Medicines & Healthcare products Regulatory Agency

MHRA Central Freedom of Information Team
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MHRA Website

[redacted]

Our Ref: **FOI2026/00282**

24 March 2026

Dea[redacted]

Thank you for your Freedom of Information (FoI) request received on 12 March. You wrote:

> *To avoid any misunderstanding, I would like to clarify the distinction I am drawing. I am not questioning the adequacy of your processes or suggesting anything is being done incorrectly. My enquiry relates solely to the type of recorded assurance held by your organisation.*
>
> *You note that the Agency receives outcome based reports and certificates from third party suppliers. A certificate or record confirming that an erasure process was applied demonstrates that a recognised method was used. What I am seeking to understand is whether your organisation holds any recorded evidence of the outcome, namely evidence that the data on a specific storage device is irrecoverable following erasure, rather than confirmation that the erasure process was executed.*
>
> *With that distinction in mind, please confirm:*
>
> *1. Do the IT asset disposal certificates or related contractual terms held by your organisation constitute an explicit outcome based warranty or guarantee that the personal data on each specific storage device has been rendered irrecoverable as a final data state, or do they primarily confirm that a certified erasure process was followed?*
>
> *2. Beyond reliance on supplier accreditation, recognised standards including but not limited to ADISA certification, ISO accreditation, HMG IA standards, or confirmation that an erasure process was completed, does your organisation hold any recorded, device specific documentation evidencing independent verification, testing, or validation that the data on the particular storage media processed has been rendered irrecoverable in practice?*
>
> *For clarity, this request relates specifically to recorded outcome evidence demonstrating irrecoverability of data on the individual storage device, not documentation confirming that an accredited or certified method was applied.*
>
> *If no explicit outcome based warranty or device specific outcome evidence is held beyond certification, accreditation, or confirmation of process completion, please confirm accordingly.*

I am not seeking technical configuration detail, only clarification of the recorded assurance basis relied upon when concluding irrecoverability of the final data state.

MHRA Response

We confirm that we hold the information you have requested.

The Agency uses an approved physical destruction process for sensitive storage media, which involves shredding media into 6mm fragments on site by an accredited supplier. This process is witnessed by Agency staff. The media is subsequently removed for further shredding to smaller particle sizes.

The Agency receives records of destruction from the supplier, including serial numbers of the media processed.

In response to your questions:

1. The Agency does not rely on an explicit outcome-based warranty or guarantee for each individual item of media. Instead, assurance is derived from the use of an approved and accredited destruction method, which is designed to render data irrecoverable.
2. The Agency does not hold device-specific evidence of independent verification or testing demonstrating irrecoverability following destruction. Assurance is based on the application of the approved destruction process and the requirement that no intact media leaves the site.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

MHRA Central Freedom of Information Team
Medicines & Healthcare products Regulatory Agency

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing foi.request@mhra.gov.uk or by writing to: MHRA Central Freedom of Information Team, 10 South, Colonnade, Canary Wharf, London, E14 4PU

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review, you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.
Website: ICO FOI and EIR complaints or telephone 0303 123 1113.

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