



ARVIKA Data Recovery
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www.odzyskiwanie-danych.com.pl

CUSTOMER DATA

Name and surname /Company name:.....Address:.....
 ZIP code: VAT number:..... Mobile:..... Email:

Recovery media information

Type of device: Producer:..... Model:
 Serial number:..... Equipment (e.g. external case, USB cable, device for recovered data):.....

Description of the damage and the cause of the failure

(e.g. fall, data deletion, electrical surge, failure without reason):

Data for recovery

.....

Diagnosis mode: - Standard - Express (+200USD paid in advance according to the price list, 24/h)

Conditions for the provision of maintenance services by ARVIKA Data Recovery:

1. Arvika Data Recovery is not responsible for hidden or physical defects of the delivered media, which may become apparent only during the examination of damages and data recovery, and is not responsible for hidden physical defects and data damages on the delivered media.
2. Arvika Data Recovery undertakes to maintain trade secrets related to cooperation with the Ordering Party, and not to disclose any information about the Ordering Party without its consent.
3. Arvika Data Recovery undertakes to carry out an expert opinion on damage to the medium and attempt to recover the data, however, the Ordering Party acknowledges that it may not be possible.
4. Arvika Data Recovery will present the cost of recovering the data after the expertise has been performed. The estimated cost for typical faults is available at www.odzyskiwanie-danych.com.pl. After accepting the costs, Arvika Data Recovery will take steps to recover data from the delivered medium.
5. We declare that we will make every effort to ensure that the retrieved data is complete, however Arvika Data Recovery shall not be liable for any data damage arising before our company undertakes data recovery procedures.
6. All activities of Arvika Data Recovery, concerning both the data recovery process and the tools used for this purpose, are not subject to inspection and constitute its secret.
7. In a situation where the data carrier provided by the Ordering Party requires the replacement of mechanical parts that will enable the attempt to recover the data, Arvika Data Recovery collects a prepayment, as a form of security, before the Ordering Party withdraws from the data recovery service ordered by it. The Ordering Party will be informed about the costs of the prepayment in the prepared expert opinion. After the service is performed, the prepayment will be included in the cost of the service.
8. The Ordering Party is aware that the analysis of the disk may require the carrier to be opened, which may result in the loss of the manufacturer's warranty, to which the Ordering Party agrees.
9. Please be advised that failure to collect the data carrier within 1 month from the date of receiving the data for recovery, will result in charging from that date storage costs in the amount of PLN 5 gross for each day of delay.
10. The ordering party is informed about the estimated period needed to recover the data. Due to the nature of this type of service, this time may change and the Ordering Party fully accepts it.
11. Arvika Data Recovery is not responsible for the legality of the software, data and other information on the media entrusted by the Customer.
12. The Ordering Party shall ensure that it is the owner of the medium and the data contained therein, and that at any time it can present the relevant documents authorizing it to dispose of this medium.
13. In a situation where the Ordering Party resigned from the data recovery service or it is not possible to recover the data from the carrier, and the carrier is delivered remotely by a postal operator or courier, the Ordering Party undertakes to bear the costs of transporting the carrier both ways.
14. This document confirms the acceptance by ARVIKA of the above-mentioned medium for the expertise and is the only document authorizing to receive the medium without checking the personal details.
15. The Ordering Party undertakes to bear the costs of the diagnosis of the carrier in the amount of 150PLN, in the event of resignation from the service, when it is possible to recover the data. The fee is not charged if it turns out that after performing the expertise, it is not possible to recover the data.
16. The Ordering Party expresses his voluntary, unambiguous and informed consent to the processing by ARVIKA of his personal data and all data on the provided electronic equipment.
17. Personal Data Administrator (i.e. Entrepreneur ARVIKA Michał Pawlikowski with its registered office at ul. Śląska 38, 32-064 Rudawa, with the tax identification number NIP - 9441869335 and REGON number - 120314116, entered into the economic records by the Head of the Zabierzów Commune under the number 4316/2006) will process personal data in order to perform the order to recover the lost data
18. I give my voluntary, unambiguous and informed consent to the processing by ARVIKA of my personal data and all data on the provided electronic equipment. Personal Data Administrator (i.e. Entrepreneur ARVIKA Michał Pawlikowski with its registered office at ul. Śląska 38, 32-064 Rudawa, with the tax identification number NIP - 9441869335 and REGON number - 120314116, entered into the economic records by the Head of the Zabierzów Commune under the number 4316 / 2006) will process personal data in order to perform the order to recover lost data. The Administrator makes every effort to ensure all means of physical, technical and organizational protection of personal data against accidental or deliberate destruction, accidental loss, alteration, unauthorized disclosure, use or access, in accordance with with all applicable law, in particular with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27/04/2016 (the so-called GDPR), the customer has the right to access their personal data, request their correction, supplementation or deletion, request to limit processing your personal data, bring to object to the processing of your personal data, transfer your personal data and submit a complaint to the supervisory body.
19. The Ordering Party has the right to inspect their personal data, request their correction, supplementation or deletion, request to limit the processing of their personal data, object to the processing of their personal data, transfer their personal data and submit a complaint to the supervisory body.
20. Arvika Data Recovery informs that the data recovered from the equipment entrusted by the Ordering Party will be stored on the secure Arvika Data Recovery server within 7 days from the date of order execution. After the expiry of the above deadline, the data will be irretrievably deleted, for which the Ordering Party agrees and acknowledges.
21. The ordering party who transfers the media to the service in order to perform the repair accepts all the above conditions

 Date and legible signature (stamp)