

Data Security Policy

The confidentiality of our customers is one of the issues concerning us.

We understand that your information have very great importance and therefore they shall be confident and sensitive. Your knowledge and information will be isolated from the access of any third party in all stages of recovery.

We inspect regularly our software and company policy in order to provide security and confidentiality of your information. We understand very well that even small information leakage may lead to loss of confidence of other companies in us. Therefore, we have a severe policy as management of knowledge and information in order to prevent the interference of a third party.

We make you sure on preservation of integrity of your knowledge and information and not allowing unauthorized access to your information. Regular updating of the rules on protection of confidentiality is our company policy and no condition can change this policy.

The policy on protection of confidentiality of Space Recovery/Future Space LLC includes the followings:

- The recovered data is submitted only to an authorized person. These knowledge and information can't be submitted even to the family members without permission of the authorized person.
- While being recovered your recovery technique and its direct manager will have access to them.
- The recovered data will be stored in safe place – usually at the servers physically protected and had file encryption system.
- The employees of the company may open and look at the documents, pictures or other files only in the cases indispensable for the recovery process.
- Information (restored or not) is not provided to third parties in any way.
- According to the requirement of the customer, the copies of restored data are deleted after having received approval of delivery of the recovered data. In case of lack of such requirement, these data will be stored in our end for 2 days (48hrs) with automatic deletion condition.
- If you would like us to read and agree to terms of your confidential agreement or NDA (Non-Disclosure Agreement), We're happy to do so

Terms & Conditions

In this terms and conditions, references to Space Recovery relates to IT Division of Future Space LLC. The term client or customer relates to any person, firm, company or any other party that's sends media to Space Recovery/Future Space LLC for diagnostics or data recovery.

- The Client authorizes Space Recovery/Future Space LLC Company, its employees and independent contractors to receive and transport the device (sent for data recovery) to or from their facilities by courier.
- The client represents warrants and affirms that he/she or it is the owner of the device sent for data recovery.
- Customer will be provided with the results of initial technical inspection & quote Written or verbally within 48 hours (two working days) upon registration. If initial technical inspection is not finalized within that time, customer will be informed (written or verbally).
- If you approve this quote and cancel for any reason after the 1st 24 hours, there is a cancellation fee.
- The client understands that data recovery cannot be guaranteed. Every effort will be made to make it successfully.
- If necessary, sealed storage devices will be opened by our technicians during initial technical inspection.
- The client understands that a hard drive, flash drive, memory card or mobile phone etc. may fail at any time even while in the possession of Space Recovery and shall not hold Space Recovery/Future Space LLC for any such failure.
- In no event will Space Recovery/Future Space LLC Company or contractor or, employee be liable for any loss of data, damage to the device, loss of revenue or profit, or any other consequence of the service provided.
- Space Recovery/Future Space LLC Company agrees to keep all data recovered private and confidential at all times. If any data recovered is requested by law enforcement, this will be provided in accordance with the law.
- Any property left with Space Recovery/Future Space LLC Company for more than 90 days will be vdisposed of, re-used or recycled Space Recovery/Future Space LLC Company shall have No liability to the client or any third party.
- No-Data, No-Fee policy only applies for certain cases. In some cases, an initial fee may be requested before work is started. This is always stated in a quote after the media evaluation.
- The payment for initial technical inspection service is not returned under any conditions. Recovery starts against 50% of payment, unless by special arrangement. Rest 50% upon readiness of possible data. You can pay by Cash, Cards, Company Cheque or Bank Transfer.

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- Once the data recovery work is completed, you are welcome to examine/test any files you like. Once you take the data out of our office or if you make a payment and we deliver it to you by a courier there is no refund for any reason if any files are damaged, missing or corrupted.
- The client is financially responsible for all shipping costs.

Payment is due in full prior to release of data, unless by special previous arrangement.

- Payment is required within 7 days of the work being completed. We will need payment in full in cleared funds before we return your data to you. If you do not pay us within 30 days, a debt collector will be used and you will be charged an additional 20% fee, unless by special circumstances.
- If the method of data recovery we quoted you for fails, we may offer you another method and provide you with a revised quote. This will be an obligation free quote.
- We cannot guarantee how much data can be recovered from your device; we will only know when we complete the recovery attempt. We will do our best to retrieve all possible recoverable data and achieve a good result for you. You can then test the data to check if your important files are in good condition before you pay us. Our goal will be to recover your most important files and all other data for you in the best condition possible.
- Used spare parts (donor drives or PCBs) etc, after data recovery will not be handing to client. These parts are registered as the property of Space Recovery/Future Space LLC company.
- We do not keep client data more than 48hrs after delivery.