

DRS Softech Remote Assistance & Confidentiality Agreement

Issued by DRS Softech ("Service Provider") for its clients ("the Client") requesting secure, professional, and reliable remote technical assistance.

1. Purpose & Professional Assurance

This Agreement establishes the framework by which DRS Softech provides remote support services. As a trusted provider of data recovery and IT solutions, DRS Softech commits to ensuring that all technical assistance is delivered with confidentiality, professionalism, and integrity.

2. Remote Session Principles

- Remote sessions are initiated only upon explicit Client consent.
- Sessions will take place exclusively through secure platforms (Zoho Assist, Microsoft Teams, or telephonic guidance).
- The scope of each session is limited to the specific technical or recovery issue reported by the Client.
- The Client retains the right to monitor, control, or terminate the session at any time.

3. Data Recovery Confidentiality

Given the nature of DRS Softech's services, sensitive information may be visible during troubleshooting. The Service Provider assures that:

1. All data accessed during the session will be treated as confidential and proprietary to the Client.
2. No data will be copied, retained, or transmitted after the session ends.
3. Activities will be conducted with complete transparency to the Client.
4. DRS Softech will adhere to recognized data protection standards such as GDPR, HIPAA, and PDPB.

4. Security & Ethical Practices

To safeguard Client systems and data, DRS Softech ensures:

- Use of encrypted and authorized tools for all remote access.
- Access is restricted strictly to authorized DRS Softech engineers.
- No modifications, installations, or deletions without the Client's explicit approval.
- Internal auditing and accountability for all actions performed.

5. Client Empowerment & Rights

- The Client may record or document the session for their assurance.
- A summary of the session may be requested at any time.
- The Client reserves the right to withdraw access immediately without explanation.

6. Limitations of Responsibility

DRS Softech will not be held responsible for:

- Pre-existing issues not related to the software or service provided by DRS Softech.
- Instability caused by third-party applications or prior system configurations.

7. Professional Commitment

All services rendered under this Agreement will be delivered with:

- Technical diligence and expertise,
- Respect for Client confidentiality, and
- Commitment to reliability and professional ethics.

8. Agreement Validity

This Agreement applies to all remote sessions facilitated by DRS Softech. It remains valid until completion of the support engagement. Either party may terminate this Agreement immediately upon notice.

9. Closing Summary

This Agreement affirms that DRS Softech's remote support services are guided by confidentiality, professional integrity, and client empowerment.

By choosing DRS Softech, clients are assured of:

- Secure, authorized, and controlled access,
- Zero data retention post-session, and
- Transparent and accountable service delivery.

With these assurances, DRS Softech reinforces its role as a trusted partner in data recovery and IT support solutions.