

## **Backup Policy v1.1**

### **1 PURPOSE**

- 1.1 Defined terms used in this Backup Policy bear the meanings given in fu3e's Terms and Conditions (as current at the date of the Contract).
- 1.2 Backups are taken by fu3e through an Amazon Web Services (**AWS**) back-up service. AWS provides a fully managed, policy-based service that simplifies data protection at scale.
- 1.3 Backups enable the recovery of Customer Data following the unlikely event of an incident. fu3e automated backup process provides Customers with protection of Customer Data across their fu3e environment.
- 1.4 fu3e backup policy helps its Customers support their regulatory compliance obligations and meet their business continuity goals.

### **2 FREQUENCY AND LOCATION**

- 2.1 The fu3e backup policy simplifies backup management, ensuring that Customer Data is backed up and protected.
- 2.2 The AWS backup service utilised by fu3e is PCI and ISO compliant as well as HIPAA eligible.
- 2.3 To mitigate against the unlikely event of an outage, automated backups are taken by AWS every 30 minutes.
- 2.4 If there was an outage, fu3e can restore Customer Data from the most recent automated backup, which will have been taken no more than 30 minutes before the outage.
- 2.5 All Customer Data is encrypted by default. Customer Data is backed up onto an encrypted AWS S3 private bucket.

### **3 RECOVERY**

- 3.1 In the unlikely event of an outage, fu3e can recover Customer Data through its automated backup & recovery process.
- 3.2 **Recovery procedure.**
  - 3.2.1 Customer Data will be restored prior to the fu3e web services being brought back online.
  - 3.2.2 Once back online, tests will be completed by fu3e to ensure the systems are functioning as required.
  - 3.2.3 Following this, fu3e will verify the Customer Data files are current and accurate as of the last backup.

### **4 RETENTION**

- 4.1 All database backups are retained for 35 days. The policies surrounding the retention of Customer Data post contract termination can be found in Terms and Conditions (as current at the date of the Contract).