iWorQ

To Whom It May Concern,

This letter serves to outline our data backup and recovery policy, including the specific backup schedule, designated backup dates, and procedures in the event of data loss. This documentation is provided as part of an audit to ensure compliance with data integrity and security protocols. For all our data storage, we utilize AWSGov for housing and backing up the data.

Backup Schedule:

Automated backups occur daily during a 30-minute window is assigned from an 8-hour block specific to each AWS GovCloud (US) region:

- AWS GovCloud (US-East): 17:00–01:00 UTC
- AWS GovCloud (US-West): 06:00–14:00 UTC

AWS GovCloud Data Storage and Backup:

AWS GovCloud (US) follows strict security and compliance measures by adhering to FedRAMP, FISMA, and ITAR standards. To ensure maximum security, data is automatically encrypted both at rest and in transit. For disaster recovery, multi-region backup strategies are recommended, allowing replication across multiple AWS GovCloud (US) regions.

Data Recovery and Loss Mitigation:

In the event of a catastrophic system failure, complete restoration may take up to 24 hours depending on system complexity and recovery processes. Regular backup integrity tests and periodic restore drills are conducted to validate data accuracy and ensure operational readiness.