Salesforce Infrastructure and Sub-processors

Published: September 17, 2024

Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to the services and managed packages listed in the Infrastructure and Sub-processors Table below (collectively, for the purposes of this document only, the "**Covered Services**"). Services or features not yet generally available may be included within the list of Covered Services for the purpose of providing Customers advance notice of new sub-processors or processing locations. Any reference to future services or features does not obligate Salesforce to make those services or features available. Capitalized terms used in this documentation are defined in Salesforce's MSA and/or Data Processing Addendum.

Some Covered Services are hosted on Salesforce's own first-party infrastructure. Many of the Covered Services are fully or partly hosted on third-party infrastructures (e.g., Hyperforce), which operate as Salesforce's sub-processors. For more information about Hyperforce, see below. Many of the Covered Services run across multiple infrastructures as identified in the Infrastructure and Sub-processors Table below. Our Services are interconnected in order to provide more features to Customers within a single service. This can happen in a few different ways. For instance:

- Some Services run primarily on one infrastructure, but have some features that run partly or entirely on different infrastructures. For example, for many Customers, most Sales Cloud features run on the Salesforce's first-party infrastructure, but Sales Cloud also includes Einstein[1] Features that run on the Einstein Platform infrastructure. Similarly, the Marketing Cloud Engagement Services are based primarily on the Marketing Cloud Engagement infrastructure, but some features of Marketing Cloud run partially on Einstein Platform or Marketing Cloud Einstein infrastructure. If these features are enabled, Customer Data will be processed by these additional infrastructures.
- Some Services may inherently copy data from one infrastructure onto another infrastructure for processing to function. For example, this happens when Sales Cloud Customer Data is copied into the Sales Cloud Einstein-specific infrastructure, for artificial intelligence analytics, before the scores and predictions are written back into the original Sales Cloud infrastructure. Another example is Intelligence Reports for Engagement may pull a copy of Customer Data from Marketing Cloud Engagement onto its own infrastructure to provide reporting functionality.

If a Covered Service includes features which run across multiple infrastructures using different sub-processors or hosted in different locations, the Infrastructure and Sub-processors Table will list each infrastructure involved in running the Service as a separate "purpose of processing" row detailing how, and for what features, each infrastructure is used.

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Sub-processor Notifications

Salesforce Customers may subscribe to notifications of new sub-processors for those Covered Services for which Customer has a then-current active subscription by filling out this form.

Sub-processors Storing Customer Data

Many Services offer multiple alternative locations to process and/or store Customer Data. Except as set forth in the "Additional Details" column in the Infrastructure and Sub-processors Table, each cell listing countries in the table below represents an available "region" in which Salesforce processes and/or stores data for a given purpose. For example, for the Salesforce Services, data from our Germany datacenter is backed up into France, and so France and Germany are listed in the same cell to indicate that the "region" includes both countries. If France and Germany are in separate cells for a given purpose of processing, your Customer Data would only be stored in one of the two countries.

When a Service offers alternative locations to process/and or store data, the Customer may be able to choose their region during the setup process or by working with an Account Executive.[2] You may also request to have your Customer Data for a Covered Service or feature hosted in a different region, which may be accommodated, subject to availability. Further, if your Customer Data is hosted in a different region for one Covered Service, this may also affect where your data is hosted in other related services (e.g., hosting data in Europe for Service Cloud will cause your Service Cloud Einstein data to be hosted in Europe). If you have any questions about where your data is stored that this Documentation does not answer, please contact Customer Support.

In addition to the locations identified in the below Infrastructure and Sub-processors tables, Salesforce may store across its processing locations identifying information about Customers' instance(s) and identifying information about Users for the purpose of operating the Services, such as facilitating the login process and the provision of customer support. For the Government Cloud Plus and Government Cloud Plus - Defense Services, this information (except for business address) will be encrypted with a one-way hash algorithm before it leaves the Government Cloud Plus and Government Cloud Plus - Defense-specific data centers, rendering it unreadable to Salesforce and its cloud providers.

Customer Support

Salesforce uses its online services to provide customer support, including generative artificial intelligence. Sub-processors for the online services are listed below.

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[2] Sandbox copies are created at a data center level; any instance can refresh to any sandbox within a data center. Sandbox copies in a data center may be redirected to another data center in the same region, if necessary, to maintain performance levels. As an example, an EMEA-based sandbox instance could redirect to another EMEA data center. Temporary developer testing environments branded as "Scratch Orgs" may be provisioned in a different Salesforce-operated data center from a Customer's instance of the Covered Services, but within the same region as such instance. Scratch Orgs created by public cloud Customers reside within the Public Cloud Infrastructure.

Content Delivery Networks ("CDNs")

CDNs are utilized to optimize content delivery for certain Covered Services as listed in the Infrastructure and Sub-processors Table. CDNs are commonly used systems of distributed services that expedite the transmission of content. Note that if a CDN is described as "Global" in the Table, it may process data in any country, regardless of the Customer's location, to better support end-users of the applicable Covered Services.

Related Services

Salesforce offers highly customizable software used by Salesforce Customers across a variety of industries and businesses. Salesforce sells functionality to Customers in many packages, which we call SKUs.

Sometimes these SKUs only include functionality from one or more Services. But often, these SKUs can bundle functionality from one or more Services, along with additional, industry-specific functionality to customize the Service to an industry or business need.

One particular example of this is the "Salesforce Services": Chatter, Experience Cloud (formerly Community Cloud), Database.com, Lightning Platform (including Force.com), Sales Cloud, Service Cloud, and Site.com). Because the Salesforce Services functionality is bundled in so many different ways in different SKUs, the Infrastructure and Sub-processors Table cannot tell you whether or not the SKU you purchase contains a particular feature within the Salesforce Services. Instead, the table lists all features that appear in any packaging of the Salesforce Services. If you have a question about whether the SKU you purchase contains a particular feature, consult the Help and Training Documentation or your Account Executive.

Hyperforce
Hyperforce is Salesforce's next-generation infrastructure foundation for deploying application stacks on commercial cloud providers. An up-to-date list of available regions for Hyperforce can be found [here](#). Not all Covered Services hosted on Hyperforce are available in every location. Please see the charts below for available locations for individual Covered Services.

Support For All Services

Note that for support of the Covered Services designated as "Services on the EU Operating Zone infrastructure" or "EU OZ", in limited circumstances, Customer Data may be stored and/or processed in locations outside of the European Union as described in the "Services on the EU Operating Zone Infrastructure" section of the [Hyperforce SPARC](.).

Purpose of Processing	Sub-processors	Locations	Additional Details
Support services, including technical operations support	Salesforce, Inc. Salesforce.org Salesforce Argentine S.R.I. SFDC Australia Pty. Ltd. SFDC Austria GmbH Salesforce Tecnologia, Ltda. salesforce.com Canada Corporation salesforce.com France, S.A.S. salesforce.com Germany GmbH salesforce.com India Private Limited SFDC Ireland Limited salesforce.com Israel Ltd. Salesforce.com Italy S.r.l Salesforce Japan Co., Ltd. SFDC Netherlands B.V. salesforce.com Singapore Pte. Ltd. Salesforce.com Korea Limited Salesforce Systems Spain S.I. SFDC Sweden AB salesforce.com Sarl Salesforce.com (Thailand) Co., Ltd.	United States Argentina Australia Austria Brazil Canada France Germany India Ireland Israel Italy Japan The Netherlands Singapore South Korea Spain Sweden Switzerland Thailand	

	Salesforce UK Limited Salesforce.org EMEA Limited	United Kingdom	
Service provider of customer support tools	WithSecure Inc. (hosted by Amazon Web Services, Inc.)	Ireland United States	Used for scanning documents attached to cases submitted by the Customers Users for malicious content.
Service provider of customer support tools	Projector.is, Inc. (hosted by Amazon Web Services, Inc.)	United States	Used by Customer Support for screen sharing and co-browsing to help resolve customer issues.

