

Infrastructure and Sub-processors for the Sales Cloud, Service Cloud, Community Cloud, Chatter, Force.com, IoT Explorer, Site.com, Database.com, Einstein Analytics, Work.com, Financial Services Cloud, Health Cloud, Salesforce CPQ and Salesforce Billing

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Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to Salesforce’s provision of the services branded as Sales Cloud, Service Cloud, Community Cloud, Chatter, Force.com, IoT Explorer, Site.com, Database.com, Einstein Analytics¹ (formerly branded as Analytics Cloud) and Work.com and the managed packages branded as Salesforce CPQ and Salesforce Billing (together formerly branded as Salesforce Quote-to-Cash) as well as Health Cloud, and Financial Services Cloud (collectively, for the purposes of this document only, the “Covered Services”). For purposes of clarification, this documentation also applies to the foregoing services when sold as part of the packages branded as Employee Apps, App Cloud or Lightning Platform.

The “Playground” demonstration environment related to Einstein Analytics is not part of the Einstein Analytics services provided under a customer’s agreement with Salesforce. Customers may choose to use related products and features branded as Sales Cloud Einstein, Salesforce Inbox, Einstein Activity Capture, or Einstein Bots; use of these services is subject to both this documentation and the “Sales Cloud Einstein, Salesforce Inbox, Einstein Engagement Scoring, Einstein Bots, and Einstein Vision and Language” documentation. This documentation does not apply to other Salesforce services that may be associated with or integrate with the Covered Services, such as Einstein Discovery, IoT Cloud, LiveMessage, Marketing Cloud, and Quip. The Infrastructure and Sub-processors documentation for those services is available in the [Trust and Compliance Documentation](#) section of help.salesforce.com. The Einstein Discovery Plus service consists of both the Einstein Analytics service, which is subject to this documentation, and the Einstein Discovery service, which is subject to separate Einstein Discovery Documentation in the [Trust and Compliance Documentation](#) section of help.salesforce.com.

Capitalized terms used in this documentation are defined in Salesforce’s Master Subscription Agreement and/or Data Processing Addendum.

Infrastructure – Customer Data Storage

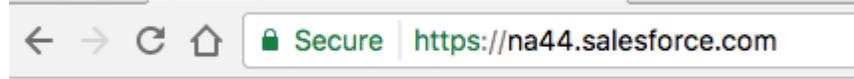
The Covered Services are hosted in enterprise-class data centers and are divided into a modular architecture based on “instances.” Except in the scenarios described below, Salesforce owns or controls access to the infrastructure that Salesforce uses to store data submitted by customers to the Covered Services (“Customer Data”). In general, Customer Data is stored in data centers in the region from which a customer subscribes to the Covered Services; however, customers can request at the time of sign-up to be hosted in a different region. For customers based in the Americas, Salesforce stores Customer Data in its data centers located in the United States. For customers based in Europe, the Middle East, and Africa (EMEA), Salesforce stores Customer Data in its data centers located in Europe. For customers based in the Asia Pacific (APAC) region, including Japan and Australia, Salesforce stores Customer Data in its data

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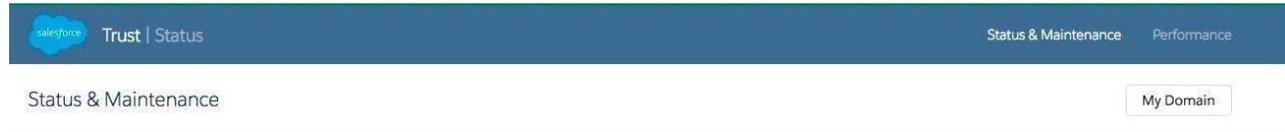
centers in Japan and, for some customers, the U.S. Additionally, certain customers in Canada and Australia may have the option to subscribe to Covered Services hosted on the infrastructure of a third-party hosting provider (“Public Cloud Infrastructure”); for customers using Public Cloud Infrastructure, Salesforce stores Customer Data in data centers operated by Amazon Web Services, Inc. (“AWS”).

Each instance (for example, NA10 or CS2) of the Covered Services contains many servers and other elements to make it run. Copies of each instance are located in two data centers. One data center serves as the primary location from which data is served, and the second data center serves as a back-up. The primary location will switch between the two data centers periodically. Salesforce uses vendor-supplied technologies to optimize the accuracy and integrity of replication between primary and secondary systems and to continuously monitor the data replication process.

The instance your organization uses is indicated in the browser's address bar, shown highlighted below.



Alternatively, if your organization uses the My Domain feature, you can determine what instance your organization is on by accessing the My Domain lookup feature available at <https://status.salesforce.com>. At the top of the page there is a My Domain button; clicking on the My Domain button will open up a search box where you can input your My Domain, click search, then navigate to the detail page for your Salesforce instance.



The following describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the Covered Services.

