

EMS LINQ Backup Policy

This document defines the backup policy for Customer Data within EMS LINQ's Software as a Service ("Service") environments. The systems within those environments are typically servers but are not limited to servers. Capitalized terms, unless otherwise defined herein, shall have the same meaning as in the EMS LINQ Master Subscription Agreement.

1. Purpose

This policy is designed to protect Customer Data to help ensure that it is not lost and can be recovered in the event of an equipment failure or disaster.

2. Scope

This policy applies to all equipment and data owned and operated by EMS LINQ, Inc.

3. Timing

Full database backups are performed once per week and differential backups are performed once daily.

Database Transaction Log backups are performed at 3 hour intervals.

Full file system backups are performed once per week and differential backups are performed once daily.

4. Testing

The ability to restore data from backups shall be tested at least once per calendar quarter.

5. Data Backed Up

Data to be backed up includes the following information: (1) databases.

6. Retention

Backup data is retained for a period of two weeks. After such time the expired data is overwritten.

7. Methodology

EMS LINQ, Inc. utilizes a fully managed backup and recovery system built on a CommVault Solution.

The CommVault Solution consists of network storage devices located separately from the database servers which are being backed up.

The backup devices are connected on a separate network transmission infrastructure to ensure fast data transfers and to limit network degradation while backup and restore operations are being conducted.

8. Certain Definitions

- Backup – The saving of files onto mass storage media for the purpose of preventing loss of data in the event of equipment failure or destruction.
- Restore – The process of bringing off line storage data back from the offline media and putting it on an online storage system such as a file server.