

## **Disaster Recovery Plan**

At Terra Translations, we have a hardware and software infrastructure designed to meet all our operational needs, including any unforeseen associated risk or disaster.

Our hardware is managed by WNPOWER; they maintain all qualifications and certifications related to the hardware utilized in our system. They also provide us with equipment redundancy.

We work with a main server physically located in the USA (a WNPOWER's partner) and one secondary server (failover) in Buenos Aires.

In the event that a server goes down, due to any natural or intentional disaster, AUTOMATICALLY -within 60 seconds (in real time)- the failover server starts working thanks to the Cloudflare service. This procedure allows us to restore our operational capacity and data\* in 60/90 seconds.

Every 24 hours, our system backs up security copies of the folders and files where our users upload important documents (FTP) and software. This protocol is also carried on with automatic backups between servers.

The internal and external processes safeguarded by the provider are supervised by our IT Manager, who executes continual follow-up and assessment of critical data centers. All such aforementioned procedures are in accordance to the requirements of ISO 9001:2015 standards.

\* Our database is backed up every hour on the main server and all data is automatically copied on the failover. In the same way, all data is automatically uploaded to the database so our management platform (TerraSoft) is always updated.