



Resolution

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March 2026
FOI_7764

The following information was requested on 04 March 2026:

Under the Freedom of Information Act 2000, please provide the following recorded information held by your organisation regarding assurance processes for software based data erasure of end of life IT equipment.

For clarity, this request relates specifically to the erasure of storage media associated with end of life hardware such as laptops, desktops, servers, storage arrays, or other data bearing IT equipment. It does not relate to operational deletion of data within live systems, routine account management, or DSP Toolkit self assessment processes.

Physical destruction methods such as shredding, crushing, degaussing, or disintegration are outside the scope of this request. This request concerns software based erasure only.

This request seeks to distinguish between confirmation that an erasure process was carried out and recorded evidence demonstrating that the final data state of a specific storage device is irrecoverable. I am not seeking technical configuration detail or security sensitive information, only the recorded assurance basis relied upon when concluding that personal data has been rendered irrecoverable.

Please confirm:

1) Whether your organisation's policies, contractual terms, or internal procedures require an explicit outcome based warranty or guarantee that personal data on a specific storage device has been rendered irrecoverable as a final data state following software based erasure.

2) Where software based erasure of storage media is undertaken internally, what recorded evidential assurance is relied upon to conclude that the final data state of the specific storage device is irrecoverable, as distinct from confirmation that an erasure process was executed.

3) Where software based erasure is undertaken by a third party provider:

a. Do the certificates or contractual documents held constitute an explicit outcome based warranty or guarantee of irrecoverability for each specific storage device processed?

b. Beyond reliance on supplier accreditation or recognised standards including but not limited to ADISA certification, ISO accreditation, NIST alignment, HMG IA standards, NHS Digital guidance, or Data Security and Protection Toolkit assertions, and beyond confirmation that a wiping process was completed, does the organisation hold any recorded, device specific documentation evidencing independent verification, testing, or validation that the data on the storage media has been rendered irrecoverable in practice?

4) If no explicit outcome based warranty or device specific outcome evidence is held beyond certification, accreditation, or confirmation of process completion, please confirm what recorded form of evidential assurance is relied upon when concluding that personal data has been rendered irrecoverable.

Our Response

Please find below our response to your request for recorded information regarding NHS Resolution's assurance processes for software-based data erasure of end-of-life IT equipment.

NHS Resolution does not use software-based data erasure for any form of electronic storage media or hardware assets and does not re-purpose any forms of storage media for re-use outside of our organisation.

All digital media that is no longer required is physically destroyed to ensure that security/data confidentiality is maintained throughout the process.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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