

PRIVACY AND DATA PROTECTION POLICIES

	Last Review Date: 26/11/2025	Reviewed: T.O. Dataräddarna	Code: DATA-TYC-001
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1. WHO WE ARE

In Dataräddarna (“we,” “us,” or “our”) we work in data recovery, digitization, IT support, and digital forensics. We act as the data controller for all personal data processed in connection with our services and website. Our contact email for privacy matters is info@dataraddarna.se.

2. OUR COMMITMENT

We process personal data in accordance with the General Data Protection Regulation (GDPR) and Swedish data protection law. Our approach is built on necessity, transparency, and security: we collect only what is needed, keep it only as long as required, and protect it with robust technical measures.

3. WHAT PERSONAL DATA WE PROCESS

We may collect and process the following types of personal data:

- Contact information: Your name, email address, phone number, and company name (if provided).
- Service-related data: Details about your device (e.g., hard drive model, storage type), descriptions of data loss incidents, and communication records related to your case.
- Technical data: IP address, browser type, operating system, and pages visited on our website, used solely for security and basic analytics.
- Recovered content: In the course of data recovery, we may temporarily access files that contain personal data (e.g., photos, documents, emails). These are handled strictly for service purposes and deleted immediately after delivery or within 15 days if unclaimed.
- Payment information: Processed securely through third-party payment providers. We do not store full credit card numbers or banking credentials on our systems.

4. WHY AND HOW WE USE YOUR DATA

We process your personal data for the following purposes:

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- To provide data recovery, digitization, or IT support services you have requested.
- To respond to your inquiries and manage our communication with you.
- To issue invoices and process payments.
- To ensure the security and proper functioning of our website.
- To comply with legal obligations, such as accounting and tax requirements.

Our legal basis for processing is typically one of the following:

- Performance of a contract (e.g., delivering a service you've engaged us for)
- Legitimate interest (e.g., securing our systems, preventing fraud)
- Your explicit consent (e.g., if you subscribe to a newsletter, we do not currently offer marketing communications, but would require consent if we did).

5. COOKIES

Our website uses only essential cookies (small text files stored on your device), to ensure basic functionality, such as form submissions and secure sessions. These cookies do not require your consent under GDPR because they are strictly necessary for the website to operate.

We do not use advertising cookies, social media trackers, or behavioral profiling tools. We do not share your browsing data with third parties for marketing purposes.

If we ever introduce optional analytics (e.g., to understand traffic patterns anonymously), we will first request your clear and active consent via a simple banner with an "Accept" or "Reject" option.

6. HOW LONG WE KEEP YOUR DATA

We retain personal data only for as long as necessary:

- Client contact and case details: 90 days after our last interaction.
- Recovered files: Deleted within 15 days after successful delivery or if unclaimed.
- Website logs: 30 to 90 days, used only for security monitoring.

Once the retention period ends, data is securely and irreversibly deleted.

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7. HOW WE PROTECT YOUR DATA

We implement appropriate technical and organizational measures to safeguard your information, including:

- Encryption of data in transit (using modern TLS protocols) and at rest (for sensitive files).
- Access limited to authorized personnel only.
- Isolated forensic workstations for data recovery to prevent contamination or leakage.
- Automatic deletion routines to ensure no residual data remains after service completion.
- Physical security for any devices stored on our premises.

Our practices align with international digital forensics standards, including ISO/IEC 27037 and 27001.

8. YOUR RIGHTS

Under the GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate or incomplete information.
- Ask for the deletion of your data.
- Request restriction of processing in certain circumstances.
- Receive your data in a structured, machine-readable format.
- Withdraw any consent you have given (e.g., for future communications).

To exercise any of these rights, please contact us at info@dataraddarna.se. We will respond within 15 days.

9. INTERNATIONAL DATA TRANSFERS

If a transfer of information is necessary (for example, if you request that recovered files be sent to a non-EEA country), we will ensure appropriate safeguards, such as EU Standard Contractual Clauses, are in place, in compliance with GDPR.

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10. CHANGES TO THIS POLICY

We may update this Privacy Policy to reflect changes in our services, legal requirements, or operational practices. The updated version will always be published on our website with a new effective date. Continued use of our services after such changes constitutes acceptance.

11. CONTACT

For any questions about this Privacy Policy or how we handle your personal data, please email us at: info@dataraddarna.se

✓ **By engaging Dataräddarna's services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions in full. Dataräddarna AB confirms full compliance with the GDPR and applicable Swedish data protection legislation.**