FAQ – How does Care Control Handle Data Sanitisation?

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Kieran Worth

At Care Control, we take the security and confidentiality of customer data extremely seriously. We follow robust data sanitisation processes to ensure that no customer information remains in our systems or assets once it is no longer required.

Here’s an overview of how we manage this:

Secure Data Deletion

When a customer’s contract ends, we ensure that all customer data is securely and permanently deleted from our systems and backups, in line with our data retention policies and the legal requirements outlined in our agreement.

Device and Media Management

Any storage media—such as solid-state drives (SSDs)—that has held customer data is securely sanitised and destroyed at the end of its lifecycle.

Care Control does not allow the use of portable media devices, which eliminates the risk of residual data being stored on reused devices.

Certified Data Destruction

All data assets, including hard drives from any PCs or laptops no longer in use, are securely destroyed through certified methods by an approved IT asset disposal provider. We receive certificates of destruction for each batch, confirming the secure and complete disposal of data.

Confidential Handling

Our IT asset disposal provider treats all data as strictly confidential, ensuring it is never accessed, used, or disclosed by unauthorised parties.

If you have any further questions or need additional clarification, please don’t hesitate to ask.

Was it helpful ?

- Happy
- Normal
- Sad

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