Microsoft

Understanding the Microsoft EU Data Boundary Roadmap

Our Commitment to our EU Customers
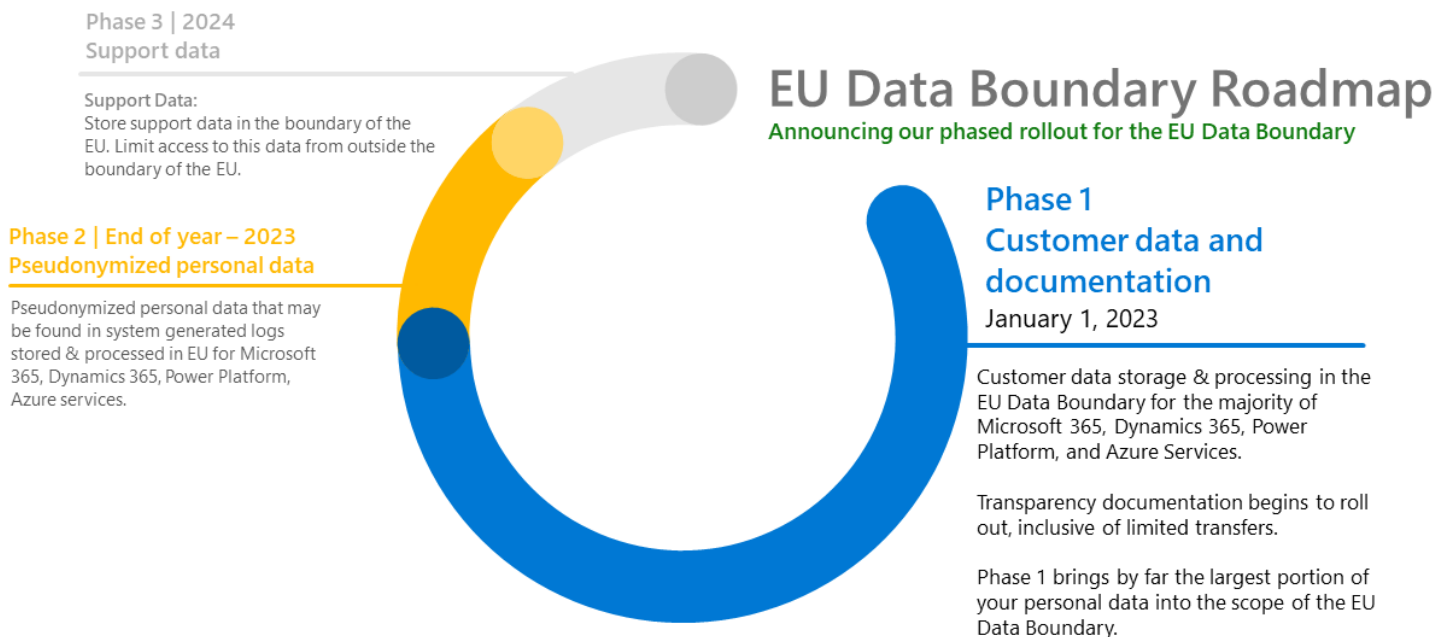
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Introduction

In today's global economy, our commercial and public sector customers continue to look for ways to advance their goals, protect their data and scale for improved efficiencies. To support these changing requirements, Microsoft is committed to providing trusted cloud services that are designed to leverage the full power of the public cloud while respecting European values and sovereignty needs. **The EU Data Boundary is an important part of that commitment.**

Microsoft will begin a **phased rollout of the EU Data Boundary on January 1st, 2023**, to public sector and commercial customers in the European Union (EU) and the European Free Trade Association (EFTA). With this release, Microsoft expands on existing local storage and processing commitments, greatly reducing data flows out of the EU and building on our industry leading data residency options.