Automotive Cloud

For Automotive Cloud (including Digital Lending for Automotive) see infrastructure details for [Salesforce Services](). Some Customers who purchase Automotive Cloud have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for [Salesforce Maps]().
Automotive Cloud also includes features that may use the [Einstein Generative AI Services](), please see the infrastructure details for these features.
Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	

Service provider of runtime services used by Automotive Cloud APIs powered by MuleSoft. Customer Data is processed in one of the following regions.	Amazon Web Services, Inc.	United States	If a Customer: (a) enables the Automotive Cloud APIs powered by MuleSoft feature as an add-on to Automotive Cloud, and (b) has Customer Data transmitted using runtime services, that Customer Data will be processed on AWS infrastructure.
		Brazil	
		Canada	
		Australia	
		Japan	
		Singapore	
		Germany	
		Ireland	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Salesforce Backup (formerly Backup and Restore)

Salesforce Backup is an add-on feature for the Salesforce Services–see infrastructure details for [Salesforce Services](#). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		France Germany Sweden United Kingdom	
		Germany	
		Sweden	
		United Kingdom	
		South Korea	

B2B Commerce (from Version 3.97 or higher, formerly branded as CloudCraze)

*Also see infrastructure details for [Salesforce Services](#)**. Salesforce may route the transmission of Customer Data to Users through any of its data centers, but the storage of Customer Data will be limited to the data centers for the Customers' org. For B2B Commerce on Lightning Experience, see infrastructure details for Salesforce Services**.*

B2B Commerce on Lightning Experience

B2B Commerce runs on the same infrastructure as the [Salesforce Services](#). See infrastructure details for Salesforce Services.

D2C Commerce (formerly B2B2C Commerce)

Also see infrastructure details for [Salesforce Services](#).

Commerce Cloud/B2C Commerce

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for Digital (which may include Managed Runtime), B2C Commerce Order Management, and Commerce Cloud Einstein. Customer Data is hosted in one of the following regions.	salesforce. com, inc.	United States	Any reference to "B2C Commerce Order Management" refers to the version of Order Management released prior to February 19, 2020.
	SFDC Australia Pty. Ltd.	Australia	
	salesforce.com France S.A.S. salesforce.com Germany GmbH Salesforce UK Limited	France Germany United Kingdom	
	SFDC Sweden AB SFDC Netherlands B.V.	Sweden The Netherlands	
	salesforce.com Co., Ltd.	Japan	
Hosting Provider for Digital which may include Managed Runtime).	Amazon Web Services, Inc.	United States	
Hosting Provider; CDN for Digital for Digital (which may include Managed Runtime).	CloudFront (Amazon Web Services, Inc.)	Global	The Dynamic Imaging Service feature within Digital uses the Amazon CloudFront content delivery network to

			store and deliver images, which flow through CloudFront and then the customer's CDN.
Hosting Provider for On-Demand Sandboxes.	Amazon Web Services, Inc.	United States	
Hosting Provider for B2C Commerce and B2C Commerce Order Management. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Germany	
Hosting Provider for Commerce Cloud Einstein. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Ireland	
		Singapore	
CDN for Commerce Cloud Einstein to deliver JavaScript assets to Customer websites	CloudFront (Amazon Web Services, Inc.)	Global	
CDN for Digital (which may include Managed Runtime), B2C Commerce Order Management, and Commerce Cloud Einstein.	Cloudflare	Global	Cloudflare's services are used for purposes that include a content distribution network, a domain name system network, web content optimization, web application firewall, internet protocol reputation filtering, and distributed denial of service attack prevention.
CDN for Digital (which may include Managed Runtime), B2C Commerce Order Management, and Commerce Cloud Einstein.	Akamai Technologies, Inc.	Global	Public website content served to website visitors may be stored with Akamai Technologies, Inc., and transmitted by Akamai Technologies, Inc. to website visitors, to expedite transmission.
Hosting Provider for Commerce Marketplace	Amazon Web Services, Inc.	Global	

Consumer Goods Cloud (including Trade Promotion Management, Trade Promotion Optimization, and Retail Execution)

Also see infrastructure details for Salesforce Services. Consumer Goods Cloud is a configuration of functionality from the Salesforce Services. Some Customers who purchase Consumer Goods Cloud have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for Salesforce Maps. Consumer Goods Cloud also includes features that may use the Einstein Generative AI Services, please see the infrastructure details for these features. Additional sub-processors for this Service are:

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Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for Retail Execution feature, Trade Promotion Management, and Trade Promotion Optimization. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States Australia Germany	
Additional Hosting Provider for Trade Promotion Management.	Google, Inc.	United States	By default AWS is the Hosting Provider for Trade Promotion Management; however, Customers may contact their Account Executive to obtain more information about Trade Promotion Management on Google Cloud Platform as an alternate Hosting Provider, which may be accommodated subject to use case evaluation and availability.
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States Germany India Australia Japan Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

CRM Analytics (formerly Tableau CRM)

CRM Analytics, which includes Einstein Discovery and Salesforce Data Pipeline, and is often incorporated into certain features of Salesforce Industries Clouds, runs on the same infrastructure as the Salesforce Services-see infrastructure details for Salesforce Services. Certain CRM Analytics SKUs, such as Einstein Predictions, and CRM Analytics Plus and related SKUs, include Einstein Prediction Builder. For these SKUs, also see infrastructure details for Einstein Prediction Builder under Salesforce Services. Certain CRM Analytics SKUs that are branded "Intelligence", such as Manufacturing Cloud Intelligence, include certain features of Sales Cloud Einstein as well. For these SKUs, also see infrastructure details for Sales Cloud Einstein.

Customer 360 Data Manager

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in one of the following regions.	Salesforce, Inc.	United States	
	Kabushiki Kaisha salesforce Japan, also known as Salesforce Japan Co., Ltd.	Japan	
Hosting Provider for all functionality. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Japan	

Customer Data Cloud (aka Salesforce Data Cloud)

Customer Data Cloud includes features that may use the [Einstein Generative AI Services](), please see the infrastructure details for these features.

(Also applicable to the Services branded as Einstein Personalization, and Customer Data Platform, formerly branded as Salesforce CDP)

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	Customers who have their Salesforce Services org provisioned to the Salesforce-Managed AWS Hyperforce environment hosted in India or a Salesforce Services org in the United Arab Emirates may be eligible to have an instance of Customer Data Cloud provisioned to India. Customers who have their Salesforce Services org provisioned to a Salesforce environment in Indonesia, Japan, Singapore, or South Korea may be eligible to have an instance of Customer Data Cloud provisioned to Japan. See [here]() and [here]() for further information.
		Germany	
		India	
		Japan	
		Australia	
		Brazil	

		England	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	
CDN for all functionality.	Akamai Technologies, Inc.	Global	

Database.com

See infrastructure details for Salesforce Services.

Education Cloud

See infrastructure details for Salesforce Services. Education Cloud also includes features that may use the Einstein Generative AI Services, please see the infrastructure details for these features. Some Customers who purchase Education Cloud have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for Salesforce Maps.

Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	

		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Einstein Bots

See infrastructure details for [Salesforce Services](#).

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in one of the following regions, depending on where the Customers' Salesforce Services org is hosted.	Heroku, Inc. (on Amazon Web Services, Inc.) and Amazon Web Services, Inc.	United States	If a Customer enables NLP functionality for Bots and has Salesforce Services data stored in the EMEA region, then some related Customer Data will be stored in Germany. If a Customer enables NLP functionality for Bots and has Salesforce Services data stored in the APAC region, then some related Customer Data will be stored in Japan, India or the United States. If a Customer enables NLP functionality for Bots and has Salesforce Services data stored outside of EMEA or APAC, then some related Customer Data will be stored in the United States.
		Australia Japan	
		Germany Ireland	
		Brazil	Following June 2023, Customer's Einstein Bots data may be processed in one of these specified locations if

		Canada	Customer's Salesforce Services org is in or near the location.
		France	If a Customer enables NLP functionality for Bots and has Salesforce Services data stored in the EMEA region, then some related Customer Data will be stored in Germany.
		India	
		Singapore	If a Customer enables NLP functionality for Bots and has Salesforce Services data stored in the APAC region, then some related Customer Data will be stored in Japan, India or the United States.
		South Korea	
		Sweden	If a Customer enables NLP functionality for Bots and has Salesforce Services data stored outside of EMEA or APAC, then some related Customer Data will be stored in the United States.
		United Kingdom	

Einstein Conversation Insights

See infrastructure details for Salesforce Services.

