Backup Retention and Disaster Recovery Policy

1. General Provisions

This Backup Retention and Disaster Recovery Policy (“Policy”) defines the backup procedures, retention periods, data security measures, and recovery processes to be applied in the event of a disaster in order to protect data integrity, sustainability, and business continuity across all services provided by Atak Domain.

This Policy applies to:

- hosting services,
- e-mail systems,
- DNS infrastructure,
- panel databases,
- customer account data,
- API services,
- SIP / VoIP infrastructure, if any,
- control panels.

2. Purpose and Scope

The main purposes of this Policy are:

1. To minimize the risk of data loss
2. To ensure continuity of customer services
3. To implement a fast and secure recovery plan in disaster situations
4. To operate backup processes in accordance with international standards
5. To ensure compliance with KVKK, GDPR, and ICANN/RAA requirements

3. Data Classification

Data is classified according to its level of importance as follows:

3.1. Critical Data

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

3.2. High-Importance Data

- hosting files
- 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 rotations
- 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 Databases	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 & Invoice Records	Real-Time	10 Years, as Required by Law
System Backups	Daily	7 Days
Disaster Recovery (DR) Snapshots	Weekly	3 Months

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5. Backup Types

5.1. Full Backup

Periodic backup of all systems and databases.

5.2. Incremental Backup

Storage of data that has changed since the last backup.

5.3. Differential Backup

Backup of all data that has changed since the last full backup.

5.4. Real-Time Replication

Real-time replication is performed for DNS records, critical customer data, and invoice records.

6. Disaster Recovery (DR) Plan

Atak Domain applies the following DR procedures to ensure the continuity of customer services in the event of an outage or disaster:

6.1. DR Scenarios

- data center failure
- network outages
- hardware failure
- system crashes
- cyberattacks, including DDoS, malware, and ransomware
- human errors
- natural disasters

6.2. Disaster Recovery Time

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 using AES-256,
- accessible only by authorized technical personnel,
- not stored on portable media,
- kept in secure data centers located in Türkiye,
- compliant with GDPR Articles 5 and 32.

Atak Domain never:

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

8. Backup Restoration

Backup restoration requests from customers are processed as follows:

1. Verification of the request
2. Identification of the relevant data class
3. Checking whether the data is within the retention period
4. Completion of the restoration process within 1 business day

Note:
In some cases, a restoration fee may apply, for example, for requests outside the 14-day period.

9. Customer Responsibilities

Customers are responsible for:

- keeping additional local backups of their own website content,
- storing backups downloaded through the panel,
- data losses arising from content deletion or removal actions.

10. Disclaimer of Liability for Data Loss

This Policy does not constitute a guarantee.

Atak Domain cannot be held responsible for data loss in the following cases:

- deletion of the customer's own website by the customer,
- corruption of website content due to malicious code or hacking,
- data loss caused by third-party software,
- restoration requests made outside the retention period,
- force majeure events,
- unintended natural disasters.

11. Updates to the Policy

Atak Domain may unilaterally update this Policy due to technical infrastructure changes, legal requirements, or compliance with global standards.

Updates are:

- published on the website,
- notified to customers by e-mail where deemed appropriate.

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