



Disaster Recovery and Mitigation Policy

Last Updated: 17 January 2020

Integrated Education Software Limited (“IES”) provides cloud-based software (“our software”) hosted at www.ies.co.nz to which this *Disaster Recovery and Mitigation Policy* applies.

Definitions

A *disaster* occurs when our software ceases to be available for use for an extended period of time and / or when there is a loss of data. This may include the failure of our server, or our network, or a component thereof.

A *force majeure event* means an event or series of events that is outside the reasonable control of IES including the failure of the internet or part thereof, denial of service attacks, hacker attacks, virus or other malicious software attacks, power failures, natural disasters, floods, explosions, fires, terrorist attacks, riots or wars.

A *controlled shutdown* means the deliberate shutting down of our server for a brief period of time. This may be for reasons including system maintenance or to protect the server and data from a potential or actual threat.

Disaster Recovery

Daily backups of the data are taken just before midnight every night. Backups of our software are taken prior to the installation of significant upgrades or updates. Daily, weekly and monthly backups of our data and backups of our software are stored offsite in two or more secure locations. In the event of a disaster we can restore our software and a recent copy of the data onto a backup server and have our software up and running in a reasonable period of time.

Controlled Shutdowns

IES reserves the right to perform a controlled shutdown for whatever reason at the sole discretion of IES, though every effort is made to avoid any inconvenience to our client-enterprises.

Changes to this Policy

This Policy is effective as of the date on the first page and will remain in effect until it is superseded by an updated Policy.

We reserve the right to update our policy at any time. Should we make material changes we will notify our client-enterprises by email and / or by placing a prominent notice on our website.

Logging into our software constitutes acknowledgment of and acceptance of this Policy by our

client-enterprises.

Contact Us

If you have any questions about this Policy please email us at ies@ies.co.nz.