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in Europe if the Customer's Salesforce Services org is in Europe. Otherwise, Customer Data is hosted in the United States.	Amazon Web Services, Inc.	United States	If Customer enables Einstein Conversation Insights, some related Customer Data will be stored in the United States regardless of where Customer's Sales Cloud data is located.
		France Germany	
Service provider of transcription services.	Amazon Web Services, Inc.	United States	

Einstein Conversation Mining

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality.	Amazon Web Services, Inc.	United States	
		Germany	
		United Kingdom	
		Canada	
		India	
		Australia	
		Japan	
		Brazil	

Einstein Vision and Language

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality.	Amazon Web Services, Inc.	United States	

Einstein Relationship Insights

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality.	Amazon Web Services, Inc.	United States	
Data source used to process search queries for all functionality.	Google, Inc.	United States	

Emergency Program Management

Emergency Program Management is a managed package that runs on top of Salesforce Services–see infrastructure details for [Salesforce Services](.).

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Employee Productivity

Included in the "Employee Service - Agent" and "IT-Service Center - IT Agent" SKUs. Employee Productivity is a group of managed packages that run on top of the Salesforce Services–See infrastructure details for [Salesforce Services](#).

Enablement (including Enablement Lite)

See infrastructure details for [Salesforce Services](#).

Enhanced Messaging

Enhanced Messaging works as an add-on to Sales Cloud and Service Cloud, and uses the Sales Cloud and Service Cloud infrastructure—see infrastructure details for [Salesforce Services](#). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Messaging Gateway Server used to process and route inbound and outbound messages.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Germany	
		France	
		Sweden	
		United Kingdom	
		Australia	
		Japan	
		South Korea	
		India	
		Singapore	
		Ireland	

Service and hosting provider used for transmission and conversation storage services.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Germany	
		France	
		Sweden	
		United Kingdom	
		Australia	
		Japan	
		South Korea	
		India	
		Singapore	

EU Operating Zone

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for Covered Services designated as "Services on the EU Operating Zone infrastructure" or "EU OZ"	Amazon Web Services, Inc.	Germany	In limited circumstances, Customer Data may be stored and/or processed outside of the European Union as described in the "Services on the EU Operating Zone Infrastructure" section of the Hyperforce SPARC.

Feedback Management

See infrastructure details for Salesforce Services. Some Customers who purchase Feedback Management may have access to CRM Analytics; for Customers who use this functionality, see infrastructure details for CRM Analytics.

Financial Services Cloud

Financial Services Cloud (including Digital Lending) see infrastructure details for Salesforce Services. Einstein Activity Capture for Financial Services Cloud–see infrastructure details for Salesforce Services. Financial Services Cloud also includes features that may use the Einstein Generative AI Services, please see the infrastructure details for these features. Some Customers who purchase Financial Services Cloud have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for Salesforce Maps.

Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Flow for Industries (formally Digital Process Automation)

See infrastructure details for [Salesforce Services](). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	

Government Cloud Plus

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is stored on AWS US-GOV-WEST and AWS-US-GOV-EAST regions.	Amazon Web Services, Inc.	United States (AWS US-GOV-WEST and AWS-US-GOV-EAST)	Salesforce may route the transmission of encrypted Customer Data through various points, including any of its data centers, but the storage and processing of Customer Data will be limited to these regions.

Government Cloud Plus - Defense

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is stored on AWS US-GOV-EAST region.	Amazon Web Services, Inc.	United States (AWS-US-GOV-EAST)	Salesforce may route the transmission of encrypted Customer Data through various points, including any of its data centers, but the storage and processing of Customer Data will be limited to this region.

Health Cloud

Health Cloud is an extension of the Salesforce Services and a managed package that runs on top of the Salesforce Services–see infrastructure details for [Salesforce Services](). Health Cloud also includes features that may use the [Einstein Generative AI Services](), please see the infrastructure details for these features. Some Customers who purchase Health Cloud have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for [Salesforce Maps](). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	

Hosting provider of data processing and storage for Unified Health Scoring feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	If a Customer: (a) enables the Unified Health Scoring feature as an add-on to Health Cloud, and (b) has Customer Data used for calculations, assessments, or similar results, that Customer Data will be processed and stored on AWS infrastructure.
		Germany	
Service provider of runtime services used by FHIR APIs powered by MuleSoft. Customer Data is processed in one of the following regions.	Amazon Web Services, Inc.	United States	If a Customer: (a) enables the FHIR APIs powered by MuleSoft feature as an add-on to Health Cloud, and (b) has Customer Data transmitted using runtime services, that Customer Data will be processed on AWS infrastructure.
		Brazil	
		Canada	
		Australia	
		Japan	
		Singapore	
		Germany	
		Ireland	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Heroku

Heroku includes Heroku and Salesforce Functions, including Salesforce Elastic Services.

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in the United States, and, if selected by Customer, also in one of the following regions.	Amazon Web Services, Inc.	United States	
		United States Australia	
		United States Ireland	
		United States Japan	
		United States Germany	
		United States Canada	
		United States United Kingdom	
		United States Singapore	
		United States India	

Sales Engagement (formerly High Velocity Sales)

Sales Engagement works as an add-on to Sales Cloud, and uses the Sales Cloud infrastructure–see infrastructure details for Salesforce Services.

Sales Engagement also includes Salesforce Inbox and Einstein Activity Capture, as well as Einstein Conversational Insights– see infrastructure details for Salesforce Inbox and Einstein Conversation Insights. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in Europe if	Amazon Web Services, Inc.	United States	

the Customer's Salesforce Services org is in Europe. Otherwise, Customer Data is hosted in the United States.			
		France	
		Germany	
Hosting Provider for Lead Scoring.	Amazon Web Services, Inc.	United States	

Intelligent Form Reader

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider providing optical character recognition (OCR) for all functionality. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Australia	
		Canada	
		France	
		Germany	
		Ireland	
		India	
		United Kingdom	

Life Sciences Cloud

Life Sciences Cloud is an extension of the Salesforce Services–see infrastructure details for [Salesforce Services](#). Life Sciences Cloud also includes features that may use the [Einstein Generative AI Services](#), please see the infrastructure details for these features. Additional sub-processors for this Service are:

Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Service provider of runtime services used by FHIR APIs powered by MuleSoft. Customer Data is processed in one of the following regions.	Amazon Web Services, Inc.	United States	If a Customer: (a) enables the FHIR APIs powered by MuleSoft feature as an add-on to Life Sciences Cloud, and (b) has Customer Data transmitted using runtime services, that Customer Data will be processed on AWS infrastructure.
		Brazil	
		Canada	
		Australia	
		Japan	
		Singapore	
		Germany	
		Ireland	

Purpose of Processing	Sub-processors	Locations	Additional Details
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

LiveMessage

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in the United States (by default), or, if selected by the Customer, in Germany or Ireland.	Amazon Web Services, Inc.	United States	
		Germany	
		Ireland	

Loyalty Management

Loyalty Management is an extension of the Salesforce Services and a managed package that runs on top of Salesforce Services–see infrastructure details for Salesforce Services. Loyalty Management also includes features that may use the Einstein Generative AI Services, please see the infrastructure details for these features.

Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Manufacturing Cloud

See infrastructure details for Salesforce Services. Manufacturing Cloud also includes features that may use the Einstein Generative AI Services, please see the infrastructure details for these features. Some Customers who purchase Manufacturing Cloud have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for Salesforce Maps.

Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States Brazil Canada	
		Brazil	
		Canada	

		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Service provider of runtime services used by Manufacturing APIs powered by MuleSoft. Customer Data is processed in one of the following regions.	Amazon Web Services, Inc.	United States	If a Customer: (a) enables the Manufacturing APIs powered by MuleSoft feature as an add-on to Manufacturing Cloud, and (b) has Customer Data transmitted using runtime services, that Customer Data will be processed on AWS infrastructure.
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	

Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Marketing Cloud: Advertising Studio

Advertising Studio (including Advertising Audiences and Journey Builder Advertising) interoperates with and runs partially on Marketing Cloud Engagement infrastructure. See infrastructure details for [Marketing Cloud: Marketing Cloud Engagement Services](). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in the United States for Customers with instances on first-party infrastructure, and primarily in Europe for a limited number of Customers that have consented to their instance being hosted on Hyperforce.	Salesforce, Inc.	United States	
	Amazon Web Services, Inc.	United States	If the Customer has consented to their data being hosted on Hyperforce, Customer Data will be primarily hosted on Salesforce infrastructure in Germany, but certain ancillary Customer Data will also be hosted on Salesforce, Inc., first-party infrastructure in the United States or Amazon Web Services, Inc. infrastructure in the United States
	Salesforce, Inc. SFDC Germany Data Center GmbH	United States Germany	

