



TAX SYSTEMS



Alphatax Hosted Service Backup Policy

Version 1.1 – 30/03/2020

PUBLIC



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1. Version Control

Version	Description of Change	Reviewer	Date
0.1	Initial Version	J Greenough	01/08/2019
1.0	Final review	G Le Brun	27/08/2019
1.1	Reviewed	G Le Brun	30/03/2020

2. AlphaTax Hosted Service Technology Overview

Tax Systems hosts its solutions within Microsoft Azure with both the primary and secondary datacentres located in the UK (being UK South and UK West respectively). We do not subcontract the support of our Azure infrastructure; it is under our direct control.

AlphaTax data is stored within Microsoft SQL Databases, with each customer having their own database.

The service also utilises Azure Virtual Machines, although data is not stored on these as an essential part of the service information on their backups is also included here.

All data is encrypted at rest and in transit.

The AlphaTax service provides the following service levels.

- Recovery Point Objective (RPO): < One hour.
- Recover Time Objective (RTO): < Six hours during Core Business Hours.

3. Backups

Tax Systems utilise Microsoft Azure's standard backup and site-recovery facilities.

The following provides further technical details on the backup services that we utilise.

SQL Databases:

- Point-in-time Restore over the last 35 days.
This is achieved by
 - Full database backups are created daily, and transaction log backups are created every 15 minutes.
 - Backups are geo-replicated offsite to the secondary UK datacentre.
- Long Term backups
 - These are stored - Weekly for 3 months; Monthly for 15 months; Yearly for 7 years.
 - Upon termination of contract Tax Systems will not be required to delete copies of the data that may exist on its backup systems, although should the backup copy need to be restored the Supplier will be obliged to delete the data from the restored copy.
 - Backups are geo-replicated offsite to the secondary UK datacentre.
- All back-ups are encrypted at rest.

Virtual Machines:

- Data is Geo-replicated to the secondary UK Data centre using Geo-redundant storage.
- Geo-redundant storage is designed to provide at least 99.99999999999999% (16 9's) durability of objects over a given year by replicating data to a secondary region that is hundreds of miles away from the primary region (but still within the UK).
- All data is first replicated with locally redundant storage (LRS). An update is first committed to the primary location and replicated using LRS. The update is then replicated asynchronously to the secondary region using GRS. When data is written to the secondary location, it's also replicated within that location using LRS.
- Azure Storage encryption is used to encrypt all data at rest.