

BREXIT FAQs

As a result of Brexit we will begin exploring a move of our data and hosting requirements to within the EU zone. We have time to review options including FAWS. Does Rackspace have a plan to mitigate this?

We understand that customers are concerned over the lack of uncertainty. However no immediate legal changes are envisaged which would affect Rackspace's ability to provide services to its customers over the Brexit period or thereafter. In any event, as the UK wants to continue trading with the EU it is likely that the UK will continue to adopt similar European laws to facilitate this. We expect that the E.U. and U.K. will find a common interest in negotiating the sort of arrangement that the E.U. already has with non-member states such as Switzerland and Norway.

How will this affect customer contracts now and in the future?

Customers contractual terms remain the same. As ever, should new laws require changes to contracts, then Rackspace will contact customers to put in place such necessary amendments to contractual terms. No such changes are currently anticipated.

What is the immediate impact on Rackspace?

The rules for exiting allow member states up to two years to complete their exit negotiations. We expect no impact on our customers for at least two years from triggering of Brexit, and we will continue to serve our customers as usual.

Can I continue to host my data with Rackspace?

Yes, you can continue to use Rackspace as your managed cloud provider. There are special rules for managing the transfer of EU citizens' Personal Data outside of the E.U./EEA. Personal Data is typically information that identifies a living EU Citizen. We meet and exceed E.U. and U.K. legal requirements on how we process any customer Personal Data, and intend to continue doing so.

Won't I be in breach of the E.U. laws if you transfer my Personal Data outside the E.U./EEA?

The current laws allow Rackspace to process any Personal Data and therefore support your services from outside the EEA if you have given us your consent, or if data is transferred to a non-E.U. jurisdiction deemed by the European Commission to offer an adequate level of protection for Personal Data, or if the transfer is subject to Model Clauses. The Model Clauses are standard contractual clauses from the E.U. Commission that detail how cross border transfer of Personal Data should be handled. Rackspace uses Model Clauses when required and will continue doing so. There are no current plans to change these mechanisms to legitimise the transfer of Personal Data outside of the E.U./EEA.

Can you keep my data in the E.U. only?

Rackspace is able to offer Fanatical support by operating a 24/7 "follow the sun" support model that leverages our support engineers in both the U.K. and the U.S. This means that although we will not move your Personal Data into another jurisdiction without your consent, sometimes we will need to

provide you with support from outside the E.U. As above, we comply at all times with applicable laws.

Will the Data Protection laws/directives backed by the EEA apply when Britain leaves the E.U.?

The current U.K. legislation on data protection is known as the Data Protection Act 1998. This law came into force in the U.K. as a result of the E.U. Directive on data protection. The UK will remain in the EU past the date of adoption of the new General Data Protection Regulation (GDPR) - this means that the GDPR will apply to our business. Rackspace fully intends to continue meeting and exceeding the requirements of both E.U. and U.K laws.

Will Rackspace build a support capability within the Euro Zone and if so, when?

Rackspace continues to assess all available options including whether there is a business need to build a support capability in a part of Europe outside the U.K.