



MasterVM UG (haftungsbeschränkt)

Wilhelmstraße 74, 38100 Braunschweig | MasterVM.DE

BACKUP POLICY

Information about our automated backups and data responsibility.

1. Backup Interval

Master VM performs regular incremental backups of your instances for additional security. These take place in a cycle of 14 days. If a backup is available at the time of a request, we will assist our clients in recovering their data. However, please note that the availability of a backup cannot be guaranteed.

2. Disclaimer of Liability

Important notice on data loss:

Master VM assumes no responsibility or liability for data loss resulting from virus or malware attacks on the server. Likewise, there is no liability in the event of a Node Crash (hardware failure of the main baremetal server). In all cases where no current backup is available, the client is 100% responsible for their own data loss.

3. Recommendation for Self-Protection

We recommend our clients to create their own external backup copies of their most important data in addition to our system backups (e.g. remote backups on third-party storage).

This policy complements our General Terms and Conditions (GTC).

Braunschweig, 18. April 2026

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Almedine Iseni, Director