Business continuity plan

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Owned by the Founder & CEO · Approved by the Founder & CEO
Latest version: https://trust.complydog.com/documents/policies/business-continuity

Why we have this plan

Customers rely on ComplyDog. This plan sets out how we keep going, or recover quickly, when something serious happens: a major outage, losing a key supplier, a cyber attack or losing key people.

What matters most

The ComplyDog dashboard, API and Trust Centers, and customer support. These come first in any recovery.

Our targets

- We aim to have the service back within 24 hours.
- We aim to lose no more than 24 hours of data.

Backups

Important data is backed up automatically and kept in DigitalOcean's daily managed backups of our Frankfurt database, away from the systems it protects. We check that backups work by restoring from them.

When something goes wrong

- The lead developer decides whether to start this plan and leads the recovery.
- We follow the incident response plan to contain the problem.
- We restore the most important services first, from backups or a second supplier where needed.
- We keep customers updated on our status page or by email until service is back.
- Afterwards, we review what happened and improve the plan.

Testing

We test this plan once a year, including a restore from backup, and write down what we learned.

Who is responsible

The Founder & CEO owns this plan and looks at it again at least every 12 months. The Founder & CEO approved it. When we review this plan, we also check it's being followed: we look at the records it asks for and fix any gaps we find. If something in this plan can't be followed, the Founder & CEO can agree an exception. It's written down with the reason, what we do instead and an end date.