Advarra Managed Infrastructure
Disaster Recovery & Backup

The following Disaster Recover and Backup Terms apply to the applicable Hosted Services as indicated on the applicable Order Form or Pricing Proposal.

1. Disaster Recovery

For Hosted Software for which Customer elects Advarra's "disaster recovery" option as indicated on the applicable Order Form or Pricing Proposal, Advarra represents and warrants that its primary and secondary sites for the Hosted Services are geographically isolated from each other and that it has implemented and maintains a Disaster Recovery Plan. Advarra represents and warrants that it reviews, tests, and (as necessary) updates its Disaster Recovery Plan at least once annually. Customer may request Advarra to test the Disaster Recovery Plan on Customer's Hosted Services at mutually agreed upon costs and expenses. If Advarra is unable to provide the Hosted Services from its primary site, it will promptly switch the provision of the Hosted Services to its secondary site. Customer agrees and acknowledges that in such event, Advarra will attempt to recover Customer Data in accordance with the applicable Recovery Point Objective set forth below.

2. Backup

For all Hosted Services, Advarra will perform daily encrypted backups of Customer Data and store such backup Customer Data in a commercially reasonably manner. In the event of any loss, destruction, damage, or corruption of Customer Data caused by Advarra's Systems or the Hosted Services, Advarra will, as its sole obligation and liability and as Customer's sole remedy, use commercially reasonable efforts to restore Customer Data from Advarra's then-most-current backup of such Customer Data with the applicable Recovery Point Objective set forth below.

3. Recovery Time Objectives and Recovery Point Objectives

The following specify the RTO and RPO for various Hosted Software.

Hosted Software	Recovery Point Objective	Recovery Time Objective
OnCore Enterprise Research	60 minutes	3 business days for application restore & availability via Internet (does not include site to site VPN or interface connectivity)
Advarra Research Evaluation System (EVAL)	24 hours	5 business days (does not include interface connectivity)

Effective Date: March 19, 2018

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