

Customer Backup Storage and Retention Policy

1. Purpose

This document outlines StorVault's Backup Storage and Retention Policy for customers and partners. The purpose of this policy is to ensure that all customer backup data is:

- Securely stored
- Reliably protected
- Retained in accordance with agreed retention periods
- Available for recovery when required
- Managed in line with security, compliance, and best-practice standards

This policy supports StorVault's commitment to providing secure, compliant, and enterprise-grade backup and recovery services.

2. Scope

This policy applies to all customer data protected and stored within StorVault-managed environments, including:

- Cloud backup platforms
- Off-site backup storage
- Replicated backup environments
- Third-party storage platforms managed by StorVault

This policy applies to all StorVault customers, partners, and managed service clients using StorVault backup services.

3. Backup Storage and Retention Policy

StorVault retains customer backups based on defined retention schedules aligned with industry best practice and service agreements.

Backup data is retained only for the agreed retention period to ensure:

- Optimal storage performance
- Cost efficiency
- Compliance with data protection standards
- Reduced security and risk exposure

Once the retention period expires, backups are securely and permanently deleted in accordance with secure data disposal standards.

4. Standard Backup Retention Schedule

The following retention schedule applies by default unless otherwise agreed in writing:

- Daily Backups: Retained for **14 days**
- Weekly Backups: Retained for **30 days**
- Monthly Backups: Retained for **12 months**

This retention model provides a balance between:

- Operational recovery needs
- Long-term protection
- Cost efficiency

5. Extended Retention Options

StorVault understands that some customers may require longer retention periods to meet business, legal, or compliance requirements.

Extended retention can be provided where:

- The requirement is formally requested
- The retention period is defined in the service agreement or contract
- Storage capacity and associated costs are approved

StorVault will advise customers on:

- Storage implications
- Cost considerations
- Security and compliance considerations

6. Backup Security and Storage Protection

StorVault ensures that all customer backups are:

- Stored in secure, controlled environments
- Protected against unauthorised access
- Stored on enterprise-grade infrastructure
- Managed in accordance with information security best practices

Customer backups are never stored on:

- Personal devices
- Unsecured portable storage
- Personal cloud storage platforms

This ensures the highest levels of data protection and integrity.

7. Backup Monitoring and Recovery Assurance

To ensure reliable recovery, the Partner and/or Customer is responsible for the following:

- Monitoring backup job statuses
- Investigating and remediating failed backups
- Performing regular restore validation testing
- Proactively monitoring storage capacity

These activities are essential to ensure data remains recoverable when required.

StorVault provides the platform and supporting tools to enable these processes. Assistance is available upon request via a logged support ticket.

8. Secure Data Deletion

When backup retention periods expire or services are terminated, StorVault ensures that customer data is:

- Securely deleted
- Permanently removed from backup systems
- Disposed of in accordance with secure data destruction standards

This prevents unauthorised recovery or access.

9. Customer Responsibilities

To ensure reliable recovery, StorVault performs:

- Selecting appropriate retention periods based on business requirements
- Notifying StorVault of any extended retention requirements
- Reviewing retention and storage requirements periodically

StorVault will provide guidance to support appropriate retention planning.

10. Storage and Risk Considerations

Longer retention periods may result in:

- Increased storage consumption
- Higher storage costs
- Increased security exposure if not properly managed

StorVault works closely with customers to ensure retention aligns with operational, financial, and security objectives.

11. Commitment to Service Excellence

StorVault is committed to delivering secure, reliable, and enterprise-grade backup and recovery services, ensuring your business data remains protected, available, and recoverable.