



SBM Retention of Data Query

1. Backup Duration:

1.1 Backup Frequency:

The School of Business and Management (SBM) conducts daily backups of the Synopsis CRM database to ensure the integrity and availability of critical data.

1.2 Backup Storage Duration:

SBM maintains a retention period of 30 days for backup data. This means that backup copies are stored for a duration of one month, allowing for data recovery in case of system failures or unforeseen incidents.

2. Backup Procedures for Synopsis CRM:

2.1 Cloud Server Backup:

Synopsis CRM data is backed up daily on a cloud server, ensuring redundancy and accessibility from diverse locations.

2.2 Automated Offsite Backup:

The cloud server is configured to automatically take an offsite backup, providing an additional layer of security by storing a copy of the data at a remote location. This safeguards against potential on premises issues that could impact the primary data center.

3. Data Retention Queries:

3.1 Why 30 Days Retention?

The 30-day retention period aligns with the business needs of SBM, offering a balance between data recovery capability and storage efficiency. This duration allows for the retrieval of historical data within a reasonable timeframe, while also managing storage resources effectively.

CRM / Website Daily Backups:

We regularly back up CRM and Website on our cloud system on a daily basis which ensures that we have a recent and retrievable copy of our data in case of data loss or system failures. This minimizes the impact of potential disruptions to our operations.

SBM Retention of Data Policy

- Version:2.24
- Issue date: 13th February 2024
- Review date: 13th February 2027

Backup Storage at 2 Different Locations:

Storing backups at two different locations enhances data resilience. In the event of a disaster, having backups in separate geographical locations ensures that our data remains accessible and recoverable.

Retention for 30 Days:

Retaining backups for 30 days provides a reasonable window for recovering from various types of data loss scenarios. This timeframe allows us to revert to a known and stable state in case of accidental deletions, data corruption, or other issues.

Limited Authorized Access to the Server:

Access to the server, which houses our cloud-based management software, is restricted to only two authorized individuals. This limitation minimizes the potential attack surface and reduces the risk of unauthorized access. These authorized individuals have unique credentials and undergo authentication processes to ensure that only trusted personnel can access and make changes to the server.

3.2 Data Integrity and Compliance:

The backup policy is designed to maintain the integrity of data and comply with relevant data protection regulations. Retaining data for 30 days ensures that SBM can recover information in case of accidental deletions, system failures, or data corruption.

4. Security Measures:**4.1 Encryption:**

All backup data, including Synopsis CRM data, is encrypted during transit and storage to enhance security and protect against unauthorized access.

4.2 Access Controls:

Access controls are implemented to restrict unauthorized personnel from tampering with or accessing backup data. Only authorized personnel with specific permissions can manage and restore backups.

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5 Continuous Improvement:

5.1 Regular Audits:

SBM conducts regular audits of its backup procedures to verify the effectiveness of the backup system and ensure compliance with data retention policies.

5.2 Policy Updates:

The backup and retention policy will be periodically reviewed and updated to align with technological advancements, changing business needs, and evolving data protection standards.

By implementing these measures, SBM aims to guarantee the availability and security of Synopsis CRM data while adhering to best practices in data backup and retention.

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