



Backup Policy

Change Control

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1 Purpose, Scope and Users

The purpose of this document is to ensure that information is backed up regularly and backups are stored securely.

This document is applied to the entire Information Security Management System (ISMS) scope, i.e. to all types of information stored electronically.

Users of this document are all employees of Concept Apps Ltd (trading as TeamFeePay).

2 Mobile computing devices

While use of portable drives is discouraged, if staff need to keep a backup of their laptop/desktop they must use a Concept Apps Limited owned drive and that drive must be encrypted. The device should also be stored securely when not in use.

3 SaaS products

We use a variety of SaaS applications for storing information assets. At present, we rely on the high availability, durability and security SLAs provided by these services so we do not have a backup process in place for these services.

4 Customer applications/environments

All customer applications developed by Concept Apps Limited should be deployed as immutable images/packages (i.e. AWS AMIs, Docker containers or AWS Lambda) with ephemeral storage available for caching or temporary storage. If for any reason more permanent storage is required, applications may make use of volume snapshots for example.

Customer data primarily resides in data stores such as SharePoint, and a Heroku Postgres database. These services provide tools for taking automated backups and recovery. Backups must always be encrypted and retained for a minimum of 7 days.

5 Testing

Backup and restoration processes must be tested at least once annually as part of business continuity testing.