Disaster Recovery Policy

ZUORA™
Overview

Zuora's disaster recovery policy was developed with compliance standards and regulations for HIPAA, SOC 1, SOC 2, and ISO 27001 performance criteria for recovering data from emergency or disastrous events.

Zuora's infrastructure provides online services for "around the clock" production operations (24x7x365), as well as disaster recovery. The disaster recovery infrastructure is designed to be able to take over 100% of the Zuora service in case of primary infrastructure failure.

Zuora's disaster recovery policy has been designed to either meet or exceed the data recovery requirements of the standards/regulations identified above and allow Zuora to become operational again in the event of a failure at the primary data center.

Objectives

The objective of Zuora's disaster recovery policy is to establish a process by which Zuora services will be restored within a timely manner to all customers in the event of a disaster.

As such, Zuora is set up to meet the following recovery objectives:
- Recovery time objective (RTO) for Zuora: four (4) hours
- Recovery point objective (RPO) for Zuora: less than 15 minutes
- Recovery time objective (RTO) for Zuora Revenue: six (6) hours
- Recovery point objective (RPO) for Zuora Revenue: less than 15 minutes

In the event of a disaster, Zuora services will not be down for more than four (4) hours for Zuora and six (6) hours for Zuora Revenue. In addition, Zuora and Zuora Revenue will not

lose more than 15 minutes of transactions committed by Zuora or Zuora Revenue's customers.

Disaster Declaration

A disaster would be declared in the event that Zuora's primary data center services are not available and the recovery time is expected to be greater than four (4) hours (Zuora) and six (6) hours (Zuora Revenue).

All stakeholders from business and technology will be notified of the incident and invited to a virtual war room, where the decision to declare disaster and initiate the DR plan is made.

Information such as nature and breadth of the outage, impact and the estimated duration of the outage and Database replication delays will be considered for decision making.

DR Plan Execution

Zuora has implemented cross availability zone resilience, where multiple availability zones have the capability to provide adequate operating services in case of a disaster. This ensures the ability for any infrastructure to take over 100% of the Zuora service while maintaining service levels.

Software versions and/or release are consistently maintained across all infrastructures.

Once a disaster is declared and approved, disaster recovery operational failover process will be initiated.

Disaster Recovery Procedures

Zuora's Technical Operations team maintains step-by-step procedures to failover from the primary data center which are tested and updated on an annual basis as required by ISO 27001.