Backup Policy

Nexelus

Purpose

To protect the confidentiality, integrity, and availability of data, both for Nexelus and Nexelus' customers, complete backups are performed **daily** to assure that data remains available when it's needed and in the case of a disaster.

Policy

Nexelus policy requires that:

- Data should be classified at time of creation or acquisition according to the Data Classification Policy
- An up-to-date inventory of customer databases.
- All business data should be stored or replicated into a company-controlled repository, including data on end-user computing systems.
- Data must be backed up according to its level defined in Data Classification Policy.
- Data retention period must be defined and comply with all applicable regulatory and contractual requirements. More specifically,
  - Data and records belonging to Nexelus customers must be retained per Nexelus product terms and conditions and/or specific contractual agreements.
  - By default, all security documentation and audit trails are kept for a minimum of seven years, unless otherwise specified by Nexelus' Data Classification Policy, specific regulations, or contractual agreement.

Backup and Recovery

Customer Data

Nexelus stores customer data in a secure production account in **Microsoft Azure**, using a combination of **Microsoft SQL Server** databases. By default, **Microsoft Azure Cloud Storage** provides durable infrastructure to store important data and is designed for high durability of objects.

Nexelus has configured Microsoft Azure to performs automatic backups of all customer and system data to protect against catastrophic loss due to unforeseen events that impact the entire system. An automated process will back up all data to a separate region in the same country (e.g., US East to US West). By default, data will be backed up **daily**. The backups are encrypted in the same way as live production data. Backups are monitored and alerted by **Microsoft Azure Monitor**. Backup failures trigger an incident by alerting the Administrator.

Source Code

Nexelus stores its source code in git repositories hosted by **Microsoft Azure DevOps**. Source code repositories are backed up to Nexelus' **Microsoft azure** account daily. If **Microsoft DevOps Git Repositories** suffers a catastrophic loss of data, source code will be restored from the backups in **Microsoft Azure Cloud Storage**.

Databases Backup

Nexelus performs incremental backup an hourly basis. Whereas VM's backed up on daily basis.