



i-Clarity Data Backup Policy

1. Purpose

This Backup Policy defines Business Measurement Ltd's (T/A I-Clarity) approach to ensuring the resilience and recoverability of customer data, using structured and secure backup protocols aligned with industry best practices.

2. Scope

This policy applies to all data managed and stored as part of I-Clarity's software services provided to optical practices.

3. Backup Frequency and Rotation (GFS Method)

I-Clarity implements a **Grandfather-Father-Son (GFS)** backup rotation strategy to ensure historical data recovery over a full year:

- **Son (Daily):** Daily backups are performed for all production data and systems and retained for 7 days.
- **Father (Weekly):** A weekly backup is taken and retained for 4 weeks.
- **Grandfather (Monthly):** A monthly backup is taken and retained for 12 months

This rotation ensures data is retained and restorable for **up to 12 months**, providing daily, weekly, and monthly restore points.

4. Storage and Security

- Backups are encrypted both in transit and at rest using robust cryptographic protocols.
- Backup files are stored in geographically located GDPR-compliant data centres.
- Access to backup data is strictly limited to authorised personnel.

5. Retention Periods

- **Daily (Son) backups:** retained for 7 days.
- **Weekly (Father) backups:** retained for 4 weeks.
- **Monthly (Grandfather) backups:** retained for 12 months.

6. Data Restoration

- In case of system failure or data loss, restoration from the most recent successful backup is initiated within **24 hours**.
- Customer-initiated restoration requests are actioned subject to scope and may incur a fee.

7. Testing and Validation

- Full restoration tests are performed periodically to ensure disaster recovery readiness.

8. Customer Responsibilities

- Customers must maintain accurate data and promptly report anomalies.
- This policy does not cover local copies or third-party exported data unless explicitly agreed.

9. Custom Options

- Extended retention or regulatory-specific archival (e.g., healthcare) can be arranged by agreement.
- Custom GFS intervals or separate archival tiers are available as premium options.

10. Contact

Support queries or data restoration requests should be directed to:

Support Contact: support@i-clarity.co.uk

11. Policy Review and Modification

This policy is reviewed regularly and may be updated. Notifications of changes are sent via email or hub update.