Customer Region	Instance Type	Data Center Countries and Operators
Americas	All NA instances other than NA99	<ul style="list-style-type: none"> United States (salesforce.com, inc.)
	All Sandboxes not listed below	
	NA99	<ul style="list-style-type: none"> Canada (Amazon Web Services, Inc.)* <p><i>*For customers based in Canada using Public Cloud Infrastructure</i></p>
	Sandbox CS98, CS99	
APAC	AP0, AP1, AP2	<ul style="list-style-type: none"> Japan (Kabushiki Kaisha salesforce.com, also

	Sandbox CS5, CS6, CS31	known as salesforce.com Co., Ltd.)
	AP3, AP4, AP5	<ul style="list-style-type: none"> ● Japan (Kabushiki Kaisha salesforce.com, also known as salesforce.com Co., Ltd.) ● United States (salesforce.com, inc.)
	Sandbox CS57, CS58	
	AP9	<ul style="list-style-type: none"> ● Australia (Amazon Web Services, Inc.)*
	Sandbox CS115, CS116	<i>*For customers based in Australia using Public Cloud Infrastructure</i>
EMEA	EU0, EU1, EU4, EU6	<ul style="list-style-type: none"> ● United Kingdom (SFDC EMEA Data Center Limited) ● Germany (SFDC Germany Data Center GmbH)
	Sandbox CS81, CS82, CS83, CS86, CS87	
	Sandbox CS80	<ul style="list-style-type: none"> ● France (SFDC France Data Centre Sarl) ● United Kingdom (SFDC EMEA Data Center Limited)
	EU7, EU8, EU9, EU10, EU11, EU12, EU13, EU14, EU15	<ul style="list-style-type: none"> ● Germany (SFDC Germany Data Center GmbH) ● France (SFDC France Data Centre Sarl)
	Sandbox CS84, CS85, CS88, CS89	

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 as described above.

Salesforce may store in all data centers identifying information about a customer’s instance(s) of the Covered Services and identifying information about Users for the purposes of operating the Covered Services, such as facilitating the login process and the provision of customer support. Such identifying information shall only include the following personal data about Users, as provided by the customer in its provision of User accounts: first and last name, email address, username, phone number, and physical business address.

Sandbox copies are created at a data center level; any instance can refresh to any sandbox within a data center. Sandbox copies in a Salesforce-operated data center may be redirected to another Salesforce-operated 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 currently are not available on the Public Cloud infrastructure.

Each instance of Einstein Analytics is run as a shared services (instance group) environment consisting of servers and other elements supporting multiple instances. Einstein Analytics is accessible only through an authenticated connection from an instance of the Covered Services. Instance groups reside geographically in the same data centers as your organization’s primary Salesforce instance (e.g., AP0, NA2). Customer Data submitted to Einstein Analytics is backed up in your organization’s unique instance of the Covered Services; geographically, in the data centers as per the table above.

Customer Data Processing

The following legal entities are engaged in processing Customer Data for non-storage purposes. Salesforce’s third-party customer support providers only have access to Customer Data to the extent a User grants such access as described in the User Guide. Such service providers may also have access to the following identifying information about Users for the purpose of routing and facilitating customer support requests: first and last name, email address, username, phone number, and physical business address.

Entity Name	Entity Type	Entity Country
salesforce.com, inc. The Landmark at One Market Street, Suite 300 San Francisco CA 94105	Salesforce Affiliate	<ul style="list-style-type: none"> United States
SFDC Australia Pty. Ltd. Tower 3-Darling Park Levels 11 and 12 201 Sussex Street Sydney NSW 2000 Australia	Salesforce Affiliate	<ul style="list-style-type: none"> Australia
salesforce.com Canada Corporation c/o Charles S. Reagh P.O. Box 997, Suite 900 1959 Upper Water Street Halifax NS B3J 2X2 Canada	Salesforce Affiliate	<ul style="list-style-type: none"> Canada
salesforce.com France S.A.S. 3 rue Octave Gréard 75007 Paris France	Salesforce Affiliate	<ul style="list-style-type: none"> France
salesforce.com EMEA Ltd. (formerly SFDC UK Ltd.) Floor 26 salesforce.com Tower	Salesforce Affiliate	<ul style="list-style-type: none"> United Kingdom

