

RA MINISTRY OF JUSTICE  
PERSONAL DATA PROTECTION AGENCY

GUIDE:

Personal data processing memory devices  
containing equipment  
maintenance and repair services  
by providers

The Personal Data Protection Agency of the RA Ministry of Justice referred to memory devices (hard disk, portable memory device, etc.) type of memory device) containing their equipment (computer, telephone, camera, USB flash drive, etc.) equipment equipment service: and renovation to implement: in cases: that the security of personal data contained in the equipment. The agency took into account that in case of failure of such equipment Sometimes people do not worry about repairing them about the security of their personal data or, which also It often happens that equipment failure deprives people of themselves access to data. On the other hand, such equipment Maintenance and repair providers (hereinafter referred to as: service provider) almost never have recorded rules or policy the data on their trusted devices on the provision of protection.

Taking into account the above, in 2018 the Agency applied service and repair of household appliances large organizations: Memory: devices containing: in case of equipment maintenance to exclude the memory devices of the service equipment processing of personal data (personal information) contained in that including transfer and access to third parties (see: <https://www.facebook.com/PersonalDataArmenia/posts/1002805619888191>): As a result, the companies informed the customers There will be a provision in the issued guarantee coupon or receipt, according to which the employees of the companies are obliged Maintenance of equipment containing memory devices and keep personal on the device when making repairs data privacy, do not process that data and do not pass it on to third parties persons: However, organizations providing such services and There are many individuals (individual entrepreneurs) and everyone It is not possible to inform the address. Taking into account the above, the RA Ministry of Justice The Personal Data Protection Agency presents one a few tips to help customers and the like

make companies more secure processing of personal data of the client.

✓ If you are preparing your own personal information hand over the equipment for repair or maintenance and in it You have access to the available data and then to the service provider Transfer your personal data on the device before handing over (pictures, videos, documents, personal other information) on another drive, remove them from the device and only new Replace or service the empty device

✓ If the nature of the equipment failure is such that you do not have the device the data available to other carrier 's ability to copy on the device Require that before repairs or service Exclude service provider from device memory devices processing of contained personal data (personal information), including transfer and access to third parties.

: The service provider, in turn, must perform the task entrusted to him protection of personal data in the equipment technical and organizational measures, for example, ensure that: the equipment entrusted to him and the information stored in it not be accessible to third parties, have access to them only Limited number of service providers. The service provider is obliged not to get acquainted with the trustee the data in the equipment, do not view, do not duplicate and any other do not interfere with that data. In cases where the device: data in the device in case of failure get acquainted is inevitable (for example, when the purpose of the renovation is the restoration and failure of a specific data or image The service provider has to recover by force get acquainted with the data), then the service provider is obliged ensure the confidentiality of this information, do not disclose it to third parties, Interfere with customer personal data only for repairs the required minimum quantity.

Ողջ The service provider must also take action Personal containing the trusted device memory device to protect data from accidental loss or destruction.

Ելու Notifying customers is also an important precondition duty: Accordingly, the service provider is needed to customers provided: service: in the documents (receipt, notification, contract, guarantee coupon, etc.) provide a relevant provision by which the customer will be notified maintenance and repair by the implementer not to use his personal data contained in the device, them obligation to ensure immunity and confidentiality About:

✓ If repairs or maintenance are not possible without to get acquainted with the data contained in the equipment entrusted to him or To view them, the service provider needs to know about it Inform the customer in advance and in that case the equipment Repair or maintenance will be performed only by the customer after receiving the consent.