



Honch Data Limited: Disaster Recovery Plan

Purpose This Disaster Recovery Plan (DRP) outlines Honch Data Limited's procedures to swiftly recover operations and minimise disruption in the event of significant server failures or similar critical incidents. Given Honch's fully remote, small-team setup, and reliance on Fasthosts' secure hosting and regular backups, the plan prioritises efficient communication, swift action, and leveraging third-party support.

Scope The primary risks covered:

- Server infrastructure failures.
- Data loss or corruption.
- Extended service interruptions.

Roles and Responsibilities

- **Incident Manager:** Anthony Cooper (primary), Emma Evans (secondary).
 - Immediately assesses and coordinates responses to incidents.
- **Technical Liaison:** Anthony Cooper (primary), Dino Lolli (secondary),
 - Direct point of contact with Fasthosts and technical partners.
- **Communication Lead: Emma Evans**
 - Manages internal and external communications regarding the incident.

Incident Identification & Initial Response

1. Team members must immediately report any detected issue to Anthony Cooper.
2. Incident Manager verifies the nature and severity of the incident.
3. Communication Lead immediately informs staff of the issue via pre-defined communication channels (email, Teams/Slack), and makes clients aware within 24 hours if critical.

Recovery Procedures

- **Server Failure:**
 1. Immediately contact Fasthosts support for diagnostic and resolution.
 2. Fasthosts initiates recovery from the latest backup (no older than 24 hours).
 3. Incident Manager maintains ongoing communication with Fasthosts, providing regular updates to the team.
- **Data Loss/Corruption:**

1. Engage Fasthosts to initiate restoration from secure daily backups.
2. Incident Manager validates restored data for integrity and accuracy.
3. Technical Liaison ensures services and systems are fully operational before resumption of normal operations.

Communication & Notification

- **Internal Communication:**
 - o Regular updates provided at 2-hour intervals until resolution.
 - o Immediate notice upon resolution or if escalation is required.
- **External Communication:**
 - o Clients notified within 48 hours if service disruptions impact their access.
 - o Communication clearly outlines the nature, expected duration, and remediation status.

Testing & Maintenance

- Annual testing of disaster recovery procedures.
- Review and updates after testing or any incident.

Backup and Data Integrity

- Fasthosts manages automatic daily backups (24-hour cycle).
- Monthly audit of backup and restore capabilities to ensure data integrity and readiness.

Plan Review & Approval

- This Disaster Recovery Plan will be reviewed and approved annually by senior management.

Contacts

- **Fasthosts Technical Support:** 24/7 telephone support 0333 0142 700
- **Anthony Cooper**, Incident Manager and Technical Liaison
- **Emma Evans**, Communication Lead
- **Dino Lolli**, Technical Liaison (secondary)
- **Millie Brown**, Data Protection Officer: dpo@honch.co
- Direct phone numbers for the incident team are held in Honch's internal incident contact list and are not published.

Conclusion

This Disaster Recovery Plan ensures Honch Data Limited remains resilient against critical incidents, minimising downtime through prompt, coordinated responses leveraging our reliable infrastructure provided by Fasthosts.