



SaaS Backup Policy

The entire **iplicit** ecosystem is hosted on Microsoft's Azure platform ("Azure"). All data is managed by Azure SQL Database – which has some of the most extensive business continuity and disaster recovery measures available.

Business Continuity with **iplicit** and Microsoft's Azure Platform

Business continuity in this document refers to the mechanisms, policies, and procedures that enable **iplicit** to continue operating in the face of disruption. In the majority of cases, Azure will handle the disruptive events that might happen in the cloud environment and keep **iplicit** and its business processes running. However, there are some disruptive events (earthquakes, malicious attacks, etc) that cannot be automatically handled by Azure – and therefore a comprehensive Backup/Restore facility needs to be in place to ensure business continuity in the event of such interruptions.

This overview describes the capabilities that **iplicit** and Azure provides for business continuity and disaster recovery.

However, should you wish to know more about the Security of your data within the Azure Platform, click on the link below for a detailed explanation.

<https://docs.microsoft.com/en-us/azure/sql-database/sql-database-security-overview>

Business Continuity Measures

To mitigate any local hardware and software failures, Azure SQL Database includes a high availability architecture, which guarantees automatic recovery from these failures with up to 99.995% availability SLA.

To protect your business from data loss, Azure SQL Database automatically creates full database backups weekly, differential database backups every 12 hours, and transaction log backups every 5 - 10 minutes . The backups are stored for at least 7 days for all service tiers.

iplicit also offers the following options within its service tiers;

- Built-in automated backups and **Point in Time Restore** enables you to restore complete database to some point in time within the configured retention period up to 35 days (7 days as standard)
- **Long-term backup retention** enables you to keep the backups for several years.
- **Active Geo-Replication** enables you have readable replicas and manually failover to any replica in case of a data centre outage.

Service Tiers	Standard	Professional	Note
Point-in-Time Restore	7 days	14 days	1
Weekly Backup retention	12 weeks	12 weeks	2
Monthly Backup retention	12 months	24 months	3
Yearly Backup retention	7 years	Unlimited	4
Total number of full backups retained	31	Unlimited	



Active Geo-Replication (optional service)	£250 set-up fee + additional monthly data cost per replication	£250 set-up fee + additional monthly data cost per replication	5
Deletion of All Data upon request	FREE	FREE	6
Export of All Data in fixed CSV format (one-off export at end of contract)	FREE	FREE	7
Annual Fair Use Data Entitlement			
Base Environment Data Allowance	2Gb	5Gb	8
Transaction Data/per User/per Year	100kb	200kb	
Attachment Data/per User/per Year	2Gb	4Gb	
Total Storage including Additional Data Charge/Gb/Month	£4.33	£4.33	
Export of All Data in fixed CSV format (regular ESCROW service)	£895 per export	£895 per export	9
Bespoke Export of All Data in customer-specified format	POA	POA	10

Notes:

1. Built-in automated backups and **Point in Time Restore** enables you to restore complete database to some point in time (within a 10-15 minute window) within the configured retention period up to 35 days (7 days as standard).
2. Stores a separate backup on a weekly basis for the most recent specified number of weeks.
3. Stores a separate backup on a monthly basis for the most recent specified number of months.
4. Stores a separate backup on an annual basis for the most recent specified number of years.
5. Active Geo-Replication automatically replicates your data (every 10-15 minutes) within a completely separate Data Centre in a different location. If you have requested for your data to be contained within a specific region (i.e. within the EU), then this will automatically be set within your [iplicit](#) data policy. There is a one-off set-up fee to configure your Geo-replication, plus you will be charged an additional monthly fee for the Data Storage. For example, the Data Storage Fee is £4.33/Gb – if your LIVE transaction database is 5GB, this will cost an additional £4.33 x 5 per month, plus the initial set-up fee.
Should you require your data to be completely deleted from all servers, we will do so upon written confirmation from an officer of the company. Our processes will ensure that this is triple-checked with all named key contacts within your organisation before initiation.
6. Should you wish to transfer your data to another system, upon written request of termination of your contract we will provide a copy of your data in SQL format within 7 days.
7. This is the additional Data Storage Fee for the number of backups held. It is priced in terms of Gigabyte (Gb) price bands. It is impossible to estimate the volume of data each customer requires (as some will store large image attachments to a large volume of transactions, whilst others may not). However we believe that 90% of our customers will comfortably stay under 5GB for their first 3 years of operation – unless there is a heavy use of large attachment files.
8. Should you wish us to provide a regular export of all of your data, for you to store on your own servers or another location of your choice, then this can be provided at the rates shown.
9. Should you require a bespoke format of export, please contact us and we will provide a quotation.