



Elastic's Notice of Certification Under the Data Privacy Framework

January 7, 2025

elastic.co

Overview:

Elasticsearch, Inc. (“Elastic”) complies with the EU-U.S. Data Privacy Framework, UK Extension to the EU-U.S. Data Privacy Framework, and the Swiss-U.S. Data Privacy Framework (collectively, the “Data Privacy Framework”) as set forth by the U.S. Department of Commerce. Elastic has certified to the Department of Commerce that it adheres to the Data Privacy Framework Principles with regard to the processing of personal data received from the European Union, United Kingdom, and Switzerland, as applicable, in reliance on the Data Privacy Framework. If there is any conflict between the terms in this notice and the Data Privacy Framework Principles, the Data Privacy Framework Principles shall govern. To learn more about the Data Privacy Framework program, and to view our certification, please visit <https://www.dataprivacyframework.gov/s/>.

Elastic as a Processor

Elastic provides tools that our customers use for search, observability, and security. In providing these tools, Elastic processes data our customers submit to our services or instruct us to process on their behalves. While Elastic customers decide at their sole discretion what data to submit, it typically includes information about their customers, leads, business partners, vendors, prospects, employees, and end-users.

- **Purposes of data processing**

Elastic may receive and process personal data as a data processor to provide services to our customers.

When Elastic provides services to its business-to-business customers, it acts according to the instructions of those customers and does not control or make decisions about the personal data it processes.

- **Third parties who may receive personal data**

Elastic uses a limited number of third-party service providers to assist us in providing our services to customers. As permitted by our customer agreements, these third-party providers offer customer support, perform technical operations, and provide data storage and infrastructure services. These third parties may access, process, or store personal data in the course of providing their services. Elastic maintains contracts with these third parties restricting their access, use and disclosure of personal data in compliance with our Data Privacy Framework obligations, including the onward transfer provisions, and Elastic remains liable if they fail to meet those obligations.

- **Rights to access, to limit use, and to limit disclosure of personal data**

Individuals located in the EU, the UK (and Gibraltar), and Switzerland have rights to access personal data about them, and to limit use and disclosure of their personal data. With our Data Privacy Framework self-certification, Elastic has committed to respect those rights. Because Elastic personnel have limited ability to access the data our customers submit to our services, if you wish to request access, to limit use, or to limit the disclosure of personal data processed by our customers within Elastic's services, please provide the name of the Elastic customer who submitted your data to our services. We will refer your request to that customer and will support them as needed in responding to your request.

Elastic as Controller

This notice supplements Elastic's [General Privacy Statement](#) and our [Product Privacy Statement](#) for personal data Elastic collects, uses or shares as a controller, where you will find further details about the types of personal data we collect, the purpose for which we collect and share personal data, and your rights with respect to our processing of your personal data.

- **Purposes of data processing**

Please refer to the "[How We Use the Information](#)" section of our [General Privacy Statement](#) and to the "[How We Use Information We Collect from the Products](#)" section of our [Product Privacy Statement](#) for details on the purposes of data processing for personal data where Elastic is a controller.

- **Third parties who may receive personal data**

Please refer to the "[How We Share the Information](#)" section of our [General Privacy Statement](#) and to the "[How We Share Information We Collect from the Products](#)" section of our [Product Privacy Statement](#) for details on the purposes of data processing for personal data where Elastic is a controller.

- **Rights to access, to limit use, and to limit disclosure of personal data**

Please refer to the "[Your Privacy Rights](#)" section of our [General Privacy Statement](#) and to the "[User Privacy Rights and Choices](#)" section of our [Product Privacy Statement](#) for details on rights to access, to limit use, and limit disclosure of personal data where Elastic is a controller.

Inquiries and complaints:

If you believe Elastic maintains your personal data within the scope of our Data Privacy Framework certification, you should first direct any inquiries or complaints concerning our Data Privacy Framework compliance to Elastic through our [form](#).

In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, Elastic also commits to cooperate and comply respectively with the advice of the panel established by the [EU data protection authorities](#) (DPAs), the [UK Information Commissioner's Office](#) (ICO) and the Gibraltar Regulatory Authority (GRA), and the [Swiss Federal Data Protection and Information Commissioner](#) (FDPIC) with regard to unresolved complaints concerning our handling of personal data received in reliance on the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF.

If Elastic itself, or through cooperation with the relevant authority, does not resolve your complaint, you may have the possibility to engage in binding arbitration through the Data Privacy Framework Panel. For more information on this option, please see [Annex I](#) of the Data Privacy Framework Principles.

U.S. Federal Trade Commission enforcement:

Elastic's commitments under the Data Privacy Framework are subject to the investigatory and enforcement powers of the United States [Federal Trade Commission](#).

Compelled disclosure:

Elastic may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. Elastic's Principles for Public Authority Requests for Customer Information can be found [here](#).