At Greenlight Guru, safeguarding your data is our top priority. We want to assure you of the comprehensive measures we take to ensure the continuous availability and integrity of your information.

Accreditation and Certifications

Greenlight Guru complies with and has been certified by an independent third-party auditor for ISO 9001 and ISO 27001. In addition to being compliant with the ISO standards, Greenlight Guru has received SOC 2 Type II attestation for Greenlight Guru eQMS products. This attestation has been issued by a third-party auditor who has verified that our internal controls, specifically those related to security, including our backup and verification process, are not only designed effectively but also operate effectively over a period of time. This external audit ensures the effective implementation and ongoing operation of our backup and backup verification controls. **Our customers can confidently leverage this SOC 2 Type II attestation and the ISO certifications as objective proof of compliance during their own external audits.** The certifications and attestation report are available to you on our Trust Center.

Backup and Verification Process

Greenlight Guru has an internal procedure for Backup and Verifications. This procedure outlines steps for backing up and restoring customer data. Automated nightly backups are performed on data stores via AWS Snapshots and recorded in relevant consoles, with backups stored in AWS regions consistent with the hosting location of the underlying data store. The daily backups are encrypted, and automated checks are performed daily to verify successful backup creation and ensure reliability. In the event of a failure an alert is generated, promptly investigated and regenerated with tests to ensure proper compliance. The backup and recovery process covers all data types, such as documents, information captured through workflows, and the activity history.

We leverage the native backup, restore, and backup verification functionalities of Amazon Web Services (AWS) across the services we leverage to deliver the Greenlight Guru eQMS platform to our customers. This means your data benefits from the same robust and highly reliable infrastructure that powers some of the world's largest organizations. To learn more on the Integrity of Data in AWS Backup click here

Our backup and recovery processes are automated, minimizing human intervention and ensuring consistency. These automated procedures are continuously monitored and validated.

Furthermore, we provide complete transparency into the effectiveness of our data protection measures through our Trust Center. Under the "Controls" section, you'll find a green checkmark indicating that our backup and verification tests are consistently working as intended. This real-time validation offers you peace of mind that your data is not only backed up but also fully recoverable. We are committed to maintaining the highest standards of data security and operational resilience, allowing you to focus on your critical work with confidence. Greenlight Guru reserves its right to change the methodology referenced above.

Recovery and Restoration

Customer data backups are retained for at least 35 days and are maintained for disaster recovery of the Greenlight Guru eQMS service in the event of a major incident affecting all or part of the service. Restoration is performed by Greenlight Guru at the service level.

Backups are not used to restore individual documents or records on request, and customers cannot select a specific backup point for restoration. Backups are also not used to revert changes made within a customer's environment, whether made by users or by integrations and tools connected to that environment. Because backups are reserved for service-level disaster recovery, there is no separate expedited or emergency restoration process for individual requests.

Your records remain accessible within the live Greenlight Guru eQMS for the duration of your subscription, including the published version history of controlled documents and system audit trails. System-generated records, such as traceability and risk matrices, design reviews, CAPA, audit, nonconformance and customer feedback records, and activity and login history, can be exported on demand from within the application. Access to your records for regulatory inspections or certification audits therefore does not depend on restoring data from a backup.

Upon termination or expiration of your subscription, you have ninety (90) days to request an export of your data, including the editable and signed PDF versions of every published version of your user-uploaded documents, as set out in the Master Subscription Agreement.

These recovery commitments are documented in the Greenlight Guru Service Level Agreement and the Greenlight Guru Quality Assurance Agreement.

Information on our system availability can be found here.

GG eQMS Backup Verification & Recovery Statement (DOC-2556) Ver. 4

Approved By:

(CO-755) Backup verification statement update

Description

Added restoration process to the statement

Justification

administrative

Assigned To:	Initiated By:	Priority:	Impact:
Robin Sterzer	Robin Sterzer	High	Minor

Version History:

Author	Effective Date	CO#	Ver.	Status
Cody Dills	November 9, 2026 12:23 PM EST	CO-755	4	Published
Cody Dills	September 18, 2026 7:12 PM EDT	CO-736	3	Superseded
Robin Sterzer	December 11, 2025 3:54 PM EST	CO-624	2	Superseded
Robin Sterzer	July 3, 2025 5:16 PM EDT	CO-568	1	Superseded
Robin Sterzer	May 14, 2025 3:28 PM EDT	CO-556	0	Superseded