

## Data management and recovery policy

Bright & Duggan is committed to provide seamless services to its customer and employees. Information Technology (IT) forms the backbone of the core business operations and Bright & Duggan realises that having a contingency plan in the event of a disaster gives Bright & Duggan a competitive advantage.

Disasters are not limited to adverse weather conditions. Any event that could likely cause an extended delay of service is considered a disaster event for the business.

### Statement of policy

Bright & Duggan needs to collect and use information about people with whom it works in order to operate and carry out its functions. These may include members of the public, current, past and prospective employees, clients and suppliers. This information can be shared with third parties for compliance regulations, as needed. The data is collected, recorded and stored in numerous IT applications.

Bright & Duggan has engaged Lanrex as their IT services provider and has implemented a backup policy to ensure that critical IT applications hosting sensitive information are regularly backed up. These backups are hosted locally at Bright & Duggan's data centre and are also replicated to a secured offsite location, within Australia.

The below points outline the data management and recovery policy:

1. Critical servers and business applications are backed-up three (3) times per day to local storage at the Bright & Duggan data centre for three months.
2. All backups are encrypted.
3. Backups are uploaded to an off-site location (within Australia) daily.

In the event of a disaster:

1. In the case that the local backup at the Bright & Duggan data centre is lost (through the event of fire, etc.):
  - a) Servers will be created virtually in the cloud from the latest off-site backup (previous business day).
  - b) Lanrex will purchase new equipment and rebuild the server environment and restore from the last backup (previous business day).
  - c) The cloud servers will be decommissioned once new servers are built and operating.
2. In the case that a local server crashes at the Bright & Duggan data centre, backups of the relevant server will be restored from the local storage (from the most recent backup taken throughout the business day) and the server repaired or replaced.