



# Solarvista Platform Backup Policy



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# 1. Backup Fundamentals

- All customer data is stored in encrypted Microsoft Azure SQL databases, which are automatically backed up for a rolling 35-day period.
- Full backups are taken weekly, Differential backups every 2 hours and Transaction Log backups every 5-10 minutes.
- Customer databases can be restored to any point, up until the last transaction log backup in that 35-day period via a support request.
- Solarvista will periodically test that backups of customers' data can be successfully deployed.
  - Customers will not be charged any additional fees for these tests.

# 2. Extra Backups

- Solarvista reserves the right to make extra backups of our customers' data.
- These backups will only be used to support operational needs of the platform. For instance, to ensure platform upgrades will not affect our customers' data.
  - Customers will not be charged any additional fees for these extra backups.

# 3. Access To Backups

- The only people that will have access to customers' backups will be the members of Solarvista's team with Subscription Administrator or Co-Administrator permissions to the Microsoft Azure Platform.
- Access to backups will depend on the Microsoft Azure platform availability. Microsoft guarantee a service level for each part of their infrastructure. A comprehensive list of SLAs describing Microsofts commitments for uptime and availability can be found at <https://azure.microsoft.com/en-gb/support/legal/sla/>.

# 4. Exit Process

- Any customer that chooses to exit the Solarvista platform will be given access to a backup of their data.
- The backup will be strictly limited to data only; no usable code of any form will be provided.
- The backup will be made available no later than 30 days after Solarvista has acknowledged receipt of the customer's exit request.
- The backup will be distributed in one of the following formats, chosen by the customer as part of their exit request:
  - A SQL Server-compatible backup file (.BAK file extension). Solarvista guarantees that the backup file will be compatible with only the most recent version of SQL Server at the time we received the customer's exit request.



- An Azure SQL-compatible backup file (.BACPAC file extension). Solarvista guarantees that such a backup file will be compatible with the currently deployed production version of Azure SQL at the time we received the customer's exit request.
- A series of data files (.CSV file extension) collected in a commonly-used archive file format (.ZIP).
- The backup will be distributed via secure FTP.

## 5. Exceptions

- There are no exceptions to this policy for subscriptions to our "Business" editions.
- Customers that have purchased a subscription to our "Enterprise" or "Ultimate" editions may have exceptional terms agreed with Solarvista, so long as they are technically feasible.
- Solarvista reserves the right to charge additional fees for any exceptional terms.

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