Service Certificate – STACKIT Backup Storage

Service Name

- STACKIT Backup Storage
- STACKIT Incremental Backup Storage

High level service description

The STACKIT Backup Storage ("Backup Storage") provides high performance storage systems to provide persistent data storage for backups of Disk Volumes of the Block Storage chosen separately by the Customer; (Block Storage represents a separately obtainable STACKIT Cloud Service, see (Service Level Agreement -STACKIT Block Storage) ("Block Storage"). The Backup Storage is logically and physically separated from the Block Storage.

Key Features

- Provision of a Backup Storage for storing backups of the Block Storage (Disk Volumes)
- Backups are stored on a Backup Storage that is physically and logically separated from the Block Storage
- Full and Incremental Backups can be created, retained and deleted as required
- The backups are always stored redundantly in two Availability Zones. Replication of the backups is performed asynchronously after the backup is completed

Service Plans

Backups of Disk Volumes of the Block Storage can be created in two ways according to the customer's choice:

- Full Backup: A backup of an entire Disk Volume is created; the backup has the same size as the Disk Volume of the Block Storage selected by the customer
  - The recovery time of a Full Backup is largely dependent on the size and performance class of the target Disk Volume.
  - Full Backups used by Incremental Backup(s) cannot be deleted until Incremental Backups are deleted.
  - The duration of the creation of Full Backups is primarily dependent on the performance class of the respective source Disk Volume of the Block Storage used by the customer.
- Incremental Backup: Only the changes related to the specified Full Backup are backed up; the backup has the size of the underlying source Disk Volume.
  - An Incremental Backup must always refer to a Full Backup.

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o The restore time of an Incremental Backup depends significantly on the respective size of the Incremental Backup in addition to the size of the Full Backup as well as the performance class of the target Disk Volume.

It should be noted that the speed of creating or restoring a backup is basically dependent on the performance class of the particular Disk Volume used, as well as the actual utilization of the Disk Volume (Service Level Agreement – STACKIT – Block Storage).

Metric
- (Full) backup storage: Billing per hour or part thereof per gigabyte per backup (usually corresponds to the size of the disk volume).
- Incremental Backup Storage: Billing per hour or part thereof per gigabyte per backup (usually corresponds to the size of the disk volume).

SLA Specifics
- The Backup Storage is considered available if it can be accessed at the power transfer point.
- This does not include customer configurations or other customer-related properties for unavailability.
    - o The STACKIT Backup Storage is also available when the previous operations are unavailable due to a Block Storage failure.
- Durability is defined as the percentage of time that the system functions correctly and the integrity of the data stored in it is maintained. Durability is calculated based on the probability of data loss, i.e. an error event in the system that can lead to data corruption or permanent loss of data access.
    - o The durability of the Backup Storage is 99.9% on a calendar month average.

Backup
A backup of the Backup Storage does not take place.

Additional Terms
- Managing, creating and deleting the respective backups are the responsibility of the customer.
- Ensuring the recovery procedure for the created backups.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data	*Created Backups (of virtual disks)*	Yes	various, depending on customer data	Backups can be restored as a virtual disk and the data can be downloaded. For this purpose, the virtual disk can for example be attached to a VM after a backup recovery and the customer data can be accessed (using the operating system or additional applications, e.g. ssh).
	Metadata of the backups	Yes	JSON / Text	E.g. backup-ID (unique identifier) or Name of the Backups
User Accounts & Permissions	Access to STACKIT project	Yes	JSON / Text	General access to the STACKIT project can be seen in the "IAM and Management" section in the STACKIT Portal.
System Metrics (Instances / Resources in Use)	Sizes and Capacities *Capacities of the available resources / instances*	Yes	JSON / Text	The resources used / remaining can be queried via quotas (resource limits) via the API or the STACKIT Portal
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	No. Company confidential STACKIT.	-	-
Product / service-related data (product properties)	Configuration data and source code	No. Company confidential STACKIT.	-	-
	Log Data (non personalized and personalized)	No. Company confidential STACKIT.	-	-

	System-status, technical events, etc.			
	Log Data (non personalized and personalized) to STACKIT IaaS API *Login/Logout of User, User activities*	Yes	JSON / Text	All API-Calls to STACKIT IaaS API via STACKIT Audit Log

Version and start of validity
Version 1.1, valid from 12.09.2025