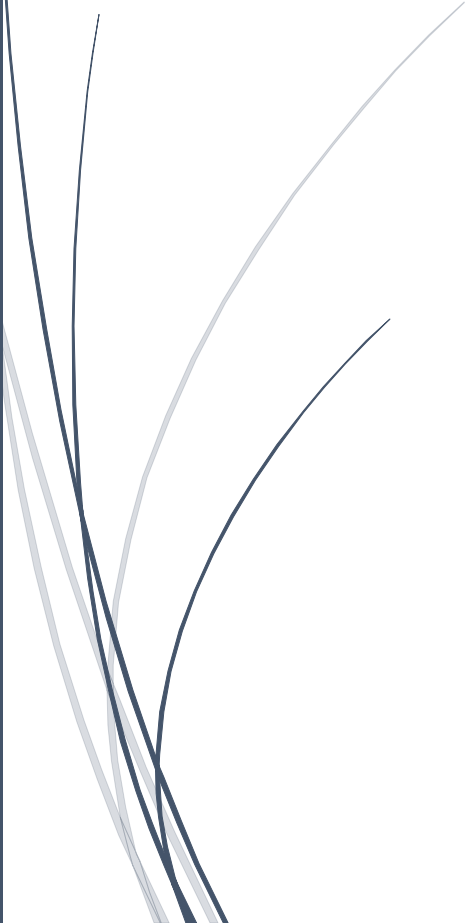


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2/6/2019

Data Backup Procedure

Volume 1

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Mathew Vandermotten — Pineapple Talent

Backup Policy

- Full backups of all Pineapple Talent data are performed weekly. Full backups are retained for 3 months before being overwritten.
- Incremental backups of all Pineapple Talent data are performed daily. Incremental backups are retained for 1 month before being overwritten.
- Where possible backups are run overnight and are completed before 8am on working days.
- Upon completion of backups, media copies are moved automatically to a secure remote site for disaster recovery purposes.
- Backups are stored in secure locations. A limited number of authorised personnel have access to the backup application and media copies.
- Requests for backup data from 3rd parties must be approved by a company.
- Backup of data held within Database Systems have data backup routines which ensure database integrity is retained. Currently this means some systems are taken off-line in order to backup the data on a daily basis. Other systems are able to backup data on-line whilst maintaining data integrity.

Backup

- The IT Backup systems have been designed to ensure that routine backup operations require no manual intervention.
- The IT department monitor backup operations and the status for backup jobs is checked on a daily basis during the working week.
- Any failed backups are re-run immediately the next working day

Restore

- Data is available for restore within a few minutes of a backup job completing on the daily schedule.
- Data will be available during the retention policy of each backup job – which is currently defined as 3 months.
- Recent data is available from this system on completion of the daily backup jobs, which means that there is potential data loss during a working day on some systems. The IT systems at RHUL have been specified to minimise data loss between backup windows by having elements of system redundancy.
- Requests for data recovery should be submitted to the IT Service desk.

This policy will be reviewed on an annual basis.