Marketing Cloud: Intelligence and Intelligence Data Pipelines (formerly Datorama)

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data will be hosted on one of the following hosting providers in one of the following regions. Hosting Customer Data on AWS in the United States is the default sub-processor and region, but Customers may	Amazon Web Services, Inc.	United States Germany Ireland	If a Customer is using the Marketing Cloud connector in Intelligence to import data from the Customer's Marketing Cloud Engagement account into the Customer's Intelligence account, the data will temporarily be stored in an AWS S3 bucket in the same region as the Customer's Marketing Cloud Engagement

request Azure and/or an alternate hosting location instead.	Microsoft Corporation (Microsoft Azure)	United States	account before being stored in the Customer's Intelligence account. Additionally, if a Customer is hosted on Azure, limited account information, such as admin contact details and Intelligence products purchased by the Customer, used for provisioning accounts may still be processed, but not stored, in AWS.
		Ireland	
	Google, LLC.	United States	Only applicable to Customers that use Microsoft Azure
		Belgium Denmark Finland Ireland The Netherlands	
CDN for all functionality	Akamai Technologies, Inc.	Global	

Marketing Cloud: Intelligence Reports for Engagement (formerly Datorama Reports)

Unless your Order Form for the Marketing Cloud Engagement Services expressly excludes Intelligence Reports, Intelligence Reports is included with a purchase of the Marketing Cloud Engagement Services and can be accessed through the Marketing Cloud Engagement Services. Intelligence Reports also runs on the [Intelligence](#) infrastructure, unless provisioned for Marketing Cloud Engagement on AWS - India (Hyperforce) in which case Customer Data will be stored and processed in the Marketing Cloud Engagement infrastructure and Customer Data Cloud infrastructure. Accordingly, see infrastructure details for [Marketing Cloud: Marketing Cloud Engagement Services](#) and [Customer Data Cloud](#). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted on one of the following sub-processors in one of the	Amazon Web Services, Inc.	United States	
		Germany	

following regions. AWS is the default hosting provider, but Azure may be available upon request in the future as an alternative to AWS.		Ireland	
		Japan	
		Australia	
	Microsoft Corporation (Microsoft Azure)	United States	
		Ireland	
CDN of Intelligence Reports for Engagement.	Akamai Technologies, Inc.	Global	

Marketing Cloud: Evergage

Evergage includes Data Science Workbench, Data Warehouse, and Evergage

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Germany	

Marketing Cloud: Marketing Cloud Engagement

Marketing Cloud Engagement includes Audience Builder, Automation Studio, Content Builder, Email Studio, Marketing Cloud Engagement, Journey Builder, Mobile Studio, and Web Studio.

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality ● Audience Builder, ● Automation Studio, Content Builder, ● Email Studio, ● Marketing Cloud Engagement, ● Journey Builder,	Salesforce, Inc.	United States	Customers who purchased Marketing Cloud Engagement on or before November 28, 2019, have Customer Data stored in the United States.
	SFDC France Data Centre Sarl SFDC Germany Data Center GmbH	France Germany	In the event of a disaster in an EMEA facility, Customer Data will be restored to an Marketing Cloud Engagement Salesforce, Inc., facility located within the United States.

• Mobile Studio, and Web Studio. Customer Data is hosted in one of the following regions using both Salesforce and Google infrastructure. If the Customer is eligible to be hosted on Hyperforce and has requested to have their Customer Data hosted on Hyperforce, Customer Data will be hosted in one of the following regions on AWS.	Google, Inc.	United States	
		Belgium Germany	
	Amazon Web Services, Inc.	United States	Hyperforce runs on infrastructure provided by Amazon Web Services, Inc. Currently such infrastructure is hosted on AWS in data centers located in the United States, India, Australia, and Japan.
		India	
		Australia	
		Japan	
CDN for all functionality	Akamai Technologies, Inc.	Global	
	Cloudfront (on Amazon Web Services, Inc.)	Global	
Customer Service Provider	Softvision, LLC, a subsidiary of Cognizant Technology Solutions U.S. Corp	Romania	
URL Link Shortening for Journey Builder	Amazon Web Services, Inc.	United States	Customers may opt in to have URL links shortened by AWS, which would involve processing of Customer's original URL links and/or Subscriber IDs.
		India	
		Japan	
		Australia	
		Germany	
		Brazil	
		England	
		Canada	
		Switzerland	

Marketing Cloud Growth

Marketing Cloud Growth runs partially on Data, Sales, Experience, and Service Cloud infrastructures – see infrastructure details for [Data Cloud](#) and [Salesforce Services](#), and relies on data from, and writes data to, [Data Cloud](#) infrastructure. Marketing Cloud Growth also incorporates features that run on the following infrastructures: [Marketing Cloud: Marketing Cloud Engagement Services](#), [Einstein Generative AI Services](#), [Marketing Cloud: Marketing Cloud Einstein](#) and [Privacy Center](#). Please see infrastructure details for each of these features.

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Germany	
		Canada	
		United Kingdom	
CDN for all functionality.	Akamai Technologies, Inc.	Global	

Marketing Cloud: Personalization (formerly Interaction Studio)

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for Marketing Cloud Personalization. Customer Data is hosted in one of the following regions	Amazon Web Services, Inc.	United States	
		Australia	Customers based in the APAC region who signed up for Marketing Cloud Personalization before November 1, 2020, may have Customer Data stored in the United States.
		Germany	

Marketing Cloud: Interaction Studio (Legacy)

Purpose of Processing	Sub-processors	Locations	Additional Details

Service Provider supplying integration between Interaction Studio (Legacy) and Automation Studio.	Heroku, Inc. (on Amazon Web Service, Inc.)	United States	
		Australia Japan	
		Germany Ireland	

Marketing Cloud: Marketing Cloud Einstein

Marketing Cloud Einstein functionality relies on data from, and writes data to, Marketing Cloud Engagement Infrastructure. See infrastructure details for Marketing Cloud: Marketing Cloud Engagement Services. Marketing Cloud Engagement Customers provisioned to AWS India (Hyperforce) will map to AWS - Ireland and/or Germany as described below. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for the following Marketing Cloud Einstein features: ● Behavioral Triggers ● Einstein Email Recommendations ● Einstein Web Recommendations ● Personalization Builder ● Predictive Email ● Predictive Intelligence ● Predictive Web ● Web Personalization. Customer Data is hosted in one of the following regions	Amazon Web Services, Inc.	United States	
		Australia	
		Canada	
		Ireland	
Hosting Provider for the following Marketing Cloud Einstein features: ● Einstein Content Selection ● Einstein Content Tagging ● Einstein Copy Insights ● Einstein Engagement Frequency	Amazon Web Services, Inc.	United States	Marketing Cloud Einstein features will start migrating to Hyperforce in January 2023. Customer Data currently residing in AWS Ireland (non-Hyperforce) will begin migrating to AWS Germany (Hyperforce). For more details please refer to Hyperforce FAQs.
		Japan	
		Australia	

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● Engagement Scoring for Email ● Einstein Engagement Scoring for Mobile, Einstein Messaging Insights ● and Send Time Optimization. Customer Data is hosted in one of the following regions		Ireland	
		Germany	
Provider of generative artificial intelligence features	OpenAI, L.L.C.	United States	
Processor for Marketing Cloud Einstein feature: Einstein Content Tagging	Google, Inc.	Global	Used only for Einstein Content Tagging. Data may be hosted in any location provided by Google, listed at Global Locations - Regions & Zones.

