

# Introduction

## 1. Corporate Identity

Company name: ..... **XIT CLOUD SOLUTIONS LIMITED**

Company Registration Number: ..... [Click here to enter text.](#)

Trading name: ..... **XIT CLOUD SOLUTIONS LIMITED**

Physical address: ..... **28 LONG STREET, WOOLSTON, CHRISTCHURCH**

Postal address: ..... **PO BOX 10-025, PHILLIPSTOWN, CHRISTHURCH**

Company website: ..... **www.xitcloud.com**

Contact phone number: ..... **0800-022 948**

Contact email address: ..... **support@xit.co.nz**

Complaints about our service can be made in the first instance to. **Brendan McCutchan**

## 2. Ownership of Information

We **do not** claim ownership of any data or information uploaded to our service.

## 3. Security

As at the date of application:

- We have the following physical security in place at the data center's hosting your data:
  - **24 hour / 7 day monitored alarm**
  - **After hours security monitoring**
  - **Onsite staff 24 hours**
  - **CCTV Recordings**

## 4. Data Location

- Our primary systems that host your data are located in
  - *28 Long Street, Woolston, CHRISTCHURCH*
- Our Backup/Disaster recovery systems that hold your data are located
  - *5 / 75 Huxley Street, Sydenham, CHRISTCHURCH*
- Our offsite backup data is held with
  - *Keep It Safe Ltd, Westside House, 34 Yaldhurst Road, Riccarton, CHRISTCHURCH*

## 5. Data Access and Use

### *Data access by you:*

- Your data may be accessed during the contract period as described in our contract with you.
- Your data can be downloaded from our network core at any time during our contracted period.
- At the termination of our service to you, your data will be available to access up or until an agreed time to remove the data from our network core.
- There maybe additional charges for access to your data after the service has been ceased or terminated
- Access to your data can be granted by appointment only by contacting the contact numbers in paragraph 1.
- We do not access any customer data for any other purposes other than the following:
  - During scheduled data backup or restoration process
  - Request by appointment to download to an external device

### *Data access by others:*

- We do not provide access to customer data to third parties other than law enforcement agencies as set out above.

## 6. Backup and Maintenance

Understanding the backup procedures of your service provider and their maintenance policies allows the customer to make decisions on what further steps they may need to ensure their data is backed up sufficiently.

- Backups are performed **as follows:**
  - Shadow Copies at 7.00am, 12.00 pm, 4.00 pm
  - Full system backups nightly. Timing varies after 11.00 pm
  - Email backups. Timing varies after 11:00 pm
  - Offsite backups with Keep It Safe Ltd Timing varies after 11:00 pm

Backups are normally completed by 5.00 am  
Backup logs are monitored on a daily basis

- Backups include:
  - System State
  - Full system image
  - Operating system
  - Exchange Email Backup
  - Key Data (e.g. Word / Excel Documents / etc.)
- Backup data is stored at the same locations in paragraph 4.
- Backup Testing

- We test the restoration of backup data on a weekly basis
  - Backup data is retained for **90 Days / 3 months**
- We undertake a weekly maintenance program to ensure the reliability and stability of our service offerings. This involves a 20 point check on each server inside our network core.

## 7. Geographic Diversity

- XIT Cloud is located as per paragraph 1

## 8. SLA and Support

This section sets out the **standard** support mechanisms and service level agreements that apply to services.

- Our standard support hours are 8:00am to 5:30pm Monday to Friday. Support outside these hours are possible by leaving a message on our answering service. All messages are sent electronically to the support team.
- In the event of an outage, we will communicate as best as possible. We endeavor to communicate any outages as and when possible.
- Our standard response time to any support issue 60 minutes.
- In the event of a major incident, we will update our notifications as often as possible.
- When communicating with you we will use either phone or email.
- Incident reports are available to our clients after a major incident.
- In the event of a dispute, it is our policy to provide you with a 7 day time frame to raise your dispute from invoice date. Disputes after this time period are null and void unless special authorization from the directors of XIT Cloud Solutions Limited is granted.

## 9. Data Transportability

Data **will** be available to download after we cease supplying service to you

Data can be obtained by appointment.

There may be additional charges associated with accessing data after your service has ceased

Data will be removed from our network core immediately after a written request.

## 10. Business Continuity

Multiple UPS's / Battery Backup units with approx. 45 minutes uptime before a generator is required.

Generator in case of power failure for long periods of time

## 11. Data Formats

All client data can be downloaded in native format to a USB external hard-drive. We do not use or supply data via tape format.

## 12. Customer Engagement

The customer agrees to pay the fees as outlined on a monthly basis.  
XIT Cloud does not have any long term contracts  
Service is supplied on a month to month basis rolling agreement.

## 13. Data Breaches

If we discover that your data has been lost or compromised, we will **always** notify you as soon as practicable by phone and email, unless that notification would compromise a criminal investigation into the breach.

When we are in possession of evidence of criminal activity associated with the breach (such as evidence of hacker activity) we will notify appropriate law enforcement agencies.

## 14. Law Enforcement

When requested by appropriate law enforcement agencies to supply customer related information without a warrant or legal mechanism to compel disclosure: