you to choose from.

With this in mind, if you are a consultant or system designer, we would urge you to ask your preferred manufacturer the following questions before recommending their products to your clients.

These questions apply to video surveillance systems of any size, but in particular to large scale projects which are likely to require the deployment of a large number of hard drives.

- Has the hardware been purpose built to meet the specific requirements of video recording and storage, and is it able to withstand the taxing video data write load of systems which have high number camera counts?
- Does the warranty include next business day on-site support provided directly by the manufacturer even though the hardware has been installed by a systems integrator who has purchased it from an authorised distributor?
- Does the warranty cover multiple hard drives in a system and for multiple failures?
- For longer term projects, will the manufacturer offer an extended warranty period, e.g. 7 years?
- Will the client be able to automatically retain any faulty hard drives, whilst expecting a next business day replacement?

**For more information about VSS' Keep Your Hard Drive Warranty, email:**

[sales@videoappliances.com](mailto:sales@videoappliances.com)

### **About VSS**

Launched in 2019, Video Storage Solutions (VSS) is part of the BCD International (bcdinc.com) brand of companies and supplies pre-engineered video appliances offered exclusively through authorised EMEA security distributors.

VSS partners with video management software companies to jointly create performance enhanced hardware solutions that maximise the capabilities found within their software. While these solutions

are new to the market, they are the result of over a decade of creating world-class video appliances for the security industry.

VSS offers 24/7/365 lifetime remote support, whilst the robustness of its appliances is backed by a 3-year advanced replacement warranty or a 5-year on-site 'Keep Your Hard Drive' warranty.

**Website: [www.videoappliances.com](http://www.videoappliances.com)**