Dear Sally,

Thanks for your mail.  
I am really sorry that all your data is gone. However, a head crash does not happen without you doing something wrong.   
I think you shook your PC or because it fell down. Just be careful with your new PC and all your data should be fine.  
Also try to backup all your data to an external SSD, so you will not lose anything (or at least not so much) if you still manage to destroy your HDD.

Yours,

Valentin.