

General Data Protection Regulation (GDPR) FAQ

At New Relic, we understand the importance of data and its protection. Our privacy and security professionals collaborated with customers and internal teams to prepare for the GDPR, which went into effect May 25, 2018. We know our customers, especially those in the European Economic Area (EEA) or processing data from the EEA, care deeply about the privacy and security of the performance data transmitted to New Relic for processing. Compliance with the EU GDPR/UK GDPR requires a partnership between New Relic and our customers in the use of our services. New Relic enables our customers who elect to process personal data in our products to do so in accordance with the EU GDPR/ UK GDPR and applicable data protection laws, and we work to ensure that our practices and contracts are prepared to support any customers who wish to include personal data in their customer data (data that New Relic collects and processes on behalf of its customers as defined in the [Terms of Service](#) or customer contract).

Is New Relic compliant with the European Union's GDPR and the United Kingdom's GDPR?

With regards to the processing of customer data, New Relic acts as a data processor (under the EU GDPR/UK GDPR); in other words, New Relic does

NOT generally determine the purpose and means of processing. Where New Relic acts as a data processor, we comply with our obligations as a data processor under the EU GDPR/ UK GDPR. When New Relic acts as data controller (i.e. when New Relic does in fact determine the purpose of processing such as when we process account data or audit logs), New Relic complies with all applicable laws. Moreover, New Relic will endeavor to take as consistent a position as possible regardless of the individuals' country of residence or region of origin. For more information see [Compliance with legal requirements](#) in the online documentation.

Does New Relic process personal data as part of the customer data?

The New Relic services, by default, are not intended to collect and store personal data with limited exceptions ¹. Our products are focused on the performance of software, systems and applications - not individuals. Customers may configure custom APIs, custom attributes, or custom events to track personal data, subject to the terms and conditions of their agreement with New Relic. Our processing is data agnostic and automated, so all data is processed in the same way in accordance with each customer's configuration and instructions.

¹ For example, Browser and Mobile agents collect the IP address of the client device solely to derive high-level geographic information (city, state, country). This IP address is subsequently discarded and not stored. Additionally, the Mobile agent collects a New Relic specific unique device ID for billing purposes. For example, if you use New Relic AI - Incident Intelligence will use personal data about a customer's New Relic users configured in an alert to suggest who to contact in an incident. See New Relic's Documentation for more information.

Does New Relic process special categories of data?

No, New Relic's [Terms of Service](#) and customer contracts specifically prohibit the use of the services to collect, process and store special categories of data as defined in the EU GDPR/ UK GDPR.

Where are New Relic's servers?

New Relic processes and stores all performance data either in our US or EU region as selected by each customer, and uses backup data centers in these same regions for disaster recovery. For more information see [Our EU and US region data centers](#) in the online documentation.

What contractual mechanism does New Relic use for data protection?

New Relic contracts are designed to support customers who wish to include personal data of EU/UK data subjects in their customer data. To ensure that an adequate mechanism is in place for all transfer of personal data outside of the EEA, Switzerland and/or the United Kingdom, New Relic has a pre-signed EU GDPR/ UK GDPR Customer DPA available [here](#) which incorporates; (i) the new Standard Contractual Clauses for the transfer of personal data as per the European Commission's Implementing Decision 2021/914 of 4 June 2021 for EU GDPR transfers and (ii) an equivalent transfer mechanism for UK GDPR transfers. Additionally, although the [EU-US and Swiss-US Privacy Shield](#) frameworks were both invalidated as a personal data transfer mechanism in 2020, New Relic is still obliged by the US Department of Commerce to comply with our obligations under the Privacy Shield in order to maintain our existing Privacy Shield certification.

What security measures has New Relic taken to protect customer data?

Our security teams continue to ensure we are inline with industry standards and best practices for all data processing. By default, data is encrypted in transit between the agent and New Relic's servers, which are housed in Tier III, SOC 2 data centers, and at rest as documented in the [online help](#). New Relic undergoes annual SOC 2 Type II audits of its security practices and policies, the results of which are made available upon request.

Can New Relic delete or return customer data?

Customers can request help with deletion of their data at any time. Upon closure of a customer account, all customer data is deleted within 90 days. Requests for return or deletion of data are handled on a case by case basis.

How will New Relic respond to data subject requests?

New Relic has well defined processes to respond to data subject requests, including consent, documented in [Personal Data Requests](#).

Should New Relic receive a request from a customer's customer, we will promptly forward it to the appropriate customer.

Has New Relic appointed a Data Protection Officer?

Yes, New Relic appointed two Data Protection Officers. An internal Data Protection Officer, to ensure sufficient internal oversight for Data Protection Impact Assessments, product and vendor reviews

and privacy by design/default processes, and an external Data Protection Officer based in Germany. To contact either, please email Privacy@newrelic.com.

In addition, New Relic has a Privacy and Product legal team with presence both in the USA offices and in our European headquarters in Dublin, Ireland.

This document will be updated periodically as we receive additional questions from our customers.

For additional information see:

- [New Relic General Privacy Notice](#)
- [New Relic Services Privacy](#)
- [New Relic Cookie Policy](#)
- [New Relic Terms of Service](#)
- [Personal Data Requests](#)