

Backup Policy

Purpose

This backup policy has been created to ensure the security of our customers' data, maintain business continuity, and provide access to backups under special circumstances in accordance with legal obligations. The policy covers web hosting, WordPress hosting, corporate hosting, managed hosting, cheap hosting, free hosting, and reseller hosting services.

1. General Backup Policy

1.1. cPanel-Based Hosting

- Web Hosting, Reseller Hosting, Managed Hosting, Cheap Hosting, Corporate Hosting and Free Hosting:
 - o Automatic backups are created for all websites installed using Softaculous – Instant Installs.
 - o These backups are stored in a 7-day rotation, and customers can access and restore them with one click via cPanel.

1.2. WordPress Hosting

- WordPress Hosting:
 - o A dedicated backup system is available exclusively for WordPress sites.
 - o These backups are automatically taken through the CloudPress panel and can be easily restored by customers.
 - o The backup cycle is 7 days and customers have easy access to these backups.

1.3. Windows-Based Hosting

- Windows Hosting:
 - o Automatic 7-day backups are performed on Windows-based servers.
 - o Backups can be restored when necessary, and support is provided upon customer request.

2. Long-Term Server Backups

- Centralized Server Backup:
 - o Long-term backups are used only in disaster situations, legal requests, or official demands by government authorities.
 - o These backups are stored securely in encrypted environments and can only be accessed by authorized personnel.

3. Customer Backup Responsibility

- All customers must take regular backups of their own data and store them securely.

- The provided backup service is an additional security layer and does not guarantee restoration in case of data loss.

4. Backup Retention Periods

- 7-day backups: Available to customers through cPanel and CloudPress panels.
- Long-term server backups: Stored in the background within our systems but accessible only under special circumstances.

5. Access and Restoration

- Customers can access and restore their backups with one click through cPanel and CloudPress panels.
- Restoration requests for Windows hosting are performed manually by our support team.

6. Data Security

- Backup data is stored in encrypted environments accessible only to authorized personnel.
- Our systems are regularly audited to ensure the security and integrity of backups.