



STATEWIDE'S EDGE

Giving public entities the edge on addressing their safety issues

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STATEWIDE INSURANCE FUND LOSS CONTROL FACT SHEET - #2010-03 Copy Machine Security



A recent investigative report by CBS News addressed concerns regarding confidential information retained in the memories of copiers. This information presents a cyber security exposure for anyone who uses a copier. The primary concern arises from discarded copiers and sales of refurbished/used copiers. Copiers contain built in memory that can be accessed and reproduced with software available for free via the Internet. This enables individuals with access to the copier to reproduce documents that have been copied and stored in the copier's internal memory. The investigation revealed that some of the documents retrieved included confidential information including criminal background, health and financial records, and other personal information including names, addresses, social security numbers, etc. It is recommended that you contact the manufacturer of your copier and ask what needs to be done to clean all the confidential information off your copier before it leaves your premises.

Additionally, if you are copying personal or business information on a copy machine at a local library, post office, UPS store, office supply store, etc., you should know whether the machine you are utilizing to make the copies automatically deletes the image after printing, or that the organization has a regular process for periodically cleaning the memory from the hard drive. If you do not do this, the risk exists that you have just given away your personal or business information.

The attached link will take you to the investigative report:

<http://www.wimp.com/copymachines>.

If you have any questions regarding the above, contact your organization's IT professional or Statewide's Edge at 732-446-5958.