Research Drive: Backup Policy

SURF Research Drive does not provide backups for erroneously deleted or modified files. However, there is trashbin and versioning functionality in the application. This can be used to retrieve such files. In case you accidentally remove data files, you can retrieve the deleted files through the web environment of Research Drive. In your home, click "Deleted files" in the bottom left corner. Select the files or folders you would like to restore and press "Restore". For the community edition the retention period for this trashbin is 30 days. For branded instances this period is decided by the institution upon provisioning.

In case of a disaster or hardware failure we use our disaster recovery backup for retrieving the data; the Recovery Point Objective is 24 hours. For a branded instance the disaster recovery backup is included in the offer. These backups are made every 24 hours.

The community edition does not include disaster recovery backups by default. If you would like to have this enabled for your account this can be separately arranged. Please contact our helpdesk at servicedesk@surf.nlblocked URL for more information.