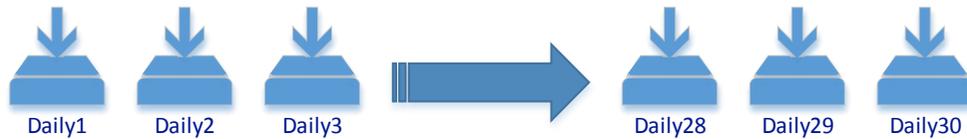
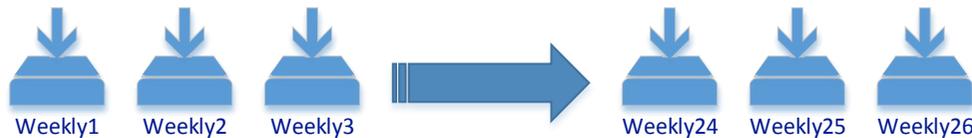


# Think Assured Data Protection

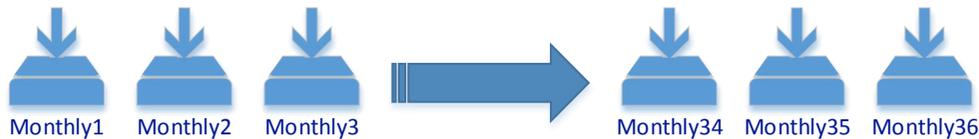
## Default Retention Policy Flow Diagram - Onsite



Backups are taken on a Daily Basis\* and stored on Backup Storage Media located on your premises. Daily Backups are kept for a total of 30 Days. This means that in the first 30 days you can restore to any one of those days.



Every week these daily backups are consolidated into Weekly Backups we keep these for up to 6 months. After the 30 days you will only be able to retrieve data from one of these weekly backup points.



At the end of the Month the weekly backups are consolidated into a single monthly file. After the 6 months has passed you will only be able to retrieve data from one of these monthly backups. Our default arrangement for is this 36Months.\*\*

This only applies to Think Assured Premium/ Standard Customers.

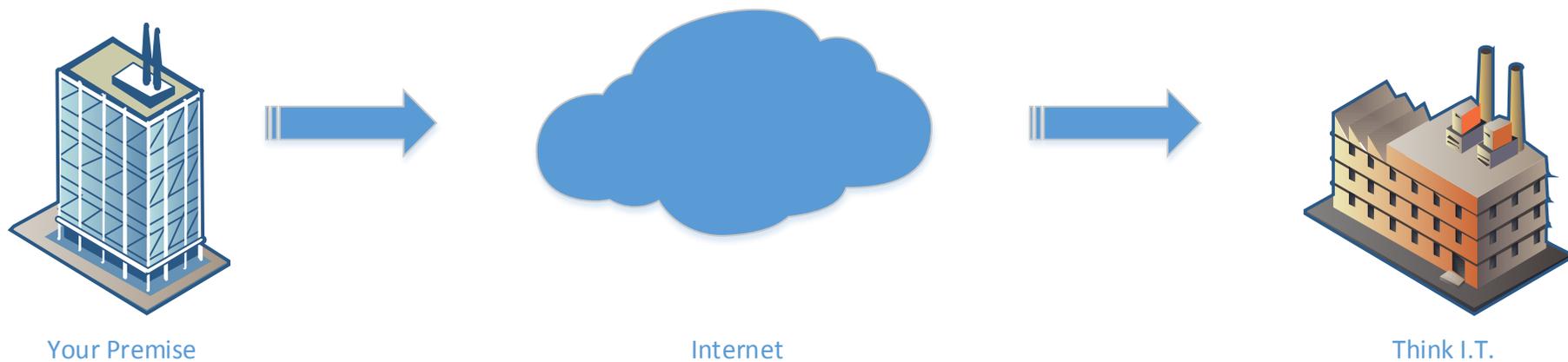
\* Daily backups are not always possible, and in some cases may only be during the Business week.

\*\* This may vary depending on Backup Storage availability, or your individual needs. Contact your Account Manager if you require further assistance.

# Think Assured Data Protection

## Default Retention Policy Flow Diagram – Offsite

Once the onsite backup is completed that data is transferred to Think I.T. via the Internet. Once the data is received we verify it's integrity, if all the checks are completed successfully that's it. We will keep the last successful backup until its replaced with a new one.



This only applies to Think Assured Premium/ Standard Customers where the Offsite option is selected.

# Think Assured Data Protection

## Default Retention Policy Flow Diagram – Limitations

- If you are TADP Standard customer you own your onsite backup drive. In the event we detect a failure in the media or we find your drive does not have enough capacity to store the 3 years retention, we will contact you advising on replacement or upgrade options (at your cost) or confirm a reduction in the retention period.
- Note that our recommendation is that all onsite backup drives should be network attached storage (NAS) with mirrored drives. In the event you are still running a USB attached drive we still support these but your account manager will be advising you of the benefits and recommending an upgrade to a NAS drive in the coming months.
- If you are a TADP Premium customer we supply your onsite backup device and will keep it upgraded with the required capacity as required at no additional cost to you.
- Think I.T. does not protect against backup storage failure. In the event that this occurs, your ability to restore will be from the time we replace the backup storage.
- This retention policy is only capable of being scaled back.  
e.g.: You can't go from 12 Months to 36 Months, with the expectation of being able to recover a file earlier than the 12 months originally specified.
- Where Offsite USB Backup Media is used. Think I.T. will not be responsible for those devices and their whereabouts. These devices should be stored offsite where possible and only use when required as part of the weekly rotation.