

## OGL'S SERVICE SPECIFIC TERMS AND CONDITIONS - RECOVER.IT (Datto Backup & Recovery)

These Service Specific Terms and Conditions (Recover.IT) apply to your use of the Services in addition to the General Terms and Conditions for CloudSuite Services. The type of Datto service will be detailed on the Order Form

### Datto BCDR

#### 1. Set up and Configuration

Within a reasonable time of the Start Date we shall:

- provide and install the Backup Equipment at your Premises;
- configure the Backup Equipment such that a backup of the Data will be taken automatically on a regular basis to both the local device and transmitted to the Datto Data Centre via your internet connection.

#### 2. Backup of Data

We shall backup your Data as follows:

- backups to your local device will run regularly daily, and
- a backup from your local device to the Datto data centre will run once every 24 hours

and the frequency and timings of backups will be agreed between you and us.

#### 3. Data Recovery

We shall use our reasonable endeavours to recover the Data from the local device within 24 hours.

#### 4. Property and Risk

If you own the Backup Equipment, you are solely responsible for insuring the Backup Equipment. The Data shall remain your property at all times.

#### 5. Arrangements on Termination

On termination of the Agreement for any reason, the service will cease, and your Data will be deleted from the Datto Data Centre.

#### 6. Your Obligations

You must ensure that:

- the Server(s) being backed up by the Service meets your specific backup requirements and the Servers remain available at all times
- your internet connection is reliable and of an appropriate capacity for your business needs.

### Datto SAAS

#### 7. Set up

We will configure the Datto SaaS cloud portal to access your Office 365 Data for the purposes of backup.

#### 8. Backup of Data

Backups will run to the Datto Data Centre 3 times per 24 hour period.

#### 9. Data Recovery

We shall use reasonable endeavours to begin the recovery of the Data from the Datto Data Centre within 4 hours.

#### 10. Arrangements on Termination

On termination of the Agreement for any reason, the service will cease, and your Data will be deleted from the Datto Data Centre.

**Datto File Protection**

**11. Specification**

This product is not suitable where there is significant Data change each day, for database backups such as SQL, for large files (over 1 GB) and is limited to 500Mb per file per day. Microsoft Windows 8.1 or above is required.

**12. Setup**

We will configure the Datto cloud-based portal and provide an agent to be installed on each endpoint. Installation services for the agent can be provided at our standard rates.

**13. Back up of Data**

Data from each endpoint will be replicated up to Datto's Data Centre on a continuous basis when the endpoint has internet access. Retention is 180 days and uses a Datto Data Centre in Denmark.

**14. Data Recovery**

We shall use reasonable endeavours to begin the recovery of Data from the Datto Data Centre within 4 hours.

**15. Arrangements on Termination**

On termination of the Agreement for any reason, the service will cease, and your Data will be deleted from the Datto Data Centre.

**16. Obligations**

You must ensure that the endpoints have internet connectivity of an appropriate capacity to allow the product to function.