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2025 Disaster Recovery Test - Customer Memo

December 3, 2025

Executive Summary

As part of OneTrust's annual resiliency and business continuity program, the Cloud Operations team executed the 2025 disaster recovery exercise to validate the failover capabilities of the OneTrust Trust Intelligence Platform. The exercise ensures that OneTrust maintains the ability to recover platform functionality in alignment with committed service continuity objectives.

On December 3rd, 2025, OneTrust successfully executed a full regional failover of the platform from East US 2 to Central US. This exercise validated OneTrust's ability to meet its committed **Recovery Time Objective (RTO) of 48 hours** and **Recovery Point Objective (RPO) of 1 hour**.

Scope & Assumptions

The exercise was performed on a controlled non-production DR environment, ensuring **no disruption** to customer-facing services. All production systems remained fully operational during the test.

Attendees

Members of the following teams participated in the disaster recovery exercise:

- Cloud Operations
- Development Operations
- Information Security

Resiliency Configuration

OneTrust maintains a primary and secondary data center location for each of the OneTrust Application Environments across the globe. The secondary location is configured with a cold backup configuration, where all data from the primary hosting location is replicated in near real-time to the secondary; however, the front-end service layer is not provisioned within the secondary location.

During a disaster scenario, infrastructure and services are provisioned within the secondary region and DNS is repointed accordingly. In this model, the secondary region becomes the new primary, and no failback to the original hosting region is required unless explicitly planned and communicated.

OneTrust Hosting and backup locations can be found here: About OneTrust Hosting Options, Locations, and Backup.

Systems Validated During the Exercise

Category	Components
Compute	Azure Kubernetes Services (AKS)
Databases	Azure SQL, MongoDB, Azure Cosmos DB (SQL & Gremlin), Postgres
Messaging	Confluent Kafka, ActiveMQ
Caching	Azure Redis
Storage	Azure Storage Accounts
Applications	Admin Portal, DS Portal
Search Services	Azure Cognitive Search, Global Search

Recovery Objective Validation

Metric	Committed Objective	Achieved During Test
RTO	48 hours	Yes
RPO	1 hour	Yes

Test Results

OneTrust initiated the 2025 Disaster Recovery Exercise at **3:30 AM EST on December 3rd, 2025**, validating a full regional failover from East US 2 to Central US.

All in-scope systems and services were successfully brought online in the disaster recovery region and confirmed to be operating normally. This included application services, data platforms, search services, messaging systems, and all critical supporting components.

- **Primary Region:** East US 2
- **Disaster Recovery Region:** Central US

Throughout the exercise, the platform remained **stable and responsive**, and validation activities confirmed uninterrupted functionality in the DR environment.

The platform completed all functional checks at **10:27 AM EST**, concluding the exercise.

Total Test Time: ~7 hours