

NepaliPay Business Continuity and Disaster Recovery Plan

Version: 1.0

Effective Date: February 2026

Owner: Founder & Chief Executive Officer

Review Frequency: Annual

• 1. Purpose

This document describes NepaliPay's approach to business continuity (BC) and disaster recovery (DR) to support service availability and timely restoration following disruptive events.

• 2. Scope

Applies to:

- Production application and supporting services
- Cloud infrastructure and managed services
- Critical third-party providers where applicable

• 3. Objectives

NepaliPay aims to:

- Restore core service functionality following outages
- Preserve data integrity and prevent unauthorized access during recovery
- Communicate status updates appropriately

Recovery objectives (e.g., RTO/RPO) are defined internally and may vary by system/provider capabilities.

• 4. Backups and Restore

- Use cloud/provider backup mechanisms where supported.
- Periodically validate restoration procedures where feasible.

• 5. Outage Response

- Triage and classify impact and severity.
- Engage providers and internal responders.
- Communicate status updates via appropriate channels.
- Perform post-incident review and track corrective actions.

• 6. Review

This plan is reviewed annually.