



**Data Recovery Services for Hard Drives and other storage means**

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**Non-disclosure agreement of confidentiality and terms of use**

- 1) The company "Northwind Data Recovery" offers data recovery services from hard disk drives and other media. The company is responsible to perform diagnostics to the storage media received from the client and inform the client about the damage, the possible solutions, the estimated chances of a successful data recovery process, the cost and the time needed to complete the above process, if the client agrees with the terms.
- 2) The company offers its services under complete confidentiality concerning the data that are analyzed and/or recovered. The copyrights of the data, under any circumstances, belong to the client.
- 3) The company takes no responsibility for:
  - Possible warranty loss or damage of the media during the recovery process.
  - Possible data loss during the recovery process.
 It is possible for any kind of damage to be caused to the client's media and data during the recovery process. By signing this agreement, the client acknowledges that the company is not to be held responsible in that case and no compensation can be claimed. The company pledges to do the best to avoid this kind of damage.
- 4) The company delivers the recovered data to the client on a dvd or a hard disk drive (depending on the size of the recovered data). The cost of the drive that the recovered data are transferred to, is quoted separately.
- 5) The data recovery cost is agreed and paid at the time when the client has seen the list of the recoverable data and accepts the result. In case the cost is not paid before the service is provided, the company can refuse to provide the service without this action to be considered violation of the agreement and without it giving the client reason for legal action accusing the company of denial of service. The company has the right to delay the return of the media or other technical equipment to the client, until the agreed cost of the data recovery process is paid. In case the result of the data recovery is 100% successful (all data recovered), then the agreed amount should be paid and client has no right to cave or withdraw from the agreement.
- 6) The client holds complete responsibility for the media that is received by the company and also for the contents of it. The company is not responsible for the media's contents, even if the content is illegal in any way.
- 7) Copies of the recovered data are kept by the company for 7 consequent days after the recovery service and then they are destroyed permanently. This 7 day period is for security reasons in the benefit of the client. Permanent deletion of the data can be performed sooner, after written request has been applied by the client.
- 8) The diagnostics of the media are free of charge and last 1-2 working days. When the diagnostics are complete, the client will be informed with a written report about the results (Damage description, recovery process cost, recovery success chances and time needed). The results of the diagnostics are not binding concerning the success of the process and the time needed, but are binding concerning the cost. In case a new cost is agreed for the service, it must be done so in writing also.
- 9) The client agrees that by giving the media to the company, the media's warranty may become void, as the company may have to open the drive, to replace damaged parts. There is an exception for WD drives in warranty. In case of those, the drive may be replaced, if the client follows the company's directions. The success of the replacement procedure depends on the client's and the company's collaboration. The company is not responsible in any way, if the replacement procedure fails or WD denies the drive's replacement.
- 10) The company is not responsible for any damage caused to the media during the media's transportation to and from the company, even if the media is lost or stolen. If the client wishes to, he or she should take action to secure the transportation of the media on his/her own.
- 11) The company is not responsible for unpredictable events such as floods, burglaries, earthquakes, fires, accidents etc, that would cause damage to the media, before or after the recovery procedure.
- 12) For security reasons the telephone calls between the client and the company, may be recorded.
- 13) All incoming drives opened in the clean room are video recorded in order to register their state. This procedure applies also to the outgoing drives. The rights to this recordings belong exclusively to the company.
- 14) In case of external hard drives, the external case (USB case) and other accessories (power adapters, usb cables) will not be returned to the client. The client may ask for those items to be returned upon giving the drive to the company, but not later, as the company destroys them. The client cannot request the replacement of the external case for any reason.

**I hereby acknowledge and understand the consequences of Article 11 of N.3917/2011 (Article 1 of Directive 2006/24/EC)**

**I ACCEPT THIS AGREEMENT**

The  
Company

The  
Client

**Signature**

Full Name \_\_\_\_\_

Phone Number \_\_\_\_\_

email \_\_\_\_\_