

DESIGNTOO LIMITED

Data Backup

An overview of how we handle your data and keep it secure.

Websites

Websites are split into three sets of data:

- **Code:** We write your code and the master copy of the code is kept on our internal servers and backed up. We don't backup code from the server as this is not considered a master copy. If you make changes to code on the server it will not be backed up.
- **Database:** We run your database online and this is where content you add through a CMS (such as our Flarebox system) is stored. Your database is backed up nightly and we keep a copy of the data for a week before it is deleted. This is designed as a help in case of accidental deletions, however we accept no liability for data loss and you are expected to keep a copy of any information that is entered through your system. As the backup takes place once every 24 hours we can't guarantee that we can replace information you delete, e.g. if the database is backed up at 2am / you enter data at 9am / you accidentally delete the data at 12pm then we can't recover it as it will not be stored in the last backup. If you need a more accurate system of backups, or need to avoid losing data once deleted, then we can code that into the system, but it is not there by default.
- **Uploaded Content:** This includes photos, documents, etc. We do not back these up, the expectation is that you will keep a copy of this data.

If you have a website where your customers can upload content (e.g. photos / documents), then our current backup approach will not include that content, and should something happen to the server it may be lost. Our backup approach is deliberately simple and in 10+ years of running our company has worked well, but it is not a robust business level backup service, it deals with contingency and minor mistakes, not fundamental data loss. If you need a more robust service, we can offer that, however there is likely to be a cost commensurate to the level of service you need – the above service is included within your hosting.

Other Data

This includes:

- Photos, videos, artwork, documents, etc. provided by you to us to be used in the work we do for you.
- Photos videos, artwork, documents, code, etc. we create for you in doing the work you request.

We store all client data on an internal RAID based system, with a continual sync. to an online / cloud based private backup operated by Dropbox. This gives us a couple of levels of failure redundancy and also at a technical and geographical level.

We don't offer any guarantees on backup of this data, and it is accepted by both parties that you are not providing us with your only copy of data, but are maintaining your own backup system to manage any risk you might have.

If you have any concerns over our using Dropbox as an archival backup system in the cloud, then we would be unable to hold your data, please let us know.

We store data for as long as is required to do the job you have requested, after that data is deleted. We may hold onto data where it could be used again, but make no guarantee that we will.