Village 9 110 Bishopgate London EC2N 4AY United Kingdom		
SFDC Netherlands B.V. The Edge Gustav Mahlerlaan 2970 Amsterdam Netherlands	Salesforce Affiliate	<ul style="list-style-type: none"> • The Netherlands
salesforce.com Germany GmbH Erika-Mann-Strasse, 31-37 80636 Munich Germany	Salesforce Affiliate	<ul style="list-style-type: none"> • Germany
salesforce.com Sarl Lake Geneva Center, Building A Rte de Longeraie 9 1110 Morges Switzerland	Salesforce Affiliate	<ul style="list-style-type: none"> • Switzerland
salesforce.com India Private Limited No. 28, Flat No. 105, First Floor Divya Regency, Tata Silk Farm, I Main Bengaluru Karnataka 560004 India	Salesforce Affiliate	<ul style="list-style-type: none"> • India
SFDC Ireland Limited 3rd and 4th FL, No 1 Central Park (Block G) Central Park, Leopardstown Dublin 18 Ireland	Salesforce Affiliate	<ul style="list-style-type: none"> • Ireland
Kabushiki Kaisha salesforce.com (salesforce.com Co., Ltd.) JP Tower 12th FL 2-7-2 Marunouchi, Chiyoda-ku Tokyo	Salesforce Affiliate	<ul style="list-style-type: none"> • Japan

100-7012 Japan		
salesforce.com Singapore Pte. Ltd. 5 Temasek Boulevard #13-01 Suntec Tower 5 038985 Singapore	Salesforce Affiliate	<ul style="list-style-type: none"> ● Singapore
Cognizant Technology Solutions U.S. Corporation 500 Frank W. Burr Blvd. Teaneck, NJ 07666	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● United States
Cognizant Technology Solutions Hungary Kft. Hungária körút 40 Budapest Arena, Corner, 1087 Hungary	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● Hungary
Cognizant Technology Solutions India Pvt. Ltd. 12th & 13th Floor, "A" wing, Kensington Building Hiranandani Business Park Powai, Mumbai - 400 076 India	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● India
Cognizant Technology Solutions Philippines, Inc. 5th and 6th Floor 8/10 Upper McKinley Building No.10 Upper McKinley Road McKinley Hills, Fort Bonifacio Taguig City, Philippines 1634	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● Philippines
Accenture, Inc. 161 N. Clark St. Chicago, IL 60601	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● Philippines
Heroku, Inc.*	SFDC Affiliate: Provides PDF generator and quote calculator for Salesforce CPQ	<ul style="list-style-type: none"> ● United States
AppExtremes, LLC dba Conga*	Third-party Service Provider: Provides invoice PDF generator for customers who subscribed to services branded as "SteelBrick Billing" prior to	<ul style="list-style-type: none"> ● United States

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* The services provided by Heroku, Inc. and AppExtremes, LLC are hosted by AWS. Information on the Infrastructure and Sub-processors used by Heroku, Inc. is available in the [Trust and Compliance Documentation](#) section of help.salesforce.com. Further information about security provided by AWS is available from the [AWS Security Website](#), including [AWS's overview of security processes](#).

Content Delivery Networks

Certain Covered Services use content delivery networks (“CDNs”) to optimize content delivery. CDNs are commonly used systems of distributed services that deliver content based on the geographic location of the individual accessing the content and the origin of the content provider. Salesforce uses CDNs to cache a common web app framework that assists in rendering web pages. In addition the following describes use of CDNs by certain features of the Covered Services.

Service Using CDNs	CDNs Used	Location	Description of CDN Services
Site.com Force.com Sites	Akamai	Global	<p>Customer web pages rendered by Site.com and Force.com Sites, including webpage content and data tables to be served to visitors of such websites, as well as static resources like images, files, Javascript code, and CSS code, may be stored with Akamai to expedite transmission. Information transmitted across Akamai may be accessed to enable these functions. Akamai is not used for Customer web pages rendered by Site.com and Force.com Sites using HTTPS protocols unless separately enabled by customers.</p> <p>Force.com Sites customers can control the cache duration for Akamai by using Apex/VisualForce markup to indicate the cache lifetime. Please see the following for further information: https://help.salesforce.com/HTViewHelpDoc?id=sites_caching.htm&language=en_US.</p> <p>Site.com customers can control the cache duration for Akamai by setting the "Cache duration" property while editing within Site.com studio. Please see the following for further information: https://help.salesforce.com/apex/HTViewHelpDoc?id=siteforce_communities_caching.htm&language=en_US.</p> <p>Additionally, in order to facilitate site operation and optimize content delivery, Salesforce operates SitesRuntime pods in certain of its data centers that contain identifying information about, and static resources for, Site.com and Force.com Sites.</p>

Community Cloud	Akamai	Global	<p>When a customer has enabled the Communities CDN option for custom domains, all traffic will flow through the Akamai edge servers, including both static and dynamic content. HTTPS will be supported by a shared certificate. Akamai honors the HTTP Cache-Control header, caching items that are allowed, and not caching those items that are disallowed. This is true whether the user is authenticated (logged in) or un-authenticated (i.e. guest user or not logged in).</p> <p>Please see the following for further information: https://help.salesforce.com/articleView?id=community_builder_cdn.htm&type=5</p>
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Salesforce customers may subscribe to notifications of new sub-processors by filling out this [form](#).