

Business Continuity & Disaster Recovery

Security is often described as the preservation of three qualities: confidentiality, integrity, and availability. The third of these qualities, availability, ensures that users can access systems and data whenever they're needed.

Availability can be threatened by a number of circumstances, such as a natural disaster, a widespread utility outage, or a large-scale hardware failure. In order to limit the impact these circumstances may have on the availability of data and systems, Qualia maintains a Business Continuity & Disaster Recovery (BC/DR) plan, and regularly tests the plan using mock scenarios.

While this document is focused on recovery from such an incident, Qualia also employs a number of incident prevention strategies. To read more about how we protect against and respond to security threats, explore more [here](#).

BC/DR Plan Goals

The goal of the BC/DR plan is to minimize the impact unforeseen disasters or emergencies may have on the availability of business-critical systems and data, while maximizing Qualia's ability to recover as quickly and completely as possible. The plan also includes the following objectives:

- Provide procedures and resources necessary for Qualia employees to assist in recovery.
- Assist in avoiding confusion experienced during a crisis by documenting, testing, and reviewing recovery procedures.
- Ensure that a designated team of employees fully understand their duties in implementing such a plan.
- Ensure that operational policies are adhered to within all planned activities.

Preparation

One of the key pieces of any BC/DR plan is the ability to regularly backup data, store backups securely, and be able to restore from backups. To facilitate this, Qualia performs the following actions:

- Full backups of critical systems, audit logs, and other important data are regularly created, at least once per day.
- Backups are encrypted at rest using the Advanced Encryption Standard (AES) with at least a 256-bit key.
- Backups are stored in a geographically separate location from the original data.
- Restoration from backup is practiced regularly, at least once per year.

By performing each of these actions, Qualia can maximize its ability to recover from disaster or emergency quickly and with minimal data loss. In turn, this allows Qualia to get its customers back online quickly and smoothly.

Testing the BCR/DR Plan

To maximize the effectiveness of the BC/DR plan, those responsible for restoring systems must be familiar with it. The Qualia Disaster Recovery Team (QDRT)—composed of individuals with engineering, IT, facilities, legal, and information security backgrounds—regularly practices each of the following phases as outlined in the plan:

- **Disaster Declared: Mobilize Disaster Recovery Team**
Once a disaster is declared, the QDRT is mobilized. This recovery team initiates and coordinates the appropriate recovery actions. Company leadership contacts their respective teams to inform them of the situation and advises on the course of action while disaster recovery takes place.
- **Conduct Damage Assessment**
The QDRT assesses damage to the affected systems as well as any external vendors/providers and their systems. The team ensures that vendor and partner expert opinions regarding the condition of the system are determined as soon as possible.
- **Business Recovery**
Based on the information gathered during the damage assessment, Qualia leadership will decide whether to continue to the “business recovery phase” of Qualia’s BC/DR plan. The business recovery phase of Qualia’s plan is implemented when resources are required to support a full restoration of the system.



If the situation warrants the business recovery phase, then the following actions are taken by the QDRT:

- Restore key services within a commercially reasonable timeframe of the incident.
- Return to business as usual within a commercially reasonable timeframe after the incident.

Any critical external services that are affected by the disaster should be continuously monitored for updates and coordinated with to restore service. Systems are considered fully restored when the recovered environment mirrors real-time, pre-disaster conditions in terms of usability and performance.

If the situation does not warrant a business recovery phase, the team continues to address the situation by working with leadership to respond to the event by either:

- Monitoring systems for updates and coordinating with system providers in the case of third party systems.
- Implementing measures to temporarily augment or replace critical systems.
- Implementing measures to permanently replace critical systems.

Qualia leadership will be notified of the chosen response and provided with periodic status updates. Leadership will be kept informed of any changes to processes or procedures.

External Communications

Qualia has numerous stakeholders in its continued operation, including customers and partners. Qualia understands that during or after a disaster, these stakeholders may want or need information describing the impact and anticipated timeline of recovery. The BC/DR plan outlines how the Executive Team—in collaboration with the QDRT—can generate and disseminate communications in a detailed, timely, and responsible manner.

To learn more about Qualia’s security, privacy, and compliance, visit:

www.qualia.com/security-and-privacy