



International Data Transfers Organizational Announcement

November 16th, 2020

Secure E.U.-U.S. Data Transfers for xMatters Clients

Earlier this year, the European Court of Justice announced that the E.U.-U.S. Privacy Shield was invalidated as a mechanism for complying with E.U. 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 that our clients have peace of mind and know that their data is secure.

In the past couple months, we have carefully reviewed our Data Maps which document how client data flows within our systems and how client data is transferred across international borders. We have also gone through an extensive privacy audit, conducted by an independent third party, in an effort to validate our compliance practices.

Client Data Security

Even though the legal value of E.U.-U.S. Privacy Shield participation has been invalidated, our obligations to adhere to the security and privacy best practices underlying that transfer mechanism still apply. For that reason, we plan to maintain our TrustArc audit against Privacy Shield Principles.

As a valid legal transfer mechanism, xMatters uses Standard Contractual Clauses (SCCs) as part of Data Processing Agreements (DPA) with all sub-processors. Besides that, the xMatters Privacy Program complies with the most strict [privacy requirements](#):

- Client data flows are mapped and [secured at all times](#)
- A 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

For more information, read our [Privacy Notice](#).