Data Residency and Atlassian Cloud Plans

Data residency is available for Cloud Standard, Premium and Enterprise plans for Jira Software, Confluence, and Jira Service Management at **no additional cost**.

Data residency gives you control over where your in-scope product data for Jira Software, Jira Service Management, and Confluence is hosted. It allows you to choose whether it's globally distributed or held in place in a defined geographic location, such as Europe, Germany, the US or AU.

If you work in a regulated industry like finance, government, or healthcare, data residency may be a necessity for operating in a cloud environment. More generally, it can also help you meet company data compliance and management requirements.

Data residency is available for:

- Jira Software, Confluence, and Jira Service Management.

- All Enterprise subscriptions.

- Any Standard & Premium subscriptions created after June 30, 2021.

- Existing Cloud subscriptions will have access to data residency on a rolling basis.

> ℹ️ Please note, you will not receive a notification once data residency is enabled for your license(s). We recommend checking your admin hub at **admin.atlassian.com** to confirm whether you can start using data residency capabilities.

What is data residency and how do I know I need it?

Data residency gives organizations more control over their data by ensuring their user-generated content is stored within the US, EU, Germany, or Australia - with more locations coming soon. Companies who work in regulated industries like finance, government, or healthcare may need data residency to operate in a cloud environment.

What are locations and AWS regions?

A product's location is the geographical boundary where its in-scope data is hosted. Each location corresponds with one or more AWS regions, which are physical locations around the world where AWS clusters its data centers.

The following locations are available for you to select from:

Location	AWS regions
Global	All Atlassian cloud in AWS region
Australia	Consists of AWS Sydney region
EU	Consists of AWS Frankfurt and Dublin regions
USA	Consists of US East and US West regions
Germany	Consists of AWS Frankfurt region

If you require your in-scope product data to stay in a specific location, and data residency is available for your product, you can request to have its in-scope data moved to a location and pinned there. To learn more about this, see **move data to another location**.

What additional locations will be available in the future?

Currently, you can pin your primary product data to our US, EU, DE, or AU locations, but Atlassian is working on adding additional locations.

- Canada
- United Kingdom
- Japan

To stay up to date on when these locations will be available, bookmark Atlassian's **Cloud roadmap**.

What types of data can I pin to a specific location?

Primary product data – this includes User Generated Content like Jira issues and Confluence pages – can be pinned to a specific location.

To learn why Atlassian doesn't pin user account information data, visit the documentation **here**.

Product	✅ Can be pinned	❌ Can't be pinned
Jira Software	- All attachments - Board and sprint data - Comments - In-product notification data - Jira issues and field content (including system and custom fields) - Jira search data - Project configuration data (including workflows, custom field configuration, and board configuration)	- Connected DevOps data (including commits, branches, pull requests, builds, deployments. feature flags, remote links) - Product analytics
Jira Service Management	- All attachments - Comments - In-product notification data - Insight object data and schema configuration data - Jira issues, request types, and field content (including system and custom fields) - Jira search data - Project configuration data (including workflows and custom field configuration) - Queue data	- All Jira Service Management features powered by Opsgenie - Customer accounts - Incident management functionality data - Knowledge base category data (if integrated with Confluence) - Product analytics - SLA configuration data
Confluence	- All attachments - Comments - Confluence page and blog data - In-product notification data - Page and comment likes - Page metadata - Source data for notifications in emails	- Permission and restriction configuration data - Product analytics (search data and space keys)
Atlassian Access		- User account information data - Audit log events
All products		- Atlassian Marketplace and app data - Automation rule configuration data - Cached content (up to 30 days) - Data in transit (up to 30 days) - Product, audit, and operational logs - Product analytics - Team profile information data - Third-party product integration data - Transient rule execution data - User account information data - User analytics

How does Atlassian maintain GDPR compliance?

Atlassian takes privacy seriously, and operates a global privacy program to meet the requirements of the GDPR, CCPA, LGPD, and beyond. Atlassian treats all user data the same way and uses industry-standard technical and organizational measures to secure the information stored. The Atlassian Privacy Program is tailored to meet both legal requirements as well as your needs.

Learn more at the **Atlassian Trust Center** or for information specific to the EU, read about their **GDPR commitment**.

How do I enable this on my Standard or Premium plans?

The ability to use the data residency feature will automatically be enabled on your site for new instances created after June 30, 2021, and for existing instances on a rolling basis.

1. Visit your admin hub at **admin.atlassian.com**

2. Go to **Security > Data residency**

3. In the data residency table, you will see each of your products, and if data residency is available, you will see a "Request Move" button. Click that and follow the walkthrough to schedule your data residency migration.

Ready to learn more about Atlassian Cloud?

As a certified Atlassian Enterprise Gold Partner specializing in managed DevOps solutions and Atlassian Enterprise Cloud deployments, iTMethods helps you migrate, modernize, and manage complex migrations, particularly ones with strict security/compliance requirements and hybrid cloud integrations.

Speak with an expert to find out how we can help you navigate away from Atlassian Server and choose the right deployment model for your organisation.

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