

Bitterroot Data Recovery

Privacy, Data Handling & Service Policy

Effective Date: June 2026

1. Confidentiality & Privacy

Bitterroot Data Recovery treats all client data as confidential. Client files, documents, photos, videos, credentials, and business information are accessed only as necessary to diagnose, recover, transfer, repair, verify, or deliver requested services. Data is not sold, shared, or disclosed except when required by law or with client authorization.

2. Data Recovery Services

Data recovery services are performed on a best-effort basis. No guarantee is made that any specific file, folder, percentage of data, or device can be successfully recovered. Recovery results depend on the condition of the media and the nature of the failure.

3. Computer Repair & Software Services

Computer repair, virus removal, malware remediation, Windows reinstallation, troubleshooting, SSD upgrades, tune-ups, and related services may require modification or replacement of software, settings, drivers, or operating system components. Clients are encouraged to maintain backups before service.

4. Backup & Data Transfer Services

Backup configuration and data transfer services are intended to reduce the risk of data loss. Clients remain responsible for verifying that backups are functioning correctly and for maintaining copies of important data.

5. SSD Upgrades & Hardware Work

Hardware upgrades and repairs involve working with systems that may already contain failing or unstable components. While reasonable care is taken, additional failures may occur due to age, condition, or prior damage.

6. Secure Drive Wiping

Secure drive wiping permanently destroys data. Once wiping is completed, previous data may not be recoverable. By requesting wiping services, the client authorizes permanent destruction of the data stored on the device.

7. Refurbished Computer Sales

Refurbished systems are tested and verified functional at the time of sale. Any warranty coverage is limited to the warranty terms provided at purchase.

8. Data Retention

Recovered data may be retained for up to 30 days following delivery to allow clients time to verify recovered files. After the retention period, recovered data may be permanently deleted without notice. Clients should maintain their own copies immediately after delivery.

9. Device Ownership & Abandoned Equipment

Client devices remain the property of the client. Devices not claimed within 90 days after service completion may be considered abandoned and may be wiped, recycled, disposed of, or otherwise processed without further notice.

10. Limitation of Liability

Services are provided on a best-effort basis. Bitterroot Data Recovery shall not be liable for indirect, incidental, consequential, special, or punitive damages, including loss of data, business

interruption, lost profits, or loss of opportunity. Liability shall not exceed the amount paid for the service provided.

11. Governing Law

This policy shall be governed by the laws of the State of Montana and applicable United States law.