Marketing Cloud: Social Studio

Social Studio email functionality relies on Marketing Cloud Engagement. See infrastructure details for Marketing Cloud: Marketing Cloud Engagement Services. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality	salesforce.com Canada Corporation	Canada	
CDN for Marketing Cloud Social Studio.	Akamai Technologies, Inc.	Global	

Messaging

Messaging works as an add-on to Sales Cloud and Service Cloud, and uses the Sales Cloud and Service Cloud infrastructure–see infrastructure details for Salesforce Services. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Messaging Gateway Server used to process and route inbound and outbound messages.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	

		Germany	
		France	
		Sweden	
		United Kingdom	
		Australia	
		Japan	
		South Korea	
		India	
		Singapore	
		Ireland	

Messaging for In-App and Web

Messaging for In-App and Web works as an add-on to Service Cloud, and uses the Service Cloud infrastructure–see infrastructure details for [*Salesforce Services*](Salesforce Services)*. Additional sub-processors for this Service are:*

Purpose of Processing	Sub-processors	Locations	Additional Details
Service and hosting provider used for transmission and conversation storage services.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Germany	
		France	
		Sweden	
		United Kingdom	
		Australia	
		Japan	
		South Korea	

		India	
		Singapore	

MuleSoft: MuleSoft Anypoint Platform, MuleSoft Composer, and MuleSoft Robotic Process Automation (RPA)

MuleSoft includes the MuleSoft Anypoint Platform, MuleSoft Composer, and MuleSoft Robotic Process Automation (RPA). MuleSoft also includes features that may use the [Einstein Generative AI Services](); please see the infrastructure details for these features. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for runtime services for all functionality. Administrators can set the default region for runtime services on the Anypoint Platform Organization tab in Account Settings, but that region can be adjusted when the application is deployed, if necessary.	Amazon Web Services, Inc.	United States Australia Brazil Canada Germany Ireland Japan Singapore United Kingdom	If Anypoint MQ Customers choose to enable Cross-Region Failover for their queue(s), in the event of a failover Customer Data is temporarily re-routed as follows: **AMER:** ● us-west-2 (Oregon) is re-routed to ca-central-1 (Montreal, Canada) ● ca-central-1 (Montreal, Canada) is re-routed to us-east-1 (N.Virginia) ● us-east-1 (N.Virginia) is re-routed to us-east-2 (Ohio) ● us-east-2 (Ohio) is re-routed to us-west-2 (Oregon) **Europe** Prod-US Control Plane ● eu-west-1 (Ireland) is re-routed to eu-west-2 (London) ● eu-west-2 (London) is re-routed to eu-west-1 (Ireland) Prod-EU Control Plane

			• eu-central-1 (Frankfurt) is re-routed to eu-west-1 (Ireland) • eu-west-1 (Ireland) is re-routed to eu-central-1 (Frankfurt) **Asia Pacific:** • ap-southeast-1 (Singapore) is re-routed to ap-northeast-1 (Tokyo) • ap-southeast-2 (Sydney) is re-routed to ap-southeast-1 (Singapore) • ap-northeast-1 (Tokyo) is re-routed to ap-southeast-2 (Sydney)
Hosting Provider for control plane services for all functionality. Customer Data is stored in one of the following regions.	Amazon Web Services, Inc.	United States	
		Germany	Customer Data is stored in Germany and backed up in Ireland
		Ireland	
CDN for all functionality.	Cloudfront (on Amazon Web Services, Inc.)	Global	
Customer Support service provider.	Epidata S.A.	Argentina	
Customer Support service provider for Anypoint Monitoring.	InfluxData Inc.	United States	
		United Kingdom	
Email service provider for all functionality.	Mailgun Technologies, Inc.	United States	
Log aggregator for all functionality.	Sumo Logic, Inc.	United States	
User analytics provider for MuleSoft services.	Amplitude, Inc.	United States	
	Segment.io, Inc.	United States	
Provider of generative artificial intelligence features.	OpenAI, L.L.C.	United States	

Net Zero Cloud (formerly Sustainability Cloud)

Net Zero Cloud is a configuration of the Salesforce Services--see infrastructure details for [Salesforce Services](). Net Zero Cloud also includes features that may use the [Einstein Generative AI Services](); please see the infrastructure details for these features. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Marketing Cloud Account Engagement

See also infrastructure details for [Salesforce Services](), [Customer Data Cloud](), [Marketing Cloud Engagement](), and [Marketing Cloud Growth]().

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality.	Amazon Web Services, Inc.	United States	
Hosting Provider for Marketing Cloud Account Engagement services including Einstein Send Time Optimization and Einstein Engagement Frequency.	Amazon Web Services, Inc.	United States Ireland	
Hosting Provider for Marketing Cloud Account Engagement Lead Scoring.	Amazon Web Services, Inc.	United States	
CDN for all functionality.	CloudFront (Amazon Web Services, Inc.)	Global	
Provider of generative artificial intelligence features	OpenAI, L.L.C.	United States	
Hosting Provider for all generative artificial intelligence features	Amazon Web Services, Inc.	United States Germany India	

Nonprofit Cloud and Nonprofit Cloud for Grantmaking

Some Customers who purchase Nonprofit Cloud have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for [Salesforce Maps](). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Available Location Options	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States Brazil Canada Australia India Japan	

		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Privacy Center

See infrastructure details for Salesforce Services. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Service Provider used for transmission services for all functionality. Customer Data will be transmitted within one of the following regions.	Heroku, Inc. (on Amazon Web Services, Inc.)*	United States Germany France Australia Japan	*Heroku is only a sub-processor for Privacy Center Customers who have purchased the Heroku Data Bridge SKU in connection with their purchase of Privacy Center.

Public Sector Solutions

Public Sector Solutions is a configuration of the Salesforce Services--see infrastructure details for [Salesforce Services](). Public Sector Solution also includes features that may use the [Einstein Generative AI Services](), please see the infrastructure details for these features. Some Customers who purchase Public Sector Solutions have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for [Salesforce Maps](). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Quip

Quip includes Services formerly branded as Salesforce Anywhere.

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting provider for all functionality.	Amazon Web Services, Inc.	United States	

Referral Marketing

See infrastructure details for Salesforce Services. Referral Marketing also includes some Marketing Cloud functionality (i.e. Journey Builder and MC Engagement). Therefore, also see infrastructure details for Marketing Cloud.

Revenue Lifecycle Management

See infrastructure details for Salesforce Services. Customers who purchase Revenue Lifecycle Management also have access to Salesforce Contracts and PDF generation functionality through Field Service. For Customers who use this functionality, see infrastructure details for Salesforce Contracts and Field Service PDF generation, respectively.

Safety Cloud

See infrastructure details for Salesforce Services.

Sales Cloud Einstein

Sales Cloud Einstein works as an add-on to Sales Cloud, and uses the Sales Cloud infrastructure. Sales Cloud Einstein also includes all Salesforce Inbox Functionality. Therefore, also see infrastructure details for Salesforce Services and infrastructure details for Salesforce Inbox. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for Sales Cloud Einstein Account Insights, Einstein Automated Contacts, Einstein Forecasting, Opportunity Insights, Lead Scoring, Opportunity Scoring, and Account Intelligence.	Amazon Web Services, Inc.	United States	

Salesforce Contracts

See infrastructure details for Salesforce Services. Salesforce Contracts also includes features that may use the Einstein Generative AI Services, please see the infrastructure details for these features. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Available Location Options	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Salesforce CPQ and Salesforce Billing (together formally branded as Salesforce Quote-to-Cash)

See infrastructure details for Salesforce Services. Salesforce CPQ is a managed package that runs on top of the Salesforce Services. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Quote calculation service provider for all functionality. Customer Data will be processed in one of the following regions.	Heroku, Inc. (on Amazon Web Services)	United States	
		Germany Ireland	
		Australia Japan	
Hosting Provider of document generation processing for Server-Side Document Generation feature. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
		France	
		Germany	
		Sweden	
		United Kingdom	

Sales Enablement (formerly branded as myTrailhead)

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality	Amazon Web Services, Inc.	United States	

	Heroku, Inc. (on Amazon Web Services, Inc.)	United States	
CDN for all functionality	Fastly, Inc.	Global	
Service provider for search functionality. Customer Data will be processed in one of the following regions.	Coveo	United States Canada	
		France Germany Ireland Italy The Netherlands United Kingdom	

Salesforce Inbox

See infrastructure details for Salesforce Services. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data will be hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		France	Customers, who activated Salesforce Inbox before May 8, 2017, may have Customer Data stored in the United States.
		Germany	

Salesforce Maps (including Maps Lite) and Salesforce Sales Planning

See infrastructure details for Salesforce Services. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer Data will be hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Germany	

| Service Provider used to capture usage data for all functionality. | Pendo.io, Inc. | United States | |

Salesforce Order Management

See infrastructure details for [Salesforce Services](). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Service provider for versions of Order Management released on or after February 19, 2020. Customer Data will be hosted in one of the following regions.	Heroku, Inc. (on Amazon Web Services, Inc.)	United States	
		Germany	
		Australia Japan	

Salesforce Private Connect

See infrastructure details for [Salesforce Services](). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting provider used for transmission services for all functionality.	Amazon Web Services, Inc.	United States	
		Australia	
		Canada	
		Germany	
		India	
		Japan	

