CONTINUITY · SUMMARY

Backup and recovery strategy

What REVIEWIT backs up, where and for how long, how a restore is carried out, and the recovery objectives REVIEWIT commits to, with their limits.

VERSION
1.0 · November 2026

SCOPE
REVIEWIT SAS · REVIEWIT SaaS solution, all regions

DISTRIBUTION
Public

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PURPOSE

Public summary of REVIEWIT's backup policy. The binding commitments are those of the data processing agreement (DPA): Article 11 and Annexes 5 and 6.

Daily
automatic database backup, point-in-time restore

35 days
retention of database backups in production

24 h
recovery point objective (RPO) committed for a critical or important function

48 h
recovery time objective (RTO) committed for a critical or important function

SECTION 01 What is backed up

ITEM	BACKUP	RETENTION
Databases	Automatic daily backup and restore to a chosen point in time within the retention window; database spread over two availability zones.	35 days in production
Secrets and signing vault (SEAL)	Daily backup, encrypted with the vault's key: without it, a backup cannot be unsealed.	35 days

Export archive of a subscription	Export of the subscription's databases, verified by an actual restore, kept encrypted in the region.	Until its approved erasure
Deletion register	Dedicated storage, outside the backup cycle, append only: it records purges so they can be reapplied after a restore. It contains no personal data.	10 years
Code and infrastructure	Repository of the code and of the infrastructure described as code, kept outside the hosting provider; any release can be rebuilt from its source code.	Full history

SECTION 02 Protection and residency

- Backups are encrypted like the data they protect. The vault and archive keys are deleted only together with the data they protect, since a backup cannot be read without its key.
- Backups are kept in the hosting region chosen by the customer. No copy is made in another region, except on the customer's written instruction: with the "Standard + DR" option, REVIEWIT keeps a copy of the backups in a second region of the same geography.
- Export archives are not publicly accessible.
- **Planned**: a locked backup vault isolated from the production environment, in the same region.

SECTION 03 Restore

- A restore always targets a new instance: the original instance is never overwritten, and a test never restores into production.
- Under the restore procedure, purges that occurred since the restored point in time are reapplied from the deletion register, erasures on request included; the audit trail chain and database access rights are checked before the service is resumed.
- Switching over to the restored instance is decided by REVIEWIT's management and recorded in the incident register.
- The export of a subscription is verified by an actual restore.
- Restores are tested on a schedule set by the backup policy: a timed restore test, a restore of the secrets vault and a yearly test of the continuity plan.

SECTION 04 Recovery objectives

INDICATOR	COMMITMENT	SCOPE
Recovery point objective (RPO)	24 hours	Service designated by the customer as supporting a critical or important function within the meaning of DORA (Annex 5 of the DPA, section B2)

Recovery time objective (RTO)	48 hours	Same
Monthly availability	99.5%, measured by the public status page (external probes), excluding announced scheduled maintenance	Same

- Lasting loss of the hosting region is excluded from the quantified RPO and RTO commitments; it falls under the business continuity and recovery plan (Annex 5 of the DPA, Article 22). The copy in a second region, on the customer's written instruction, is described in section 02.

SECTION 05 Backups and erasure

- Backups are not modified individually: they expire on their rolling thirty-five-day cycle.
- At the end of the contract, complete erasure of the customer's data, backups included, is achieved no later than sixty-five days after the end of the contract; where retention is extended on the customer's instruction, no later than thirty-five days after the export archive is erased.
- The export archive and the return package are kept encrypted in the customer's region during the extraction period, then erased; a certificate of deletion is given to the customer.

REVIEWIT SAS · Security: security@we-reviewit.com · Data protection: dpo@we-reviewit.com. Reviewed annually and after any major change to the backup policy. The French version is authoritative.