

Disaster Recovery Policy

Introduction

This policy provides an overview of the systematic approach that should be taken in order to safeguard the critical technology and data managed by IT Services at Aura Retrofit Limited, and how that approach should be implemented.

It defines the current methods of management and mitigation of IT systems and services, including data on behalf of Aura Retrofit Limited.

A disaster is defined as a serious incident that cannot be managed within the scope of Aura Retrofit Limited's normal working operations.

Scope

The purpose of this disaster recovery plan is to ensure that critical information is not lost, in case of a disaster. The information that is considered critical is as follows:

- Accounting information
- Tax information
- Customer Information
- Manufacturer and Supplier Information
- Details of all previous installations
- HR information
- Payroll Information
- SharePoint Storage
- Company Emails
- Telephone System

IT Infrastructure

The network infrastructure consists of the following:

- High Speed Broadband Connection
- Office 365 environment (Data Storage, Office applications and Emails)
- 18 x Laptops and 1 x iMac
- 2 Office Printers
- VOIP Telephone System

Website hosting provided by; Grade 1 at <https://grade1.co.uk> / 023 9243 1759

IT provided by; Syn-Star at <https://syn-star.co.uk> / 0333 242 2447 (Support)

Telephone support provided by; ContactOne at <https://contactone.net> / 0330 880 4444

Backups

Office 365 is backed up 3 times a day via Office 365 Cloud Backup provided by Syn-Star.

OFFICE 365:

Exchange: Outlook Mails (all folders, including the structure)

Teams: Teams chats (personal and channels)

SharePoint: All SharePoint sites

OneDrive: All OneDrive's for every person

RETENTION:

- 3 times a day for 1 month (2am, 10am and 6pm)
- After the 1st month it deletes the old backups and only keeps 1 backup per day (6pm one)
- After 3 months it deletes the old backups and only keeps 1 a week (Monday's 6pm) for 1 year rolling.

Recovery of files provided by Syn-Star upon request.

Recovery

The recovery is performed as follows:

- In the event of a large-scale failure of any part of the IT immediately report it to Syn-Star on 0333 242 2447
- For recovery of any Office 365 items listed under 'Backups', please contact Syn-Star on 0333 242 2447
- In the event of telephone systems failure of any part immediately report it to ContactOne on 0330 880 4444

Power

There is no power supply-back-up. However, services can be continued during a power outage as we have a backup call centre which takes calls when the office lines are all busy or if they were to be out of use. If all power was to fail, users could go home with their laptop to continue working.

Virus Protection

All workstations have the following installed as per IT Support contract with Syn-Star;

- Anti-Virus
- EDR (Endpoint Detection and Response)
- Ransomware Protection

All workstations have their software firewall enabled.

All 'Aura' email addresses are protected with a Hosted Anti-Spam system provided by IT Support, Syn-Star. This helps to protect us from potential harmful emails.

If any compromise or virus is suspected, please contact IT Support, Syn-Star, on **0333 242 2447** as soon as possible.

Cyber Essentials

Aura Retrofit Limited is Cyber Essentials Certified.

Cyber Essentials is a government-backed, industry-supported scheme providing a baseline of cybersecurity for organisations to protect themselves against common online threats.

Further information: <https://www.ncsc.gov.uk/cyberessentials/overview>

Authorised Personnel

In case of IT Disaster Recovery, please contact the following:

Aura Retrofit Group Director
Aura Retrofit Managing Director
Aura Retrofit Technical Director

Gary Robinson - 07717 313616
Henry Duff - 07881 923985
Craig Knights - 07790 201515

IT and Email Systems
Website
Telephone Systems

Syn-Star - 0333 242 2447
Grade 1 - 023 9243 1759
ContactOne – 0330 880 4444

A handwritten signature in black ink that reads "Gary R." with a stylized flourish.

SIGNED:

NAME: Gary Robinson

POSITION: Managing Director

Policy Updated: May 2025