

## Are backups performed for user data and how often?

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Backups are run nightly. A rotating copy of one weekly and one monthly backup is retained as well.

While backups are performed automatically, clients **MUST** also retain local copies of all of their files in the event a backup cannot be restored for whatever reason (corrupted or incomplete backup, datestamp that does not match the requested backup, and so on).

Please use the backup tools located in your Cpanel (<http://domain.com/cpanel>) to download your data. Make sure to back up both the files and any Data base backups.

CTW Ecommerce customers may also backup ecommerce data using the backup tools located in the admin cart area.