Salesforce.org Elevate

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider and non-storage infrastructure support for all functionality. (Also used for Payment	Amazon Web Services, Inc.	United States	

Processing and Management for Salesforce.org Elevate)			
Hosting Provider for all functionality.	Heroku, Inc. (on Amazon Web Services, Inc.)	United States	
CDN for all functionality.	Fastly, Inc.	Global	
	Cloudinary	Global	
Email service provider for all functionality.	Mailgun Technologies, Inc.	United States	

Salesforce.org

Salesforce.org Services are managed packages that run on top of the Salesforce Services; for Accounting Subledger, Admissions Connect, foundationConnect (provisioned on or after August 19, 2019), Grants Management, Nonprofit Cloud Case Management[3], Salesforce.org Insights Platform: Data Integrity, and Student Success Hub (formerly Salesforce Advisor Link), as well as Services, including Education Cloud, Nonprofit Cloud, and Nonprofit Cloud for Grantmaking that are built directly into the Salesforce platform; see infrastructure details for Salesforce Services. Salesforce.org Services also include features that may use the Einstein Generative AI Services, please see the infrastructure details for these features. Some Customers who purchase Admissions Connect or Grants Management have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for Salesforce Maps. Additional sub-processors for these Services are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Service Provider used for transmission services for Student Success Hub (including the former Salesforce Advisor Link) and Marketing Cloud Engagement for Nonprofits **(formerly Marketing Cloud for Nonprofits)**.	Heroku, Inc. (on Amazon Web Services, Inc.)	United States	
Service Provider used for transmission services for Insights Platform. Customer Data will be transmitted in one of the	Amazon Web Services, Inc.	United States	

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[3] References to Nonprofit Cloud Case Management refer to the managed package.

following regions using both AWS and Heroku.		Germany	
	Heroku, Inc. (on Amazon Web Services, Inc.	United States	
		Germany	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

Salesforce Services[4]

Salesforce Services are Chatter, Database.com,Experience Cloud (formerly Community Cloud), Lightning Platform (including Force.com and Salesforce Shield), Sales Cloud, Service Cloud, and Site.com. The same infrastructure and sub-processors are used to host B2B Commerce, B2B Commerce on Lightning Experience, and IoT Explorer.

Some Customers who purchase the Salesforce Services have access to Social Customer Service, Customer Data Cloud, Einstein Bots, Einstein Conversation Insights, Sales Cloud Einstein, and Sales Engagement . For Customers who use this functionality, see infrastructure details for Social Studio, infrastructure details for Customer Data Cloud, infrastructure details for Einstein Conversations Insights, infrastructure for Sales Cloud Einstein, and infrastructure details for Sales Engagement accordingly.

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[4] Salesforce offers many packages that include some or all of the features in the Salesforce Services. These packages will link to this section, and may include some or all of the features listed below. See Where is my Salesforce Instance Located?

Some Customers who purchase the Salesforce Services have access to Salesforce Maps Lite. For Customers who use this functionality, see infrastructure details for Salesforce Maps. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Customer's org is hosted on either AWS or Salesforce infrastructure in one of the following regions, which is chosen by the Customer or an Account Executive when the org is first created. Learn More.	SFDC France Data Centre Sarl SFDC Germany Data Center GmbH	France Germany	
	SFDC Sweden AB SFDC Netherlands B.V.	Sweden The Netherlands	
	SFDC EMEA Data Center Limited	United Kingdom	
	Salesforce, Inc.	United States	
	Kabushiki Kaisha salesforce Japan, also known as Salesforce Japan Co., Ltd.	Japan	
	Amazon Web Services, Inc.	Australia	
		Brazil	
		Canada	
		France	
		Germany	
		India	
		Indonesia	
		Ireland	
		Italy	
		Japan	

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		Singapore	
		South Korea	
		Sweden	
		Switzerland	
		United Arab Emirates	
		United Kingdom	
		United States	
Hosting Provider for Account Intelligence features Account News, Lightning News, Account Logos, and Account Autofill, and Einstein Opportunity Scoring, and Einstein Deal Insights.	Amazon Web Services, Inc.	United States	Account Intelligence feature is on by default for all new Customers.
Hosting provider for Einstein Prediction Builder, Einstein for Nonprofits, and Einstein Recommendation Builder. Customer Data is hosted in Europe for Customers with their Salesforce Services org in Europe. Otherwise, Customer Data is hosted in the United States.	Amazon Web Services, Inc.	United States Germany	
Hosting Provider for Einstein Activity Capture. Customer Data is hosted in Europe for Customers with their Salesforce Services org in Europe. Otherwise, Customer Data is hosted in the United States.	Amazon Web Services, Inc.	United States France Germany	
Hosting provider for Einstein Article Recommendations–if Customer has enabled customized models for Article Recommendations. Customer Data is hosted in one of the following regions	Heroku, Inc. (on Amazon Web Services, Inc.) and Amazon Web Services, Inc.	United States Germany Ireland	

depending on the location of the Customers Salesforce Services org.		United Kingdom	
		Canada	
		Australia Japan	Customers in the APAC region may also have data stored on Amazon Web Services infrastructure in the United States or India in addition to their region.
Hosting Provider for Einstein Case Classification and Einstein Case Wrap Up.	Amazon Web Services, Inc.	United States	
		Germany	
		United Kingdom	
		Canada	
		India	
		Australia	
		Japan	
		Brazil	
Hosting Provider and Service Provider to support scheduling and optimization functionality for Salesforce Field Service. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Australia	
		Germany	
		Canada	
Hosting Provider and Service Provider used to calculate routes for Salesforce	Amazon Web Services, Inc.	United States	
		Australia	

Field Service. Customer Data is hosted in one of the following regions.		Germany	
		Canada	
Hosting Provider and Service Provider used to generate PDFs for Salesforce Field Service. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Canada	
		Brazil	
		Germany	
		France	
		United Kingdom	
		Sweden	
		Switzerland	
		Italy	
		Australia	
		Japan	
		South Korea	
		Singapore	
		India	
		Indonesia	
		United Arab Emirates	
CDN for Experience Cloud (formerly Community Cloud), Sales Cloud, and Service Cloud, for Customers with orgs that use the My Domain feature.	Amazon Web Services, Inc.	Global	
CDN for Site.com sites and Force.com sites.	Akamai Technologies, Inc.	Global	In order to expedite the transmission of web pages, Akamai Technologies, Inc. may store Customer web pages rendered by Site.com and Force.com

			sites–including webpage content and data tables to be served to website visitors, as well as static resources like images, files, and JavaScript and CSS code. Force.com sites and Site.com Customers can control the cache duration for Akamai Technologies, Inc. Learn more: [Force.com sites](#), [Site.com](#). Additionally, to facilitate site operation and optimize content delivery, Salesforce operates Salesforce infrastructure in certain of its data centers that contain identifying information about, and static resources for, Site.com and Force.com sites.
CDN for my.site.com sites.	Akamai Technologies, Inc.	Global	Experience sites using Enhanced Domains are enabled by default to be served through Salesforce Content Delivery Network (CDN)--the integrated Akamai Technologies, Inc. CDN solution–to optimize page load times and site performance. All traffic will flow through the distributed Akamai Technologies, Inc.'s CDN network of edge servers, which optimizes routing and caches publicly cacheable content. Customers can opt-out of leveraging Salesforce Content Delivery Network (CDN) by contacting Support. [Learn More](#).

CDN for Experience Cloud, D2C Commerce (formerly B2B2C Commerce), B2B Commerce, B2B Commerce on Lightning Experience, DXP, and CMS.	Akamai Technologies, Inc.	Global	When a Customer has enabled the Salesforce Content Delivery Network (CDN) option for custom domains, Salesforce may leverage an integrated Akamai Technologies, Inc. CDN solution to optimize page load times and site performance. All traffic will flow through the distributed Akamai Technologies, Inc.'s CDN network of edge servers, which optimizes routing and caches publicly cacheable content. Salesforce CDN through Akamai Technologies, Inc. can serve the domain with a shared or dedicated HTTPS certificate. Salesforce CDN leverages many Akamai Technologies, Inc. product capabilities to optimize performance and scale. Learn More.
CDN for Lightning Experience	Akamai Technologies, Inc. Cloudfront (Amazon Web Services, Inc.)	Global	When a Customer has enabled the Salesforce Content Delivery Network (CDN) option for Lightning domains, Salesforce may leverage an integrated Akamai Technologies, Inc. CDN ("Akamai") or Amazon CloudFront CDN ("Cloudfront") solution to optimize page load times and site performance. Static public resources will flow through the distributed Akamai or Cloudfront network of edge servers, which optimizes routing and caches publicly cacheable content. Salesforce CDN through Akamai or Cloudfront can serve the domain with a dedicated HTTPS certificate. Salesforce CDN leverages many Akamai or Cloudfront product capabilities to optimize performance and scale. Learn more.
Salesforce Services Salesforce Edge: Hosting provider for Availability zones/Edge servers for all functionality	Amazon Web Services, Inc.	Global	Customer Data may be transmitted through any AWS Salesforce Edge region to provide better and faster service response time depending, for example, on the location of Users. Learn more.

