

Server Solutions

Fluffyegg operates a fully managed, UK-based hosting service. We rent rackspace at a London datacentre controlled by OVH. Our dedicated, virtualised hosting solutions are fully deployed and managed by fluffyegg employees, with no external access provided to third parties except for where Backup and Restoration services are required. We do not share our hosting infrastructure with any other companies or providers.

Content Delivery Network & Firewall

Unless stated explicitly to you, all solutions benefit from the Cloudflare CDN which also provides a robust, worldwide firewall with DDOS prevention. Each server additionally features a standard firewall.

Data Backup

Your data is important to us. We have several, automatic backup strategies in place:

- **On-Site:** Daily encrypted full-site, full-server backups taken and replicated across three different sites within the OVH UK infrastructure itself (to survive physical disaster of the main server block). Stored for 3 months.
- **Off-Site & Managed:** For WordPress sites, an additional daily backup is performed by our ManageWP service and stored on GoDaddy's UK infrastructure in encrypted form. Stored for 1 year.
- **Off-Site:** Weekly full-server replication to local backup servers hosted at fluffyegg at 6 Upper King Street, Norwich. Stored for one week.

Many bespoke solutions also feature 6 hourly on-server database-only backups for local data restoration in the event of a non-physical server issue.

Your data remains within UK jurisdiction at all times.

Data Restoration

We have restoration strategies in place that are deployed depending on the type of disaster recovery required:

- **Non-physical, site-based issue**
If your site suffers data corruption or you simply wish to rollback to an earlier point in time, we will either restore from the **On-Site** or **Off-Site & Managed** solutions, depending on which is the more recent backup. Depending on the size of site, this can take from 10 minutes to 2 hours.
- **Physical server failure**
All our servers have redundant disks and proactive error-checking but hardware failures can still happen. In this event, depending on the severity of the failure, either the faulty component will be replaced and the server restarted; or a new server will be deployed and the most recent backup image restored to it. Depending on the size of site, this can take from half an hour to 8 hours.

In the case of a catastrophic event at the primary datacentre, a judgement on the best course of action will be made and communicated to you within 4 hours of our learning of the event. A backup will be restored from either the most recent, or quickest, solution depending on the judgement made only by fluffyegg in the interests of restoring service provision as quickly, and cleanly, as possible.

We can run a backup or restoration procedure for you, by request. Ordinarily, this service would be chargeable unless as a result of a hosting failure.

Your Own Local Backups

For an additional fee, we can also arrange for a fluffyegg-managed server located at your own premises to run frequent full-server automatic backups that can be used to rebuild your hosting solution in the event of catastrophic failure. This would replicate the **Off-Site** solution at fluffyegg and acts as the ultimate 'peace of mind', knowing that all your data is stored securely on-site. Although backup happens iteratively and automatically, the time for restoration is largely dictated by the size of your site(s) and your Internet upload speed.

Testing

We test our backup and restoration facilities once a month out of UK business hours.

Responsibility

We take the responsibilities of looking after your data very seriously and have industry-leading security, backup and restoration facilities in place to cover the event of failure and breach. We run our own business from the same services that we provide to our customers. However, fluffyegg shall not in any event be liable for economic loss in any form, such as indirect or consequential loss or damage, loss of profits or earnings, punitive or special damages however caused, or for any loss to purchasers and other third parties to the other.