



Brexit – xMatters Statement

December 9th, 2020.

On 31 January 2020, the United Kingdom withdrew from the European Union. During the transitional period, which ends 31 December 2020, EU law continues to apply in the UK, including the General Data Protection Regulation (GDPR). Recently, new questions arose about the end of this transitional period and we hope this announcement will help to clarify any uncertainties and provide guidance to clients and other stakeholders.

The xMatters cloud-based SaaS operates in the European Economic Area (EEA) using Google Cloud Platform (GCP) data centers located in London and Germany. Data flows between the two data centers as part of a [redundancy and backup operation that adds an extra layer of security](#) to our clients' information.

The UK authorities have already announced that [there will be no restriction for data transfers from the UK to the EEA](#). However, the GDPR restricts transfers of personal data outside the EEA unless the rights of the individuals in respect of their personal data is protected. This restriction will be applicable to xMatters client data flowing from the EEA to the UK, which will become a “third-party country” within the context of GDPR.

These restricted transfers are permissible if covered by appropriate safeguards and if an approved transfer mechanism, such as a standard contractual clause (SCC), is in place (for reference, see [Chapter V of the GDPR and of the Law Enforcement Directive](#)).

We are actively working with customers who request them to put SCCs in place. If you want to enter into SCCs as a transfer mechanism, please contact contracts@xmatters.com immediately.

We would also encourage you to discuss with your usual xMatters contact person, who will be happy to respond to any specific query or information request.

For more information, [read the official ICO statement here](#).

Kendra Niedziejko

xMatters Data Protection Officer