



Privacy Shield Organizational Announcement

July 17th, 2020

Secure EU-U.S. Data Transfers for xMatters customers

It was recently announced by the European Court of Justice that the EU-US Privacy is invalidated as a mechanism for complying with EU data protection requirements for the transfer of personal data from the European Union to the United States ("Schrems II"). The decision has caused many questions and concerns and xMatters wants to make sure our clients have peace of mind and know that their data is secure.

Individual Data Protection Authorities, such as the U.K. Information Commissioner, have indicated that if companies are using Privacy Shield, they should continue to do so. Moreover, we are observing the European Data Protection Board activities since the announcement was made for a unified decision on what the timeline would be for the European Commission and U.S. government to remediate the risks and establish a timeline for corporate adequacy.

Client data secure

Even though the legal value of Privacy Shield participation has been invalidated, our obligations to adhere to the security and privacy best practices still apply. In addition to that, TrustArc has recently audited our compliance to Privacy Shield requirements.

xMatters Privacy Program complies with the most strict [privacy requirements](#):

- Client data flows are mapped and [secured at all times](#)
- Data Protection Impact Assessment (DPIA) is performed annually
- [Privacy compliance is audited by an external independent audit once a year](#)
- Our [Trust Portal](#) guarantees full transparency and accountability

The "Schrems II" interpretation is rapidly changing and developing. We are expecting more guidance from authorities and other developments in the coming days and weeks. In the meantime, we will continue to demonstrate our commitment to trust and the confidentiality of our clients' data.