Hosting, backups and ownership

Account, billing & support · https://schoolyland.com/docs/hosting-backups-ownership/

Short version: your platform runs on fast European hosting with automated backups twice a day, and it is yours. You hold the credentials and are free to leave anytime.

Hosting

Your platform lives on a fast server built for a site running many systems at once: 4GB of fast site storage on infrastructure hosted in **Germany (EU)**, which keeps your data under GDPR-friendly jurisdiction. Hosting is included for your first year; uptime, server health and performance monitoring are on us.

Backups

- **Your entire platform is backed up automatically twice a day** (every 12 hours), and backups are kept for **14 days**, so if something breaks today, yesterday’s version is still there. Because you hold full server access, **you can run the restore yourself** from your server control panel, without depending on us. If you would rather we did it, open a ticket and we will, within the response times in the Terms of Service.
- **AI change snapshots**: separately from full backups, every AI edit to a page, a snippet or a course structure saves the previous version of that item (up to 3 versions back), so small mistakes roll back in seconds without touching a full restore.
- **A full copy on request**: want a complete backup file in your own hands? Ask through support and we'll provide one, normally within 7 business days. Doing this before any big experiment is a good habit.

Ownership: what "yours" means in practice

- The platform, its content, its data, your client lists, your courses, your settings: **fully owned by you, without time limit or condition**.
- You hold full access credentials: WordPress admin and, where we host you, server access too.
- The premium plugins are installed and licensed for you, under our agency licenses. If you stop renewing or move to another host, the plugins keep working without an active license, though in some cases Pro features, such as certain Elementor Pro widgets, may not. A license brings updates and support, and you can buy one directly from each plugin's maker.
- The one component that stays ours is the small MCP Helper plugin that operates the AI layer. It's licensed, not sold, and removing it never affects the rest of your platform.

Freedom to leave

You may migrate your platform to any other hosting provider, at any stage, without needing our consent. On written request we provide full credentials and a complete backup file. After migration we naturally stop maintaining and supporting the platform (we can't maintain what we can't reach), and every system keeps running. The AI layer keeps working on the new host, subject to a compatibility check, for as long as you renew the service, and it is one of many ways to connect AI to WordPress. Full details in the Terms of Service and Billing: year one and renewal.

Privacy

Your platform's data, including your clients' personal data, is processed under a proper legal framework: our Privacy Policy and a Data Processing Agreement (GDPR Art. 28) that's automatically part of your service terms. If a client of yours ever asks "where is my data?", the answer is: on your platform, hosted in the EU, backed up twice a day.

Storage: what counts and what happens at the limit

Your plan includes two separate storage allowances:

- **Site storage, on our server**: 4GB for your media library, backups of your content and files buyers download.

- **Video storage, on Bunny.net**: 20GB for course videos, plus 200GB of streaming a month. See Upload and stream course video.

If you're approaching a limit we'll contact you before anything is affected. Nothing gets switched off by surprise. If you want to check where you stand or free up space (old videos, unused media), open a ticket and we'll send you the current numbers and options.