

26 March 2026

## Your request for information under the Freedom of Information (Scotland) Act 2002 (“the Act”)

Thank you for your email which was received by VisitScotland on 5 March 2026 at 1.47pm requesting the below information relating to software based data destruction assurance:

*1. Do the IT asset disposal certificates, wipe logs, 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?*

### VisitScotland’s response

*1. Do the IT asset disposal certificates, wipe logs, 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? **They 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? **No.***

Please note that an anonymised version of this response will be made publicly available on VisitScotland’s website.

### Your right to request a review

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording) to:

Ms Vicki Miller  
Chief Executive  
VisitScotland  
Waverley Court  
4 East Market Street  
Edinburgh  
EH8 8BG  
Telephone: 0131 473 3603  
E-mail: [vicki.miller@visitscotland.com](mailto:vicki.miller@visitscotland.com)

The request for a review should be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application.

If you are not satisfied with the result of the review, then you have the right to appeal to the Scottish Information Commissioner. You can contact the Scottish Information Commissioner at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Telephone: 01334 464610  
Fax: 01334 464611  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

A link to the Commissioner's website which provides further information can be found here: [Homepage | Scottish Information Commissioner](#)

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.