

Backup and Data Storage Policy

1. Data Storage and Access

- a) Customer data saved in CoolCare is stored securely behind an industry-standard firewall.
- b) Only authorised customers can access CoolCare, or our administrators, with permission from the Customer.
- c) Using SSL Encryption, all data accessed is securely encrypted before it is sent over the internet, then decrypted once it reaches the customer, to prevent interception of data during transmission.
- d) Data is backed up both locally at CoolCare's server centre for quick restore, and remotely off-site in a separate data centre, should a disaster strike the primary building.
- e) The primary CoolCare server centre is located in CoolCare's Head Office.
- f) The remote off-site data centre is at an undisclosed location, known only to CoolCare's senior technical team and directors.
- g) Both the primary and remote server centres are in secure and locked rooms with a security code to prevent physical access to the server hardware.
- h) A limited number of CoolCare personnel have access to the primary server centre.
- i) Remote access to the server is not possible without an administrator-level password.
- j) The servers are virtual and stored on load-balanced, replicated hardware, which can hotswap in the event of hardware failure.
- k) CoolCare utilises a 100Mbps leased line internet connection, CoolCare also has a 100Mbps backup radio-broadband connection for failover.
- l) It is the Customer's responsibility to manage users' access, permission and passwords effectively to prevent unpermitted remote access to the Customer's data.

2. Backup

- a) Full backups of all CoolCare data are performed every 24 hours and are retained for 30 days.
- b) The backups process begins at 2am, customers will be able to use CoolCare as normal while backups are processing.
- c) Should data-recovery be required, the most recent and thorough backup will be used for recovery purposes, unless otherwise requested by the customer.
- d) All reasonable efforts will be made by CoolCare to prevent any data loss.
- e) CoolCare will inform customers whenever data recovery takes place and the date and time the data has been recovered to.
- f) If data is irrecoverably lost following data recovery, it is the Customer's responsibility to reinput any lost data.