



STORMSHIELD

STORMSHIELD NETWORK SECURE RETURN

KEEP YOUR SENSITIVE DATA SAFE

SERVICE EXTENSION

Client-side benefits

- ▶ Confidentiality of configurations and event logs
 - ▶ Hardware warranty maintained
 - ▶ Compliance with regulations governing access to sensitive data: healthcare (storage of healthcare records, HIPAA), banking (PCI-DSS, Basel II, SoX) or defense
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Configuration files and event logs from security appliances are examples of sensitive data that, in certain cases, must never be entrusted to a third party. With the Secure Return service extension, such data will no longer leave your corporate network, even when hardware components break down or are exchanged.

In many sensitive environments and contexts, connection logs generated by security devices as well as the configuration data of such devices, are considered highly confidential information. Such information cannot be sent to third parties even for maintenance operations.

Regulatory requirements may also prevent the transfer of devices that contain event logs. Unless a particular agreement has been made, transferring logs containing user activity records outside the European Union, for example, is prohibited.

EXCHANGE YOUR EQUIPMENT, NOT YOUR DATA

During a product exchange, either following a breakdown or a malfunction, standard procedures involve sending the defective equipment back to the vendor or a partner.

The Secure Return service extension allows you to keep your sensitive data (configuration, event logs, etc) by removing the storage medium before sending back your appliance. Your warranty conditions will remain unaffected even after the appliance has been opened.

The replacement product will then be sent to you with a new blank storage medium. You therefore have the option of archiving your old storage medium or personally destroying it.

ABOUT

Arkoon and Netasq, fully owned subsidiaries of Airbus Defence and Space CyberSecurity, run the Stormshield brand and offer innovative end-to-end security solutions both in France and worldwide to protect networks (Stormshield Network Security), workstations (Stormshield Endpoint Security) and data (Stormshield Data Security).

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AVAILABILITY OF THE SERVICE EXTENSION

The Secure Return service extension is available on all products in the Stormshield Network Security range with a valid maintenance contract. The subscription remains valid for as long as the associated maintenance contract is valid.

Depending on the product concerned, the storage medium would either be an internal Compact Flash module or an internal hard disk.

Caution: electronic products should be dismantled and handled only by persons who have been specially trained to do so and who are familiar with the associated security rules in order to avoid any risk of hardware damage or bodily harm.

N.B NETASQ SAS shall not be held liable for any damage to hardware or bodily harm arising from the opening of the appliance.