

## **Backup Policy**

## 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 available at <https://tob.hubkengroup.com>. 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. Data backups

- We perform nightly backups of data on our hosting infrastructure.
- Data backups are performed for our Disaster Recovery purposes.
- Backed up data is retained for 7 days.
- Backups are stored in a location that is geographically remote from our production infrastructure.
- Backup data is encrypted in transit.
- Backup up data is not accessible from the Internet.

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

If you request us to retrieve data from our backups:

- We may charge you for providing this service.
- We will try to retrieve the requested data prior to its scheduled deletion but this may not always be possible.

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 administrator of the platform from which the data was deleted.

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