Personal Data Protection

International data transfers

When we provide our products and services to you, we may sometimes need to transfer personal data outside of the region where you are located or allow access to the data from a different region. This is necessary where Sage colleagues, service providers, or partners in different regions are helping to provide a product or service to you.

What does Sage do to protect your personal data where these transfers take place?

Firstly, Sage opts for local data storage options wherever possible. So our preferred option is to choose service providers that offer data storage in particular regions (e.g. European Union (EU) data storage for data relating to customers located in the EU) and Sage sets up products and services with localised data storage in mind.

Where this is not possible and data is transferred, Sage carries out thorough reviews and risk assessments in relation to international transfers of personal data, and takes compliance steps which include requirements under applicable data protection laws. These steps include:

- completion of data transfer impact assessments to assess the risks of the transfer of personal data to individuals and the use of risk mitigating controls;

- pseudonymisation and encryption of personal data, where practicable;

- inclusion of robust data protection and data transfer provisions in contracts with Sage companies in other regions and with third party service providers and partners; and

- thorough data privacy and information security due diligence reviews on cross-border recipients of personal data.

Where can you find out more?

You can find out more by reviewing your customer data processing agreement with Sage, and by looking at Sage's list of data sub-processors here. The customer Data Processing Agreement for UK and Ireland customers is here. For Data Processing Agreements for other regions (such as North America) and for any other question relating to international data transfers, please contact globalprivacy@sage.com.