

EITS Backup

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1. Introduction

This document explains the detailed terms of our Backup Policy and should be read in conjunction with our Terms of Business and the referring Service Definition. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail.

This is a living document and is subject to updates and changes as and when required by us.

2. Standard Data Backups

2.1 Hosting Infrastructure

- We perform nightly backups of data on our hosting infrastructure.
- Data backups are performed for our Disaster Recovery purposes.
- Application backups are performed daily and reliant on the storage space available within your service plan.
- Single service snapshot backups are performed daily.
- Service snapshots are stored in a location that is geographically remote from our production infrastructure.
- Backup data is encrypted and compressed in transit and at rest.
- Backup data is retained for a maximum of 14 days post the contract end date at which point the data will be destroyed.

We use all reasonable steps to ensure the integrity of backup data, however we do not guarantee the integrity of backup data, or that you will never experience issues with backup data.

2.2 Client Infrastructure

- Engineers configure a minimum of one “on device” backup of data and related configuration data completed each day.
- Data backups are performed for our Disaster Recovery purposes.
- Engineers will advise clients of preferred backup strategy to aid in any future recovery process.

We use all reasonable steps to ensure the integrity of backup data, however we do not guarantee the integrity of backup data, or that you will never experience issues with backup data.

3. Requesting Data from Backups

3.1 Hosting Infrastructure

If you request us to retrieve data from our backups:

- We may charge you for providing this service.
- We will attempt to retrieve the requested data prior to its scheduled deletion but this may not always be possible.
- Accept potential data loss between the time and date of backup and the current time and date.
- Retrieval requests must:
 - Be in writing via an email to our support service desk.
 - State the date when the required data was deleted.
 - Be made by a current site key contact of the platform from which the data was deleted.

3.2. Client Infrastructure

If you request us to retrieve data from your backups:

- We may charge you for providing this service.
- We will attempt to retrieve the requested data prior to its scheduled deletion but this may not always be possible.
- Accept potential data loss between the time and date of backup and the current time and date.
- Retrieval requests must:
 - Be in writing via an email to our support service desk.
 - State the location of the restored data.
 - Be made by a current site key contact of the platform from which the data was deleted.

We will do our best to ensure that data is recovered effectively, however we cannot guarantee the timescales for retrieval or the performance or integrity of recovered backup data.

We may provide access to a recovery service for you to retrieve data. Where access is provided it will be for a maximum duration of 5 days.

Deciding to restore complete services may involve lost data between the dates of the backup and the current time. It is advised that services remain unused or in maintenance modes prior to the restoration being completed.

4. Advanced Data Backups

Advanced data backups include the ability to download and/or automate the move of daily backups to a remote service purchased separately or provided by you.

- We will complete the backups relevant to the service you have purchased.
- We will work with your local teams to provide access to backup data using;
 - Rsync, SSH, SCP, FTP or;
 - Web access
- Provide documentation and guidance for working with backup data sets.

Learn more about us at
www.EssingtonITS.co.uk