Online backup

Service Level Agreement

Mindtime Backup

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ISO 27001 CERTIFIED

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1. Service Definition

Mindtime Backup provides various backup and restore solutions for pc's, laptops and servers. We can divide our backup solutions into two services: online backup and disaster recovery. The storage of the backed up data is in the secured Mindtime Backup datacenters.

For both services we use sophisticated software applications. The software behind our online backup solution is Ahsay. Our disaster recovery solution is based on the StorageCraft solution.

1.1 Online backup

The partner or end-user installs the online backup software on his desktop, laptop or server. To enter the software you need your login name and password. After setting up the backup job, a full backup is made of all selected files. After the first full backup, only modified and new files are backed up using In-File Delta.

After every completed (or missed) backup, a backup report is sent. This report contains a summary of the backup. It tells you if the backup is completed successful, missed or completed with warnings/errors and which files are backed up, modified or deleted.

Mindtime Backup uses the most advanced encryption techniques. This way, data is safely transported (HTTPS) towards our secured datacenters. A 256 bit encryption is used. Users can choose from various algorithms and configure how long deleted files have to be saved.

Mindtime Backup software supports almost all operating systems. Examples of supported systems are: Windows, Linux, Mac OS X, Unix and Solaris. In addition, Mindtime Backup also supports programs such as: Microsoft SQL Server, MySQL, Oracle Databases (from 8i), MS Exchange Server, Lotus Notus, Hyper-V and VMware.

1.2. Disaster Recovery

Disaster Recovery backups are made with StorageCraft software. These backup images are locally stored with the option to replicate them to another location using IFTP.

The partner or end-user installs the disaster recovery software on every desktop, laptop and server which needs to be backed up. After setting up backup jobs, ImageManager can be installed to verify and control backups and to setup off-site replication. The off-site backups can also be replicated to the Mindtime Backup datacenters. There, your images will be stored encrypted.

The off-site replication through IFTP towards Mindtime Backup datacenters is named Mindtime DR Storage.

Mindtime Backup Disaster Recovery supports Windows and Linux.

2. Service Level

Mindtime Backup provides the next ten service levels to partners and end-users.

2.1 Safety and security

ISO 27001 certified

As a specialized online backup supplier for backup systems with high safety standards, safety, innovation and ease of use are highly valued. Thanks to these elements in combination with the collaboration with their partners, Mindtime Backup is officially appointed as a ISO 27001-certified company by Heinrich Hinterberger (Vertumno) and ISOZERT from Ruitlingen. The ISO 27001 certification confirms that valuable, confidential and business critical customer data are in safe and trusted hands with Mindtime Backup.

2.2 Data encryption

Online backup

Mindtime Backup guarantees that nobody can access your data; not even Mindtime Backup! Before your data is sent to the Mindtime Backup datacenters, it is converted; data is encrypted into encoded files. This is called 'data encryption'. Your data is encrypted with a 256 bit algorithm. This way, only the holder of the encryption key can read the data. **Remember: no encryption key means no data!**

The encryption key is entered local during the creation of every backup job. This key doesn't leave the laptop, desktop or server. The end-user is responsible for saving and securing the encryption key.

Disaster Recovery

To access the backup image files a password is required. This password is also used as encryption key and entered in the backup job settings. Without this encryption key, you can't restore any of your backups. When Mindtime DR Storage is used for off-site replication a second encryption key is used to access you off-site backup images.

2.3 Secured internet connection

Whether you use our online backup (HTTPS) or Disaster Recovery (IFTP) solution, in both cases SSL security is used to safely transfer your data. Mindtime Backup uses Point to Point SSL communication between server and client. 'SSL' stands for 'Secure Socket Layer'. This is a security technique for data-traffic between a client and a web server. SSL secures this data against interception by unauthorized third parties. The data is secured by means of encryption. Encryption is an advanced security technique, which is used in for instance internet banking.

