Frequently Asked Questions

General Data Protection Regulation (GDPR)

At New Relic, we understand the importance of data. Our privacy and security professionals have been working with customers and internal teams to prepare for the GDPR, which goes into force on May 25, 2018. We know our customers, especially those in the EU or processing data from the EU, care deeply about the privacy and security of the performance data transmitted to New Relic for processing. New Relic receives performance data from the customer and uses that information to produce the charts, graphs, alerting, monitoring and analytics that are the core of our services. While our software agents are not configured to transmit personal data by default, our services are flexible enough to allow customer configuration and customization to include such information if the customer wishes. In that event, we have taken steps to ensure such information continues to be processed in accordance with applicable data protection laws.

How does New Relic process performance data?

For **Infrastructure**, **Browser**, **Mobile**, and **APM**, once a customer installs the New Relic software agent in the software, system, or application they wish to monitor, the agent will transmit performance data to New Relic servers, where it is processed. **Synthetics** uses automated scripts to test a customer's software, systems, and applications; these scripts sit on AWS servers or customer locations and report data back to New Relic servers. **Insights** enables deeper data analysis into performance data from Infrastructure, Browser, Mobile, APM, and Synthetics or from other sources via a custom API set up by the customer.

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

Our agents are not designed to do so by default. Our products are focused on the performance of software, systems and applications - not individuals. If a customer wishes to set up a custom API, custom attribute, or custom event to track such data, it may do so. Our processing is data agnostic and automated, so all data will be processed in the same way in accordance with customer's configuration.

Where are New Relic's servers?

The United States. For entities in the EU, we are Privacy Shield certified and we enter into standard contractual clauses upon request.

What has New Relic been doing in preparation for the GDPR?

New Relic has been working to ensure its practices and contracts are prepared to support EU customers who wish to include personal data in their performance data. We currently offer compliant data protection terms for customers preparing for the GDPR. Please reach out to your Account Executive for more information.

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

Our security teams continue to ensure we are in line with industry standards and best practices when it comes to performance data. New Relic agents perform one-way communications that, by default, are encrypted in transit from the agent to New Relic's servers. New Relic's servers sit in a Tier III, SOC 2 data center and New Relic undergoes annual SOC 2 Type II audits of its security practices and policies, the results of which are made available upon request.

Does New Relic give me the option to delete or return performance data?

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