

Backup Policy

What we back up, how often, how restores work, and why you should keep your own copy.

Policies Version 1.0 Effective 20 October 2026 Last updated 20 October 2026

In short

- Hosting and email are backed up daily; you can restore from the control panel.
- Unmanaged VPS servers are backed up weekly (daily with the add-on); managed servers daily.
- Backups are a safety net, not a guarantee. Keep your own copy of anything important.

This summary helps you find your way. The full text below is what applies.

This policy explains the backups included with our services. It's part of our Terms of Service.

1. Web hosting, WordPress hosting and business email

- 1.1 Your whole account (files, databases and mailboxes) is backed up every day and the copies are stored separately from the live server.
- 1.2 Backups are kept for a rolling period; the restore list in your control panel shows which ones are available. The 30-day backups add-on keeps daily copies for 30 days.
- 1.3 You can restore files, databases and email yourself from the control panel, or ask us to help.

2. VPS servers

- 2.1 Unmanaged servers are backed up automatically once a week. The daily backups add-on makes it daily.
- 2.2 Managed servers are backed up daily.
- 2.3 Server backups are whole-server images. We restore a backup to your server on request; restoring replaces the server's current contents.
- 2.4 Newer backups replace older ones over time. Take your own snapshot or copy before risky changes.

3. When a service ends

- 3.1 When a hosting or email service is cancelled, its backups are deleted along with the account.
- 3.2 When a VPS is cancelled, we keep a final snapshot for 14 days, then delete it.

4. Your responsibility

- 4.1 Backups protect against hardware failures and accidents, but they can fail or miss recent changes. Keep your own copy of anything important, especially before major changes.
- 4.2 If you've been hacked, the most recent backups may contain the problem. We'll help you pick a clean one.
- 4.3 Restoring a backup can't recover data created after it was taken.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.