



IT DISASTER RECOVERY PLAN

OBJECTIVES

An IT disaster recovery plan is a set of procedures and actions designed to maintain the normal operation of computer systems and networks following a disaster. This plan outlines the steps necessary to protect and maintain the availability of information and systems. The primary objective of our IT disaster recovery plan is to ensure that Pangeotek is able to recover from a disaster and return to normal operations as quickly and efficiently as possible. The plan also provides for the protection of data and the continuity of operations in the event of a disaster.

SCOPE

This plan covers all services provided from our operations office at Studio 2, Pearce's Mill, Falmouth Wharves, North Parade, Falmouth. Cornwall. TR11 2TF and our registered office at 133 Killigrew Street, Falmouth. Cornwall. TR11 3PY.

INCIDENT RESPONSE

Any of the following events (dependent on severity) could trigger the implementation of the IT Disaster Recovery Plan:

- Natural disasters such as hurricanes, earthquakes, floods, or fires.
- Long term power outages.
- Data breaches and cyber attacks.
- System malfunctions and hardware failures.
- Accidental data deletion or corruption.
- Physical damage to IT infrastructure.
- Loss or theft of hardware or data.

DISASTER RECOVERY PROCEDURES

Disaster recovery responses for the above incidents are as follows:

Natural Disasters

If IT equipment (wifi router, laptop, mobile phone) are damaged as a result of natural disasters, they would be immediately sourced and replaced and data retrieved and downloaded from online storage. All emails, correspondence, reports etc are stored in the Cloud. Mobile phone data can be retrieved from cloud storage. Internet access can be provided temporarily by tethering laptops to mobile phones until normal internet access can be restored.

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Long Term Power Outages

In the event of a long-term power outage work could carry on from an alternative location.

Data Breaches and Cyber Attacks

In the event of a data breach or cyber-attack, Pangeotek would immediately investigate the breach/attack. Customers and any other interested parties would also be informed and appropriate steps would be taken to ensure that IT systems were secured.

System Malfunction and Hardware Failures

If Pangeotek systems or hardware failed a spare laptop is available and data can be downloaded to this from Cloud storage.

Accidental Data Deletion or Corruption

A backup of all files are kept in Cloud storage to minimise the risk of accidental data deletion or corruption. Additionally, periodic back-ups of data are made onto portable drives to minimise any potential data loss.

Physical Damage to IT infrastructure

See response to “Natural Disasters” above.

Loss or Theft of Hardware or Data

See response to “Natural Disasters above.


ALTERNATIVE WORK LOCATION

If for some reason Pangeotek was not able to conduct its business from the usual location, nearby office space could be rented, we could work from home or, in the short term, it would be possible to work from a colleagues business premises

INSURANCE POLICIES

In the event of Pangeotek needing to make an insurance claim to re-implement IT systems, the following details would be required:

Insurance Company: Kingsbridge
Policy Number: KCI-24-31360
Phone Number: 01242 808740
Email Address: customersupport@kingsbridge.co.uk



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