Backup Retention & Disaster Recovery Policy

1. General Provisions

This Backup Retention and Disaster Recovery Policy ("Policy") defines the backup procedures, retention periods, data protection measures, and recovery processes to be applied in order to maintain data integrity, sustainability, and business continuity across all services provided by Atak Domain.

This policy applies to:

- hosting services
- e-mail systems
- DNS infrastructure
- control panel databases
- customer account data
- API services
- SIP / VoIP infrastructure (if applicable)
- control panels

2. Purpose and Scope

The primary objectives of this Policy are:

1. Minimizing the risk of data loss
2. Ensuring continuity in customer services
3. Applying a fast and secure recovery plan in case of disasters
4. Operating backup procedures in accordance with international standards
5. Ensuring compliance with KVKK, GDPR and ICANN/RAA requirements

3. Data Classification

Data is classified according to its importance as follows:

3.1. Critical Data

- customer account information
- domain registration history
- DNS records
- API usage logs
- e-mail service mailboxes
- billing and payment data
- panel configurations

3.2. High Importance Data

- hosting files

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• website database data
• SSL certificates and keys

3.3. Medium Importance Data
• reporting records
• statistics
• cache data

3.4. Low Importance Data
• temporary files
• log rotation files
• system cache records

4. Backup Frequency and Retention Periods
The table below shows Atak Domain's default backup standards:

Data Type | Backup Frequency | Retention Period
Hosting Files | Daily | 14 Days
MySQL / MSSQL DB | Daily + Hourly Incremental | 14 Days
DNS Records | Real-Time Replication | 30 Days
Customer Account Data | Daily | 30 Days
Mail Hosting | Daily | 14 Days
API Logs | Hourly | 90 Days
Panel Configurations | Daily | 30 Days
Security Logs | Every 6 Hours | 180 Days
Financial & Billing Data | Real-Time | 10 Years (Required by law)
System Backups | Daily | 7 Days
Disaster Recovery (DR) Snapshots | Weekly | 3 Months

5. Types of Backups

5.1. Full Backup
Periodic full copying of system and database data.

5.2. Incremental Backup
Backing up only data changed since the last backup.

5.3. Differential Backup
Backing up all data changed since the last full backup.

5.4. Real-Time Replication
Applied for DNS, critical customer data and billing data.

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6. Disaster Recovery (DR) Plan

Atak Domain applies the following DR procedures to ensure continuity of customer services during outages or disasters:

6.1. DR Scenarios

- data center outages
- network interruptions
- hardware failures
- system crashes
- cyberattacks (DDoS, malware, ransomware)
- human errors
- natural disasters

6.2. Disaster Recovery Time Objectives

Service	Target Recovery Time (RTO)	Maximum Data Loss (RPO)
DNS	< 5 Minutes	0 Minutes
Hosting	< 4 Hours	24 Hours
Database	< 2 Hours	60 Minutes
API Services	< 1 Hour	30 Minutes
E-mail	< 2 Hours	12 Hours

7. Backup Security and KVKK / GDPR Compliance

All personal data stored in backups is:

- stored in encrypted form (AES-256)
- accessible only to authorized technical personnel
- not stored on portable media
- held in secure data centers located in Türkiye
- compliant with GDPR Article 5 and 32

Atak Domain never:

- shares customer backups with third parties
- uses backups for commercial purposes
- performs data mining on backup data

8. Backup Restoration

Backup restoration requests from customers follow these steps:

1. Verification of the request
2. Determination of the relevant data classification
3. Checking whether the data is within the retention period
4. Restoration within 1 business day

Note:
A restoration fee may apply in certain cases (e.g., requests outside the 14-day retention period).

9. Customer Responsibilities

Customers are responsible for:

- keeping additional local backups of their website content
- safeguarding backups downloaded through the panel
- data loss caused by content deletion or modification

10. Disclaimer of Liability for Data Loss

This policy does not constitute a guarantee.
Atak Domain cannot be held responsible for data loss caused by:

- customer deletion of their own site
- site corruption caused by malware or hacking
- data loss caused by third-party software
- restoration requests outside the retention period
- force majeure
- unavoidable natural disasters

11. Policy Updates

Atak Domain may update this policy unilaterally to comply with:

- technical infrastructure changes
- legal requirements
- global industry standards

Updates:

- will be published on the website
- may additionally be communicated to customers via e-mail when appropriate

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