Paul Consulting Group

WE LISTEN, THEN SOLVE

Backup Policy:

Paul Consulting Group provides web hosting to many clients, and we have a responsibility to protect each client's data as best we can and to provide the best services available. The following guidelines were designed to outline our backup practices so that our clients can take additional steps to protect their data should these steps not be sufficient to their needs.

1. **Backup Frequency**
   We make a full backup of your Virtual Operating System Instance website files, databases stored on our servers every night.

   Daily: ESXI Veeam backup and replication backs up all Virtual Operating System Instance snapshots nightly to the local backup drives.
   Daily USB: ESXI Veeam backup and replication backs up all Virtual Operating System Instance snapshots nightly to the local usb backup drive.
   Nightly Offsite: ESXI Veeam jobs backs up all Virtual Operating System Instance snapshots to NewCloud Networks disaster recovery installation in Colorado nightly.

2. **Files Backed Up**
   Backups include all of the files for your account, including:
   - Virtual Operating System Instances
   - Web site files
   - SQL databases

3. **Backup Retention & Storage**
   Our system attempts to keep at least the following backups on an external disaster proof device:
   - Backups consisting of data from 1-14 days ago

   We make both on-site backups (for quick retrieval) and off-site backups (for disaster recovery).

4. **No Guarantee**
   We make backups as part of our planning to recover from various disasters, including data erasure, hard drive or server failures, and data center destruction. However, we should emphasize that we cannot guarantee any backups (the "DATA BACKUP DISCLAIMER" section of our Terms of Service has a specific notice about this). Although we use and test our backup system regularly and consider it reliable, technical problems could prevent us from being able to restore any particular backup. And of course, we may not have data from the particular moment you want to restore. A wise course of action is to not trust any Web hosting company with all your data — not even Paul Consulting Group. You should make your own additional backups to meet your own requirements. Remember that no backup system can offer complete protection against SQL database corruption, a script that fails to insert information into a database due to a bug, or similar problems. If you store financial transactions or other critical information in your database, make sure you have access to a second copy of the data. For example, you might configure a shopping cart program to e-mail you a copy of each order (without the credit card information, of course). In the event of a SQL problem, your data could be recreated using a combination of the e-mail messages and the credit card numbers on file at your card processing company.

5. **Requesting a copy of your backups.**
   You can access your backups using an FTP program like FileZilla by e-mailing a request for FTP access to customerservice@paulconsulting.com . Please allow up to 48 hours for your request to be processed.