

# Data Backup & Security Policy



Document Name	Data Backup & Security Policy
Version	1.0
Effective Date	August 2025
Applies To	All MediMap Customers in AU and NZ
Prepared By	MediMap Support & Compliance Team

At MediMap, we prioritize the security and integrity of our customers' data. Our robust backup and disaster recovery processes ensure that data remains protected, accessible, and restorable in the event of system failures, cyber threats, or unforeseen disruptions.

Below is an overview of how we manage data backups within MediMap.

## 1. Backup Frequency & Retention

To safeguard customer data, we follow a structured backup schedule:

- **Automated Daily Backups** – All critical data is backed up every 24 hours,
- **Incremental Backups** – 15 Minute incremental backups ensure minimal data loss in the event of failure,
- **Long-Term Retention** – Backups are retained for a rolling period of 90 days, allowing recovery of historical data.

## 2. Backup Storage & Encryption

- **Multiple Secure Locations** – Backups are stored in geographically diverse, secure data centers to prevent data loss from local disasters,
- **End-to-End Encryption** – All backup data is encrypted using AES-256 standards, ensuring it remains protected against unauthorized access,
- **Access Control** – Only authorised personnel have access to backup environments, strictly controlled through multi-factor authentication.

## 3. Disaster Recovery & Data Restoration

- **Rapid Restoration** – In case of data corruption or accidental deletion, data can be restored quickly, minimizing downtime,

# Data Backup & Security Policy



- **Disaster Recovery Testing** – We perform regular disaster recovery drills to ensure our backup system remains reliable and effective,
- **Business Continuity Assurance** – Our disaster recovery plan ensures minimal disruption to services in the event of system failures.

## 4. Customer Data Ownership & Compliance

- **Data Ownership** – Customers retain full ownership of their data stored within MediMap.
- **Compliance Standards** – Our backup and data security policies comply with HIPAA, GDPR, and local regulatory requirements to ensure full data protection.
- **Audit & Reporting** – Customers can request audit logs and backup verification reports for compliance purposes.

## 5. Customer Support & Assistance

For any questions regarding data backup, restoration, or security, our support team is available to assist. If you need a data recovery request or compliance documentation, please contact [support@medimap.health](mailto:support@medimap.health)

MediMap remains committed to protecting your data, ensuring compliance, and providing the highest level of data security for our customers.