Service Provider used for transmission services for Salesforce Services Lightning Experience Configuration Converter, Lightning Experience Readiness Check (including Lightning Experience Welcome Mat), Sales Cloud Einstein Readiness Assessor, Service Cloud Einstein Readiness Assessor, Einstein Bots Readiness Assessor, Revenue Intelligence Assessor, and ECI Readiness Assessor.	Heroku, Inc. (on Amazon Web Services, Inc.)	United States	
Service provider used for transmission services for Microsoft Teams Integration. Customer Data is transmitted in one of the following regions.	Amazon Web Services, Inc.	United States	Microsoft Teams Integration is a feature available to Sales Cloud and Service Cloud.
	Microsoft Corporation (Microsoft Azure)	United States	
Service Provider used for transmission services for Salesforce Slack Integration Proxy.	Amazon Web Services, Inc.	United States	
Service Provider used for transmission services for Pub/Sub API.	Amazon Web Services, Inc.	United States	The Pub/Sub API is available for use with Platform Events, Change Data Capture, and Real Time Event Monitoring.
		Germany	
Service Provider used for transmission services for Event Relay.	Amazon Web Services, Inc.	United States	Event Relay uses AWS to stream events between Customer's Salesforce and Amazon Web Services instances.
		Germany	
		India	
Service Provider used for processing for DevOps Center.	Heroku, Inc. (on Amazon Web Services, Inc.)	United States	Heroku is used to coordinate interactions between the source control system and the Salesforce environment(s) composing the deployment pipeline.
Service Provider used for processing and storage purposes for Scale Test.	Amazon Web Services, Inc.	United States	Scale Test includes Scale Center.

Service Provider used for processing and storage purposes for Scale Center and ApexGuru.	Amazon Web Services, Inc.	United States	Scale Center and ApexGuru store Customer Data for 30 days only.
Service Provider used for processing and storage purposes for Code Builder.	Amazon Web Services, Inc.	United States	Heroku, Inc. (on Amazon Web Services, Inc. in the United States) is also used to provide backend support for the managed package and orchestration, but does not process or store Customer Data.
		Canada	
		Germany	
		Ireland	
Provider of scheduling and optimization functionality for Field Service. Customer Data is hosted in one of the following regions.	ClickSoftware, Inc.	United States	
		Australia	
		Germany	
		Canada	
Service Provider used for transmission services for Headless Browser Service. Customer Data is processed in one of the following regions depending on where your Salesforce Services are hosted. If your org is hosted on Hyperforce infrastructure on AWS, then Customer Data will be processed in that infrastructure. If your org is hosted on Salesforce's own first-party infrastructure, then your Customer Data will be processed as indicated here.	Amazon Web Services, Inc.	United States	Headless Browser Service is currently used for pdf export functionality, and CRM Analytics integration with Slack.
		Germany	
		France	
		Japan	
		Australia	
		Canada	
Service provider of Digital Engagement support for the WhatsApp Messaging Channel	Cognizant Worldwide Limited	Philippines	
Service provider for processing and routing services – if Customer has enabled enhanced routing in their Omni-Channel Settings.	Amazon Web Services, Inc.	United States	Enhanced routing is on by default for all new Customers, but Customers may revert to standard routing in their Omni-Channel Settings.
		Brazil	
		Canada	

		Germany France Sweden United Kingdom	
		France	
		Sweden	
		United Kingdom	
		Australia Japan	
		South Korea	
		India	
		Singapore	

Salesforce Spiff

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting provider for all functionality	Google LLC (Google Cloud Platform)	United States	United States is default hosting location; Data is hosted in Finland upon customer request
		Finland	
Service provider for connectors to other platforms	Workato, Inc.	United States	
Email service provider for all functionality	Mailgun Technologies, Inc.	United States	

Salesforce Starter (fka Self-Service CRM), including Marketing Email Sends

Salesforce Starter (fka Self-Service CRM) marketing functionality, including Marketing Email Sends, runs partially on the Sales, Service and Experience Cloud infrastructures - see infrastructure details for Salesforce Services, and relies on data from, and writes data to, Customer Data Cloud infrastructure. Salesforce Starter (fka Self-Service CRM) marketing functionality also incorporates features run on the following infrastructures: Marketing Cloud: Intelligence and Intelligence Data Pipelines (formerly Datorama), Marketing Cloud: Intelligence Reports for Engagement (formerly Datorama Reports), Marketing Cloud: Marketing Cloud Engagement Services, Marketing Cloud: Marketing Cloud Einstein, Marketing Cloud Account Engagement, Marketing Cloud Growth, Privacy Center, Salesforce Inbox, and Sales Engagement (formerly High Velocity Sales). Please see infrastructure details for each of these features.

Salesforce Web3 Services (including Web3 Connect and NFT Management)

Salesforce Web3 is a managed package–see infrastructure details for Salesforce Services.

Service Cloud Einstein

Service Cloud Einstein is an add-on Service to Service Cloud, and runs partially on the Service Cloud infrastructure--see infrastructure details for Salesforce Services. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for Einstein Reply Recommendations. Customer Data is hosted in one of the following regions depending on the location of the Customers Salesforce Services org.	Heroku, Inc. (on Amazon Web Services, Inc.) and Amazon Web Services, Inc.	United States	
		Germany Ireland	
		United Kingdom	
		Canada	
		Japan Australia	Customers in the APAC region may also have data stored on Amazon Web Services infrastructure in the United States or India in addition to their region.

Hosting Provider for Einstein Case Classification and Einstein Case Wrap-Up.	Amazon Web Services, Inc.	United States	
		Germany	
		United Kingdom	
		Canada	
		India	
		Australia	
		Japan	

Service Cloud Voice

Service Cloud Voice is an add-on to Service Cloud, and runs partially on Service Cloud infrastructure–see infrastructure details for [Salesforce Services](.).

Purpose of Processing	Sub-processors	Locations	Additional Details
Service and hosting provider used for transmission and call transcript storage services.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		Germany	
		France	
		Sweden	
		United Kingdom	
		Australia	
		Japan	
		South Korea	
		India	
		Singapore	

Einstein Generative AI Services

Einstein Generative AI Services include Einstein for Platform, Einstein for Sales, Einstein for Service, Einstein GPT for Commerce, Einstein GPT for Sales, Einstein GPT for Service, Pre-Work Brief (available through the Field Service - Einstein 1 Edition SKU), and Einstein Generative AI Services for

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[Salesforce Industries Clouds](). These Services include features that run on multiple infrastructure, and Customer access to Einstein Generative AI Services is through another Service, as described further in the [Einstein Platform SPARC](). See infrastructure details for [Salesforce Services]() and the applicable Einstein features.

Purpose of Processing	Sub-processors	Locations	Additional Details
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States Germany India Australia Japan Brazil	
Hosting Provider for all functionality and provider of generative artificial intelligence services.	Amazon Web Services, Inc.	United States Germany United Kingdom Canada India Australia Japan Brazil	Customers in Australia who use the Service Replies feature may also have data stored on Amazon Web Services infrastructure India. If Customer Data is routed to a third-party LLM provider via an endpoint hosted on Amazon Web Services the disclosed region closest to Customer's Salesforce Org applies. In the event of a failover, Customer Data is temporarily re-routed through an endpoint hosted on Amazon Web Services in the US.

Shift Management

Shift Management is a managed package that runs on top of the Salesforce Services--see infrastructure details for [Salesforce Services](). Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details

Provider of scheduling and optimization functionality for all functionality. Customer Data is processed in one of the following regions.	ClickSoftware, Inc.	United States	
		Australia	
		Germany	
Service Provider for support scheduling and optimization functionality for all functionality. Customer Data is processed in one of the following regions.	Amazon Web Services, Inc.	United States	
		Australia	
		Germany	

Slack

Applicable to the services branded as (a) Slack, including Slack AI and (b) GovSlack.