EU Data Boundary Roadmap
Announcing our phased rollout for the EU Data Boundary

Phase 3 | 2024
Support data

Support Data:
Store support data in the boundary of the EU. Limit access to this data from outside the boundary of the EU.

Phase 2 | End of year – 2023
Pseudonymized personal data

Pseudonymized personal data that may be found in system generated logs stored & processed in EU for Microsoft 365, Dynamics 365, Power Platform, Azure services.

Phase 1
Customer data and documentation
January 1, 2023

Customer data storage & processing in the EU Data Boundary for the majority of Microsoft 365, Dynamics 365, Power Platform, and Azure Services.

Transparency documentation begins to roll out, inclusive of limited transfers.

Phase 1 brings by far the largest portion of your personal data into the scope of the EU Data Boundary.

Phase 1

Customer data and documentation

On **January 1st, 2023,** Microsoft begins the first phase of the EU Data Boundary rollout. With this release, Microsoft will store and process customer data for Microsoft 365, Dynamics 365, Power Platform and the majority of Azure services in the EU and EFTA. When properly configured, customer data that you provide (your customer data) will be processed and stored in the region, greatly reducing your data flows out of the EU and EFTA.

The EU Data Boundary builds on existing local storage commitments, further enabling public sector and commercial customers to control their data. As part of the first phase, Microsoft will publish detailed documentation on the EU Data Boundary commitments as well as details for any limited transfers of customer data outside of the EU, such as where necessary to maintain the security and reliability of the service.

This documentation and associated data flow descriptions will be available from the new EU Data Boundary Trust Center Page.

The EU Data Boundary transparency documentation will be published initially in English. These documents will also be made available in additional languages and updated continually as Microsoft rolls out future phases of the EU Data Boundary. In addition, Microsoft will publish our updated contractual commitments for all customers in English and then follow soon after in additional languages.

Phase 2

Pseudonymized personal data

Phase 2 expands the EU Data Boundary beyond your customer data to include pseudonymized personal data that Microsoft systems generate as part of service operations.

This pseudonymized personal data will be stored and processed only in the countries of the EU and EFTA, as we did for your customer data in phase 1. In Phase 2, Microsoft will continue to update our documentation and detail any continued limited transfers, such as where necessary to maintain the security and reliability of the service.

Microsoft will issue updates on our progress towards completion, as well as these documentation materials, as we conduct the work.

Phase 3

Support Data

By mid-2024, we are working to add the ability to process and store data provided to us when receiving technical support for Microsoft 365, Power Platform, Dynamics 365 and Azure services within the EU Data Boundary. As we move to process support data within the EU Data Boundary, there will be limited situations where remote access to in-boundary systems or data may be required to provide critical customer support and to maintain, secure, and operate the services. Required remote access will be completed using secure remote workstations to keep data resident while in the EU Data Boundary.

Microsoft will also augment support from within the EU Data Boundary by increasing staffing in the region and is exploring additional support options for customers to have all their support requests handled in Europe for initial resolution

Summary

Microsoft services enable customers to operate in compliance with EU regulations today. The EU Data Boundary goes beyond current regulatory requirements to provide public sector and commercial customers with another option to meet their preferences and expectations for increased data residency, transparency, and control.

Microsoft offers data residency and proximity in more locations than any other cloud provider, enabling residency options for the entire Microsoft Cloud suite of online services, including Microsoft 365, Dynamics 365, Power Platform, and Azure.

We provide Microsoft Cloud services to customers in nearly every country around the world. To support the requirements of our customers across the EU and EFTA, we have opened and are now constructing datacenters in more than 17 data center regions in Europe and are rapidly expanding our footprint across the continent. Since 2020 we have announced plans to build nine new datacenter regions and during the past two years have made investments exceeding $12 billion, making Microsoft one of the largest sources of capital investment in Europe's digital future.

We look forward to continuing to partner with our customers in Europe and will continue to do our best to empower their success in a dynamic and changing economic, social, and regulatory environment.

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