

Adeption

DISASTER RECOVERY PLAN

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Change history

Date	Version	Created by	Description of change
13-Sep-2023	1.0	Amol Deshpande	Basic document outline

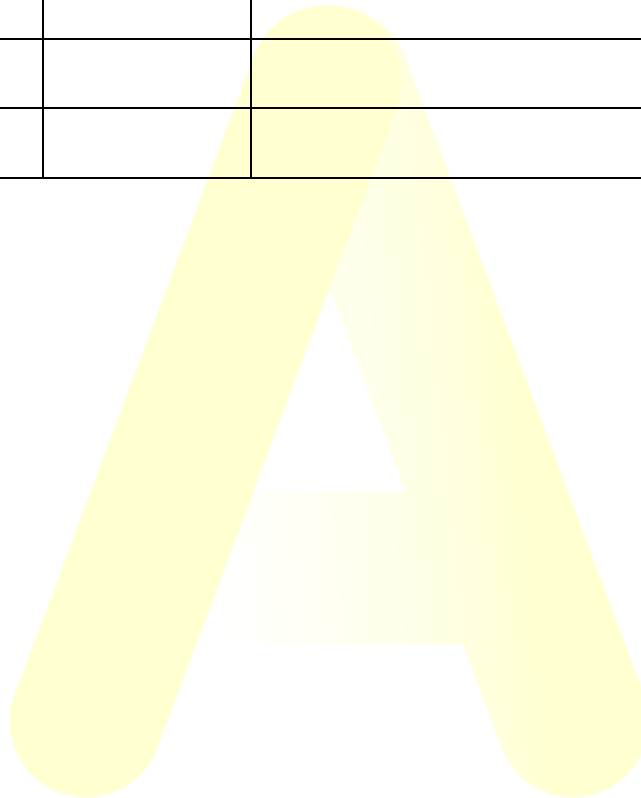


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1. Scope, purpose and users

In line with the Company's objective towards increasing stakeholder value, a disaster recovery policy has been framed, which attempts to consolidate all the information that describes the steps that Adeption should take in order to recover from a Disaster (as described below).

In this document, Adeption is used to represent the legal entities it is provided by: Adeption Limited (New Zealand Entity) and its affiliates and subsidiaries including KtoAct Limited (US entity) and Adeption India Limited (Indian Entity).

The purpose of this plan is to identify disasters as quickly as possible in order to minimize the impact on Adeption and its customers, and to restore core operations as soon as possible and no longer than the declared RTO in this policy document. Accordingly, the plan's goals include:

- Limiting the extent of disruption and damage;
- Minimizing the economic impact of the interruption;
- Establishing alternative means of operation in advance;
- Training personnel regarding emergency procedures;
- Providing smooth and rapid restoration of service.

To emphasize, as possible, the primary purpose of this plan is to prevent or minimize the risks for an occurrence of a Disaster.

The scope of this plan is Adeption's production operations that affect customers' experience and data.

Non-production services, personnel, HR and real estate disasters are out of scope of this plan.

All Employees/Staff, contractors or temporary Employees/Staff and third parties working for or acting on behalf of Adeption ("Company") must be aware of and follow this Plan in the event of a disaster.

2. Reference documents

- ISO/IEC 27001 standard

3. Assumptions

- Key personnel (team leaders or alternates) will be available following a disaster.
- This policy document stored in a secure highly redundant shared folder and not only survive the disaster but are accessible immediately following the disaster.
- The company will have one general plan consisting of unique recovery procedures, critical resource information and procedures.

4. Recovery Teams

- Event Manager
- Disaster Recovery Team (DRT)

Note: See **Appendix A** for details on the roles and responsibilities.

5. Team Member Responsibilities

- Each team member will designate an alternate responsible for performing their duties.
- All members and their alternates should have access to an updated contact list of their team members' phone numbers.
- All team members should have access to this plan in the Adeption's shared drive location, in case the disaster happens after normal work hours.
- All team members should familiarize themselves with the contents of this plan.

6. Disaster Declaration

The Event Manager, with input from the DRT, is responsible for declaring a disaster and activating the various recovery teams as outlined in this plan. An event where the service is not available for at least 10% of Adeption's customers will be considered as disaster.

A disaster will be declared if the situation is not likely to be resolved within predefined time frames.

The person who is authorized to declare a disaster should also have at least one alternate who is also authorized to declare a disaster in the event the primary person is unavailable.

7. Invoking the Plan

This plan becomes effective when a disaster occurs. Problem management procedures will be initiated and remain in effect until normal operation is declared.

8. Recovery Time Objective (RTO)

In a case of disaster, the Adeption's Recovery Time Objective (RTO) is 24 hours.

9. Recovery Point Objective (RPO)

In a case of disaster, the Adeption's Recovery Point Objective (RPO) is 1 hour.

10. External Communications

Adeption's Customer Success (CS) team are designated as the principal contacts with customers, media and other external organizations.

Adeption's Legal Team is designated as the principal contact with legal authorities.

11. Communicating with Vendors

The DRT will be responsible for contacting relevant vendors as soon as the disaster is declared.

12. Crucial Vendors - Contact Details

The list is available for Adeption's employees in the share location.

13. Data and Backups

- Adeption stores data on Azure cloud storage and Google Drive. Automated cloud services are responsible for managing and performing backup tasks on various types of service-related data retained within the production environment to enable availability and redundancy of data. Databases are redundant within the production environment.
- Adeption application database and critical portions of the application file systems are backed up multiple times daily.
- 30 days of backup data is kept in a geographically remote location.
- Access to the backup is restricted to authorized individuals.

14. Plan Review and Maintenance

This plan must be reviewed and exercised annually. The test may be in the form of a walk-through, mock disaster, or component testing. Additionally, with the dynamic environment present within Adeption, it is important to regularly review the listing of personnel and phone numbers contained within the plan.

15. Providing Status to Event Manager

The DRT should contact the Event Manager and provide the following information when any of the following conditions apply: (see **Appendix B** for contacts list)

- Any problem with any system or location that would cause total system failure, or if there is an indication that the above condition is likely to occur. The DRT will provide the following information: type of disaster, summary of the damage (e.g., minimal, heavy, total destruction).
- The Event Manager will contact the VP of Customer Success and report if a disaster has taken place.

16. Decide on the Course of Action

Based on the information obtained by the DRT, the Event Manager needs to decide how to respond to the event. If a disaster is not declared, the team will continue to address and manage the situation and provide periodic status updates to the Event Manager. If a disaster is declared, the Event Manager will decide on the next steps, while the DRT will continue to work to solve the disaster.

17. Validity and document management

This document is valid as of 13-September-2023.

The owner of this document is the CIO, who must check and, if necessary, update the document at least once a year.

Chief Information Officer (CIO)

Tim Winstone



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