INFRASTRUCTURE

Backups and disaster recovery

RPO 1h, RTO 4h, restore tested quarterly.

Customer data is backed up continuously with point-in-time recovery for the trailing 14 days. We hold a recovery point objective (RPO) of 1 hour and a recovery time objective (RTO) of 4 hours for our core platform.

We run a full disaster recovery exercise on a quarterly basis, including restore of database snapshots into an isolated environment.

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