Backup and Recovery Notice

Updated on 20/10/2025

Protecting your data

We're committed to ensuring your data is protected and retained in the event of an outage, disaster, or data loss event. This document is intended to be read in conjunction with our *Terms of Use* and may reference terms covered in it.

Regular System and Data Backups

We regularly backup our systems and data through various mechanisms to ensure, in the event of data loss, we are able to recover as much as we possibly can. This includes (but is not limited to);

- Encrypted backup in our own local environment – taken daily
- Encrypted backup to our Australian based data centres – taken daily
- Optional Encrypted backup and replicas to other data centres outside of Australia
    - By default we restrict backups to just Australian data centres, however we do allow you to opt in and replicate your data to other locations outside of Australia. These locations are limited to our hosting provider/s data centre availability.

User Based Backups

In some cases, depending on the service, we allow authorised users to download data backups in the form of .csv files. We may also allow these backups to be generated automatically and stored on our servers if the user opts into the service. In these instances, you will have to agree to further terms which will be presented when setting up the service.

If applicable, users may also be able to obtain this data through the regular reporting systems built into the services they are using.

Disaster Recovery and Readiness

Pivot performs real-time data replication between our geographically diverse, protected facilities, to ensure your data is available and safely stored. This means that should an unlikely event occur, such as an entire hosting facility failure, we can switch over quickly to a backup site to keep Pivot and your business running. We transmit data securely, across encrypted links.

Data Loss

While Pivot Systems employs state-of-the-art backup and recovery mechanisms, no system can guarantee absolute protection against data loss. Clients are strongly encouraged to regularly export and store their data locally using built-in reporting or backup tools provided. Pivot Systems is not liable for any data loss, corruption, or delays in recovery, except as expressly required by law.

Changes to this document

Date	Change
1st March 2022	- Document created.
29th November 2024	- Regular System and Database Backups - updated wording to remove specific mention of USA as a backup location.
20th October 2025	- Review, no changes