

RAW FILE RESCUE

Privacy & Data Handling Policy

Pilot operational draft — legal review recommended before broader use

Pilot Forms v1.1 | Effective August 26, 2026

Raw File Rescue handles customer materials only to evaluate, perform, document, and deliver the services the customer requests.

1. Information We May Receive

Depending on the inquiry and approved project, Raw File Rescue may receive contact and intake details; customer-provided files, images, paper records, chats, or other project materials; billing and transaction information; and communication, delivery, or technical metadata.

Please do not send sensitive material through the initial inquiry form. Sensitive or confidential material should be shared only after scope, handling method, and authorization are confirmed.

2. How Information Is Used

Information is used to evaluate an inquiry, prepare a Scope/Quote, perform approved services, communicate with the customer, create and deliver project outputs, invoice or refund amounts, perform quality control, protect the parties, and meet applicable legal obligations.

Raw File Rescue does not sell customer project material or use it for unrelated marketing.

3. Customer Authority

The customer confirms that they own the submitted material or have authority to authorize the requested access, review, organization, extraction, digitization, transformation, and delivery.

4. Access and Service Options

Raw File Rescue accesses only the materials and locations approved for the project. For on-site paper-to-digital work, original physical records remain with the customer unless a separate written authorization says otherwise.

Use of an external artificial intelligence service requires express customer authorization. Remote access also requires separate authorization. If project material is connected to active or reasonably anticipated litigation or a legal dispute, Raw File Rescue applies elevated-risk review, does not submit that material to an external AI service without appropriate authorization, and does not provide legal strategy or legal advice. A browser bookmark export reveals saved page addresses; it does not provide account passwords or authorize account access.

5. Service Providers and Disclosure

Information may be disclosed to a service provider only when reasonably needed for an authorized project function, such as payment, storage, delivery, or an expressly approved technology workflow. Raw File Rescue may also disclose information when legally required or reasonably necessary to protect rights, safety, or security.

6. Security

Raw File Rescue uses reasonable administrative and technical practices appropriate to the project and limits access to authorized work. No transmission, storage system, or digital service can be guaranteed completely secure. Customers should keep their own originals and backups.

7. Retention and Deletion

Temporary working copies are ordinarily retained for seven calendar days beginning when Raw File Rescue successfully sends the final deliverable or makes it available. A failed delivery does not start the deletion period. A timely correction or discrepancy notice pauses deletion of relevant material until the issue is addressed.

Administrative, authorization, transaction, and project-history records may be retained for legitimate business, accounting, dispute-resolution, or legal purposes. When personal information is disposed of, Raw File Rescue uses a method intended to make it unreadable or indecipherable.

8. Customer Choices and Requests

Customers may ask questions, correct contact information, withdraw an optional authorization, or request access to or deletion of information. Raw File Rescue will respond reasonably and as required by applicable law. Some information may need to be retained to complete an active project, document authorization, process payment, resolve a dispute, or satisfy legal obligations.

9. Policy Changes and Contact

This policy may be updated as services or practices change. The effective date above identifies the current version. Questions or privacy requests should include the customer name, Job ID if available, the request, and enough detail to identify the relevant project.

Email	Phone
info@rawfilerescue.com	(512) 666-8138