Do you make backups of client websites? Where do you store backups? How do I restore a backup? How long do you keep backups?

Frequency and scope

We make **daily** individual backups of all accounts on our shared hosting plans. A backup includes all files, databases, e-mails, and configuration of an account. An account backup can be used to restore the entire cPanel account on our hosting service or any other hosting provider that uses cPanel. These are the backups we will focus on in this article. We also make daily backups of all system configuration of our cPanel servers, which include account data, server configuration, DNS entries, etc. which we can use to recover system configuration in the event of data loss.
As a last resort, daily backups are made of all shared hosting servers in the form of system snapshots, which we can use to quickly restore a server in its entirety, possibly on different hardware or even a different datacenter, should the entire server fail and the more granual backups prove ineffective or corrupted.

Restoring backups

In the event of a disaster, hardware of software failure, or other infrastructure problems which fall under our responsibility, we will try to restore your account as soon as possible and to the nearest available point of time. This process is automatic and does not incur any fees to you.

To restore a backup in other cases, on your own initiative or if the issue does not fall under our responsibility, you may submit a support ticket via the Client Portal.
Restoring a backup manually incurs a service fee:

- **5€** for a backup made within the **last 3 days**
- **25€ + 0.10€ per GB** for a backup made **4 or more days ago**
- **Free** for websites with any **managed** service level (Lite, Pro or Premium)

After receiving your request, we will restore your account to the specified time as soon as possible. The service fee will be invoiced to you within 14 days.

Storage and redundancy

To make *absolutely* sure we have reliable backups available in a disaster recovery scenario, we have taken extensive measures to avoid a single point of failure in terms of backup storage. The account-level backups are stored in a different geographic region from the main servers, and are periodically tested for integrity and reliability.

Retention time

We store account-level backups for 30 days. After that, all data is permanently purged and cannot be recovered. We do not keep 30 days of daily backups due to the non-viable storage requirements. To provide up to 30 days of backup availability, we store the last 3 daily backups, 2 weekly backups taken every monday, and 1 monthly backup taken on the 1st of each month.

Disclaimer

We make backups of your data as a final fail-safe measure against data loss. You should**always** keep your own backups and take other appropriate measures to protect your data. Even though we take very extensive measures to prevent this, we are not responsible for data loss due to corrupted or otherwise irrecoverable backups, unless otherwise specified in a service contract.