ClubRunner

How does ClubRunner handle data backups and recovery?

Michael C. - 2021-03-03 - Support

In order to ensure that your data is safe and secure, ClubRunner utilizes several third-party services such as the Microsoft Azure platform, which allows for improved performance and data security. Prior to engaging with any third-party, ClubRunner performs an evaluation on their privacy, security, and confidentiality practices to ensure confidence in their services.

Some of the primary services that we work with are as follows:

- Microsoft Azure (Cloud hosting and infrastructure)
- CloudFlare (Encryption and traffic security)
- Sendgrid (Email delivery and statistics)

ClubRunner Data Backups

ClubRunner performs regular backups of the data stored within our platform to prevent the loss of customer data in the event of critical emergencies. These backups can be used to restore data for the entirety of the ClubRunner platform. We currently maintain two different data backups, which are as follows:

- A continuous backup of customer information which can be used to restore to any point within the last 30 days
- An additional full database backup performed at 8:00 AM Eastern Standard Time from Monday to Friday

In addition to these backups, all website content (including items such as attendance records, emails, website stories, and images) are replicated within our systems to be used for data recovery in the event of critical emergencies.

Note: Due to the large nature of the ClubRunner platform, individual account backups are not offered at this time.

How long does ClubRunner store data

Data that has been entered and stored within the ClubRunner system is stored for as long as it is necessary for our services, or an applicable law requires the data is removed

If you would like to have your personal information removed from a ClubRunner website, please review out data removal process article here.

Data Recovery

In the event of accidental data deletion, ClubRunner does offer the ability to recover some of deleted data from various sections of the ClubRunner platform.

Here are some articles that can help guide you through the recovery process:

- Images uploaded to the Image Library
- Stories
- Site Pages

If these articles do not cover the data you are looking to recover, please reach out to our support team for further assistance.

Related Content

- How do I delete and restore stories?
- How do I restore a deleted image?
- How do I delete or restore a site page?