

Data Backup Policy

Last Updated October 26, 2023

Purpose

LoanPro is constantly looking to protect and store customer information properly and safely, this document shows the policy to backup database information and documents.

Policy

LoanPro operates on the AWS (Amazon Web Services) platform. This gives us the ability to provide several data backup features. All LoanPro database servers are hosted in AWS RDS, using an Aurora MySQL engine cluster in either provisioned or “serverless” mode.

Database Backups

Hot Standby. Our company employs a real-time hot standby database for all operating SQL databases. Data is synchronously replicated automatically to multiple availability zones. This provides data redundancy, but also allows for instance failover. In the event of a failure, the cluster automatically selects a read replica to be promoted as master with minimum service interruption (within 30 seconds) with no manual interaction required.

For serverless engines, failover time is currently undefined (typically under 10 minutes), because it depends on demand and capacity availability in other availability zones.

Point in Time Recovery. Our company utilizes Point-In-Time Recovery (PITR) for the entire database. This is achieved through Amazon RDS automated snapshots and Aurora backup data. We have the capability to restore the database to one of the existing daily snapshots (up to the past 7 calendar days) or to a specific point in time in the same period typically within 5 minutes.

Daily Backups. Our company utilizes the snapshot feature of Amazon RDS to do daily incremental backups, up to the past 30 calendar days. These daily backups are redundantly stored in Amazon Simple Storage Service (S3). Amazon S3 redundantly stores data in multiple facilities and on multiple devices within each facility. To increase durability, Amazon S3

synchronously stores snapshot data across multiple facilities before confirming that the data has been successfully stored.

Document Backups

All documents, images, and files uploaded to the software are hosted in Amazon S3 cloud storage with versioning. This versioning allows us to retrieve not only the most recent version of the file, but up to the last 100 saved revisions of the file.

Please note that backup procedures and data-retrieval protocols are based on Amazon's current product line, which is subject to change. If Amazon changes its products or services in a way that materially, adversely affects LoanPro and its customers, LoanPro will use all reasonable efforts to negotiate a remedy with Amazon, or to find a substitute provider or method to provide the same service.

Data safety and integrity are top priorities at LoanPro. We take the safety of your business data very seriously.