

SITE SPARK

Worry-free WordPress Security

TERMS & CONDITIONS OF SERVICE

OFFSITE DATABASE BACKUPS

Performed Daily and maintained for 14 days

FreshSparks will utilize a plugin to automate daily backups and send them to our secure cloud storage site. In the event of a data breach or loss, we'll restore the last "whole state" with minimal impact on on-site availability and content continuity.

The worst-case scenario would mean that newly created content could be lost for the previous 23 hours.

OFFSITE FILE BACKUPS

Performed Weekly and maintained for 2 weeks

FreshSparks will utilize a plugin to automate weekly backups and send them to our secure cloud storage site. In the event of file corruption or loss, we'll be prepared to restore the last "whole state" with minimal impact on on-site availability and content continuity.

The worst-case scenario would mean that newly uploaded files could be lost for the previous 6 days.

DATABASE OPTIMIZATIONS

Performed Monthly

FreshSparks will run a script on your database, only after a full backup - monthly. We will do this to make sure that all data formatting and content are optimized. This is a precautionary measure meant to counter any ill-formatted text or content captured by the WordPress editor. This does not pertain to any visual components of the website.

Please note all database and server-intensive work is scheduled to be performed during non-peak usage to minimize any impact on the property's performance.

SPAM COMMENTS PURGED

Performed Monthly

Any comments flagged as “spam” will be purged every month to keep the properties database lean and performant.

This will also reduce any likelihood of inadvertently publishing “spammy” content.

POST/PAGE REVISIONS PURGED

Performed Monthly

FreshSparks will remove any duplicate or redundant revisions every month in our further efforts to keep the properties database lean and performant.

WORDPRESS CORE & PLUG-IN UPDATES

Performed Monthly or as Needed

FreshSparks will monitor and update any plugins or the WordPress core files that are made available to close any security risks. This will happen within 48hrs of the release of the updated files. All other updates to plugins and WordPress core files will be made at a regular interval, once per month.

SECURITY SCANS AND MALWARE DETECTION

Performed Daily

FreshSparks will configure and use a plugin to scan each property’s files and alert us of any changed or compromised files. In addition, it will alert us of any actions that may be indicative of either a:

1. brute force attack,
2. malicious code or malware presence, and
3. the presence of the properties domain on any known blacklists.

FreshSparks will also harden security and significantly decrease the entry points for hackers and malicious bots. If there is a need for remediation, we will act expeditiously to present a solution and make ourselves available to take the needed course of action.

Please note: FreshSparks will not perform any further work without the approval of and an agreement on the terms for Client compensation.

WEBSITE HOSTING

Frequency: Ongoing, continuous delivery of service, 24 hours per day, 7 days per week, 365 days per year.

Description: FreshSparks will provide Client with space on a webserver that is publicly available and accessible to the internet at all times. The files and databases that make up the website being hosted will all reside on this server. As users browse the internet (request web pages), the server responds to the user with the requested page in the website.

Worst Case Scenario: A webserver is a specialized piece of equipment, and sometimes hardware does break or need maintenance. FreshSparks will make every effort to recover from any outages as quickly as possible in order to minimize downtime, but does not make any specific warranty or claim of uptime. FreshSparks will not be held liable for any damages or lost business as a result of downtime.

LOSS, DOWNTIME, AND LIABILITY

In the unlikely case that a loss of backup data or files has occurred, FreshSparks will investigate and determine the cause. If the loss is due to the web host, Client, or 3rd-party - including software/plugin author(s) or hacker(s); FreshSparks will be held harmless. If it is determined that FreshSparks is at fault - we will work with the Client to find a viable solution.

It should be expected that the website will be unavailable during the updates to WordPress core and plugins. It is also possible for a decrease in performance and temporary unavailability to occur during backups. Aside from those instances - if the website is down/unavailable due to our error, we will provide immediate resources to rectify the situation.

If an update to a plugin or WordPress core breaks the property's functionality or display, we will revert immediately and make the Client aware. If desired, we will provide an estimate for work to allow the property to function with the updates.

Services not included with Site Spark:

- User experience or content updates (design, copy, graphics, products, or pages) are not included with the Site Spark product. The Website Content Updates add-on product must be purchased to receive these services.

CANCELLATION

Site Spark and Website Content Updates are a monthly or yearly subscription and can be canceled at any time, with 30-day notice provided via email to support@freshsparks.com. Services and billing will terminate on the next renewal date. If your website is hosted with us, you will be responsible for the migration of your website to a new web hosting provider within 30 days of cancellation with us.