



CRYSTALLINE

INFORMATION SECURITY POLICY

Business Continuity Policy

Crystalline Logistics Platform

Crystalline Supply Chain Solutions Ltd

Registered in Scotland · Company No. SC900213

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This policy sets out how continuity of the Crystalline Logistics platform is maintained, how data is backed up, and how service is recovered following disruption.

1 Purpose & Scope

The purpose of this policy is to ensure that the platform remains available to clients, that client data can be recovered following loss or corruption, and that disruption is managed in a controlled way. It applies to all systems used to operate the platform.

2 Infrastructure Approach

The platform is built on established cloud infrastructure providers rather than self-hosted servers. Continuity therefore benefits from the resilience, redundancy and availability measures maintained by those providers.

LAYER	CONTINUITY BASIS
Data layer	Managed cloud platform with provider-maintained redundancy and backups
Automation layer	Managed cloud automation service; scenarios re-runnable on recovery
Document storage	Managed cloud storage with provider-maintained redundancy

3 Backups

- The underlying platform providers maintain their own infrastructure-level backups.
- In addition, periodic exports of the platform data are taken and retained as an independent recovery point.
- Backups are held separately from the live environment.

Backup frequency and the independent export schedule are set to balance recovery needs against operational overhead, and are reviewed periodically.

4 Recovery

Data loss or corruption

- Where data is lost or corrupted, it is restored from the most recent suitable backup.
- The restoration is validated before normal operation resumes.

Service disruption

- Where a platform provider experiences an outage, service resumes once the provider restores availability.
- Affected clients are kept informed of impact and expected restoration in line with the Incident Response Policy.

5 Recovery Objectives

The following objectives guide recovery. They are targets rather than guarantees, and depend in part on the availability of the underlying platform providers.

OBJECTIVE	TARGET
Recovery point (data)	Restoration to the most recent available backup point
Recovery time (data restore)	Restoration of a base from backup targeted within a few hours of a decision to restore
Service availability	Dependent on the availability of the underlying cloud providers

6 Alternative Access

Because the platform is cloud-based and accessed over the internet, it is not dependent on any single physical location or device. Authorised users can access the platform from any suitable device with an internet connection, which supports continuity during local disruption.

7 Responsibilities & Review

The Administrator is responsible for maintaining backups, carrying out recovery, and keeping clients informed during disruption. This policy is reviewed at least annually, or sooner following any significant disruption or change to the platform.



The platform runs on resilient cloud infrastructure, with independent backups and a clear recovery process to restore service and data following disruption.

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