Purpose of Processing	Sub-processors	Locations	Additional Details
Slack services, including Slack AI (excluding GovSlack): Hosting provider for all functionality. Customers may select a data region, but as described in this help article, certain Customer Data may be stored outside this data region.	Amazon Web Services, Inc.	United States	
		Australia	
		Canada	
		France Germany	Customer Data from the Germany region is backed up in France, and vice versa.
		India	
		Japan	
		South Korea	
		United Kingdom	
Slack services including Slack AI (excluding GovSlack): Hosting provider for Availability zones/Edge servers for all functionality.	Amazon Web Services, Inc.	United States Australia	Customer Data may be transmitted through any Edge region to provide better and faster service response time, depending, for example, on the location of Slack Users.
		Australia	
		Germany	
		India	
		Ireland	

		Japan	
		Singapore	
		South Africa	
		United Kingdom	
GovSlack services: Hosting provider for all functionality.	Amazon Web Services, Inc.	United States	Customer Data is stored on the AWS US-GOV-EAST instance. Salesforce may route the transmission of encrypted Customer Data through various points, including any of its US AWS GovCloud data centers, but the storage of Customer Data will be limited to the US-GOV-EAST data center.
GovSlack services: Hosting provider for Availability zones/Edge servers for all functionality	Amazon Web Services, Inc.	United States	Customer Data may be transmitted through any AWS GovCloud Edge region to provide better and faster service response time depending, for example, on the location of Slack Users.
Slack Huddles functionality (excluding GovSlack): audio and video streams.	Amazon Chime (by Amazon Web Services, Inc.)	United States Australia	
		Brazil	
		Canada	
		France	
		Germany	
		India	
		Ireland	
		Italy	
		Japan	
		Singapore	

		South Africa	
		South Korea	
		Sweden	
		United Kingdom	
Slack Clips functionality (excluding GovSlack): conversion of source video for improved playback	Amazon Web Services, Inc. Elemental MediaConvert	United States	
		Australia	
		Canada	
		France	
		Germany	
		India	
		Japan	
		South Korea	
		United Kingdom	
Slack Huddles and Slack Clips functionality (excluding GovSlack): transcripts for Slack Huddles and Slack Clips	Amazon Transcribe (by Amazon Web Services, Inc.)	United States	
		Australia	
		Canada	
		France	
		Germany	
		India	
		Japan	
		South Korea	
		United Kingdom	
Slack Huddles functionality (GovSlack): audio and video streams.	Amazon Chime (by Amazon Web Services, Inc.)	United States	
Slack Clips functionality (GovSlack): conversion of source video for improved playback	Amazon Web Services, Inc. Elemental MediaConvert	United States	

Slack Huddles and Slack Clips functionality (GovSlack): transcripts for Slack Huddles and Slack Clips	Amazon Transcribe (by Amazon Web Services, Inc.)	United States	
Hosting Provider for email notifications (e.g., workspace invitations)	Google, Inc.	United States	
CDN for all functionality	Cloudfront (on Amazon Web Services, Inc.)	Global	
Service provider of customer support tools	Zendesk, Inc.	United States	

Steelbrick Billing

Purpose of Processing	Sub-processors	Locations	Additional Details
Service provider providing invoice PDF generator	AppExtremes, LLC dba Conga	United States	Only applicable for Customers who subscribed to SteelBrick Billing prior to August 16, 2016.

Tableau Cloud

Note: Certain Tableau Cloud SKUs may have "Broadcast" features or similar functionality that provide customers the opportunity to publish visualizations and their underlying workbooks on Tableau Public or other public-facing forum(s) with unauthenticated user bases ("Additional Tableau Features"). This disclosure of Tableau Cloud's infrastructure environment and sub-processors does not apply to such Additional Tableau Features.

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for all functionality. Administrators can set the region for Tableau Cloud Services using Tableau's platform Account Settings.	Amazon Web Services, Inc.	United States	A list of Tableau Cloud Services sites and data center locations is available here.
		Australia	
		Canada	
		Ireland	

		Japan	
		United Kingdom	
Hosting Provider for Explore in Tableau.	Amazon Web Services, Inc.	United States	
Hosting Provider for Tableau AI, including features in Pulse and Einstein Copilot for Tableau	Amazon Web Services, Inc.	United States	
		Germany	
		India	
Provider of generative artificial intelligence services for Tableau AI, including features in Pulse and Einstein Copilot for Tableau	Microsoft Corporation (Microsoft Azure)	United States	Microsoft Azure OpenAI will be available as of June 2024.
		Germany	
		India	
		Australia	
		Japan	
		Brazil	
Provider of generative artificial intelligence services for Tableau AI, including features in Pulse and Einstein Copilot for Tableau	OpenAI, L.L.C.	United States	
Messaging service used to process and route emails.	Amazon Web Services, Inc.	Global	
CDN for all functionality.	Cloudfront (Amazon Web Services, Inc.)	Global	

Unified Messaging

Unified Messaging runs partially on Data Cloud and Marketing Cloud: Marketing Cloud Engagement Services infrastructures and incorporates features that run on the following infrastructures: Service, Sales, and Experience Cloud – see infrastructure details for Salesforce Services, Marketing Cloud: Marketing Cloud Engagement Services, and Enhanced Messaging. Please see infrastructure details for each of these features.

Vlocity Services

Vlocity Communications package, Vlocity Media and Entertainment package, Vlocity Energy & Utilities package, Vlocity Insurance package, Vlocity Health package, and Vlocity Government package are managed packages that run on top of the Salesforce Services. Communications Cloud, Media Cloud, and Energy & Utilities Cloud Services are an extension of the Salesforce Services and where indicated may include the applicable Vlocity package listed above. See infrastructure details for Salesforce Services. Communications Cloud and Media Cloud also includes features that may use the Einstein Generative AI Services, please see the infrastructure details for these features. Some Customers who purchase Communications Cloud, Energy & Utilities Cloud, or Media Cloud have access to Salesforce Maps Lite; for Customers who use this functionality, see infrastructure details for Salesforce Maps. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider of document generation processing for Server-Side Document Generation feature for Vlocity Communications package, Vlocity Media and Entertainment package, Vlocity Energy & Utilities package, Vlocity Insurance package, Vlocity Health package, and Vlocity Government package. Customer Data is hosted in one of the following regions.	Amazon Web Services, Inc.	United States	
		Brazil	
		Canada	
		France	
		Germany	
		Sweden	
		United Kingdom	
		Australia	
		India	
		Japan	
		Singapore	
		South Korea	
Hosting Provider for Vlocity Digital Commerce and Order Management Plus.	Amazon Web Services, Inc.	United States	These Vlocity Services run on AWS infrastructure
		Brazil	

Customer Data is hosted in one of the following regions.		Germany	
		Ireland	
		United Kingdom	
		Australia	
Service provider of runtime services used by TMForum APIs powered by MuleSoft, for the Vlocity Communications package. Customer Data is processed in one of the following regions.	Amazon Web Services, Inc.	United States	If a Customer: (a) enables the TMForum APIs powered by MuleSoft feature as an add-on to the Vlocity Communications package, and (b) has Customer Data transmitted using runtime services, that Customer Data will be processed on AWS infrastructure.
		Brazil	
		Canada	
		Australia	
		Japan	
		Singapore	
		Germany	
		Ireland	
		United Kingdom	
Service provider for Digital Commerce and Order Management Plus packages used to process application, database, and system log files.	SumoLogic, Inc.	United States	
Provider of generative artificial intelligence services.	Microsoft Corporation (Microsoft Azure)	United States	
		Germany	
		India	
		Australia	
		Japan	

		Brazil	
Provider of generative artificial intelligence services.	OpenAI, L.L.C.	United States	

WDC

WDC refers to Services formerly branded as Work.com provisioned before May 1, 2020). See infrastructure details for Salesforce Services.

Workforce Engagement Management

See infrastructure details for Salesforce Services. Additional sub-processors for this Service are:

Purpose of Processing	Sub-processors	Locations	Additional Details
Hosting Provider for Intelligent Forecasting Machine Learning.	Amazon Web Services, Inc.	United States	

Workplace Command Center

Workplace Command Center is a managed package that runs on top of the Salesforce Services–see infrastructure details for Salesforce Services.