2.4 Datacenter

The datacenters are well guarded: day and night and seven days a week. This is done by trained professional staff. The extensive provisions that the datacenter can count on include:

- ✓ Personal security
- ✓ Visitor authentication and legitimation
- ✓ Climate control
- ✓ IP CCTV Video security (internal/external)
- ✓ Biometric security (fingerprint identification)
- ✓ UPS and diesel generators for longer interruptions
- ✓ Fast and stable connections
- ✓ Very Early Smoke Detection Apparatus (VESDA)/ADT (fire)

2.5 Colocation

Online backup

Mindtime Backup ensures standard extra security by storing data in duplicate. An extra copy of your data is stored on a second server in our second datacenter. PC and Pro Backup is stored in two (physically seperate) datacenters, VM Backup is stored in one datacenter.

Mindtime DR Storage

The backup images saved with Mindtime DR Storage are only stored in one datacenter. We don't store a copy in our second datacenter.

2.6 Recovery

Online backup

Mindtime Backup end-users can access their data 24 hours a day. You can restore files using our software and via the web; from any machine and at any location.*

Disaster Recovery

When available, users always restore their local backup images. Mindtime Backup cannot affect this.

To restore backup images from Mindtime DR Storage, end-users can access their data 24 hours a day.*

*If a backup server is temporarily unavailable due to maintenance (see 2.8) or unforeseen calamities then logically your data is currently unavailable. Within the guidelines of our reaction times, we will ensure that your data is available as soon as possible.

2.7 Guidelines response times and availability

For all your questions and complaints, you can contact our staff during office hours. This counts for both emergency situations and non-emergency situations. Of course, emergencies have the highest priority. Mindtime can be contacted the following ways:

	Guidelines response time
Within office hours Monday - Friday 08:30 - 17:00 (excluding holidays)	By telephone - immediate up to a few minutes +31 (0)570 56 23 43 Helpdesk e-mail - within 8 hours support@mindtimebackup.nl General questions - within 8 hours info@mindtimebackup.com
Outside office hours Monday - Friday 08:30 - 17:00 Saturday and Sunday	In case of sever malfunctions or for restoring data on location outside of office hours, you can contact Mindtime Backup malfunction service: +31 (0)570 56 23 43 choose option 2

Situation	Guidelines response time
Inaccessibility of the backup servers (which effects all Mindtime users)	All Mindtime servers are guarded and are implemented in duplicate. If, despite this, a severe malfunction occurs, we guarantee to be back online within 8 hours.
Unplanned maintenance	The status of the maintenance can be found on the Mindtime Backup website: http://www.mindtimebackup.com/support/maintenance
Status: Low, Medium	Response time: 8 hours* Use this status for the provision of general technical questions or requests.
Status: High, Urgent	Response time: 8 hours* Use this status for technical help from Mindtime Backup engineers by backup errors and warnings.
Status: Emergency, Critical	Response time: 4 hours* Use this status for restore issues

* Only during office hours

2.8 Maintenance

We aim to let maintenance take place on a set day. Mindtime Backup has chosen to do this on the first Monday of each month. On this day, routine checkups and maintenance are carried out. Mindtime ensures that any hindrance for the users is reduced to a minimum. Mindtime also informs clients about maintenance, so that backup settings can be adapted to this.

Unforeseen problems and maintenance can always be found on the Mindtime website:
www.mindtimebackup.com/support/maintenance

2.9 First full backup on hard disk (seed load)

If your internet connection is insufficient to upload large files, Mindtime Backup advises to deliver the first full backup on hard disk. By making use of this service, your network will be burdened as little as possible. After this initial backup, backups will only need to be made of any changes made to the data. This way, backups will always be completed within an acceptable amount of time.

Do you want to use our seed load service?
Make your first backup to a external USB drive using the Mindtime Backup software. Send us the USB drive of bring it to our office. We upload the backed up data to your account in our datacenters.

There is a manual available for the seed load service.

2.10 Restore data on hard disk (seed restore)

In case of a restore it is possible to receive data directly on a USB drive. Mindtime Backup will download your data from the backup server to the USB drive and will send it to you.

Do you want to use our seed restore service?
You can order a seed restore by contacting Mindtime Backup. Depending the urgency we will send you the USB drive or you can pick it up at our office.