

Data Confidentiality & Data Retention Policy

Bitterroot Data Recovery

Last Updated: March 6, 2026

1. Commitment to Data Confidentiality

Bitterroot Data Recovery recognizes that clients entrust us with devices that may contain sensitive personal, business, or confidential information. Protecting the confidentiality of client data is a fundamental part of our service.

All reasonable technical and procedural safeguards are implemented to prevent unauthorized access, disclosure, or misuse of recovered data during the recovery process.

Access to client data is limited strictly to personnel necessary to perform diagnostic, imaging, recovery, verification, and delivery of recovered files.

Recovered data is never intentionally accessed beyond what is required to verify successful recovery or to fulfill the requested service.

Bitterroot Data Recovery does not sell, share, or distribute client data to any third party except:

- when required to perform recovery services requested by the client
 - when required by lawful court order or legal obligation
 - when explicitly authorized by the client
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2. Handling of Client Devices

Client storage devices submitted for recovery remain the property of the client at all times.

Devices are handled in a controlled environment and are used only for diagnostic, imaging, and recovery procedures necessary to complete the requested service.

Where possible, non-destructive imaging methods are used prior to performing recovery operations.

3. Temporary Storage of Recovered Data

Recovered files may be temporarily stored on secure internal storage systems during the recovery and verification process.

This temporary storage is necessary to:

- verify file integrity
- confirm successful recovery
- prepare recovered files for delivery

Recovered data is not retained longer than reasonably necessary to complete service delivery.

4. Data Retention Period

Recovered data stored on Bitterroot Data Recovery systems will be retained for **up to 30 days after delivery of recovered files to the client.**

This retention period allows for:

- re-delivery of recovered files in case of delivery media failure
- resolution of technical issues following recovery
- client verification of recovered data

After the **30-day retention period**, recovered data may be permanently deleted from all recovery systems without further notice.

Clients are strongly encouraged to create backup copies of recovered data immediately after receiving their files.

Bitterroot Data Recovery cannot guarantee availability of recovered data after the retention period expires.

5. Data Deletion

Upon expiration of the 30-day retention period, recovered data may be securely deleted using industry-standard data removal practices.

In cases where immediate deletion is requested by the client, reasonable efforts will be made to remove stored data as soon as operationally feasible.

6. Client Responsibility for Backup

Clients are solely responsible for maintaining backup copies of recovered files after delivery.

Bitterroot Data Recovery shall not be responsible for loss, corruption, or deletion of recovered data after the delivery process is completed.

7. Limitation of Liability

While reasonable security measures are implemented to protect client data during the recovery process, Bitterroot Data Recovery cannot guarantee absolute security of data stored on electronic systems.

To the fullest extent permitted by law, Bitterroot Data Recovery shall not be liable for any incidental, consequential, indirect, or special damages arising from data exposure, loss, or corruption except where required by applicable law.

8. Compliance with Applicable Laws

Bitterroot Data Recovery operates in accordance with applicable United States and Montana laws governing data handling, privacy, and information security.

Where legally required, Bitterroot Data Recovery will comply with valid legal requests for information from authorized governmental or judicial authorities.

9. Client Agreement

By submitting a device for service or using the services of Bitterroot Data Recovery, the client acknowledges and agrees to the terms of this Data Confidentiality and Data Retention Policy.

10. Contact

Questions regarding this policy may be directed to:

Bitterroot Data Recovery
contact@bitterrootdatarecovery.com
(406) 284-8090