

Salesforce Trust & Compliance Documentation

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This Change Log reflects changes to the Trust & Compliance Documentation starting May 29, 2020. For changes to the PTD, see the [PTD](#).

Changes prior to this date are available [on our Release Notes page](#). From the Product Areas list, choose Doc Content, then Trust and Compliance Documentation. For prior Release Notes, use the drop-down menu at the top of the page to navigate to the release.

Audience Studio and Data Studio

As of February 13, 2024, Audience Studio and Data Studio Trust and Compliance Documentation has been removed. This page is being retained for historical value.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

May 6, 2022

Infrastructure & Sub-processors

- Added additional information to Amazon Web Services sub-processor.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- Fastly, Inc. sub-processor was removed.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- Personal Data and Sensitive Data: PGSSI-S certification added.

August 27, 2021

Infrastructure & Sub-processors

- Clarified that Amazon Web Services, Inc. functions as hosting provider in both the United States and Ireland for Audience Studio Services.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using Audience Studio Services:** Updated to clarify MFA requirements for using the Audience Studio Services.

May 14, 2021

Notices & License Information

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits and Certifications:** Changed the method for accessing Salesforce’s ISO 27001/27017/27018 Certificate and Statement of Applicability.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Audience Studio Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- **Purpose of This Documentation:** Clarified that this documentation covers any third-party or publicly sourced information made available to users via Audience Studio.
- **Use of Third-Party Data:** Redefined “Third-Party Data” as Shared Data, as defined in the Audience Studio Order Form. Clarified that the terms contained in this section are not required by providers of Third-Party Data.

Security, Privacy & Architecture

- **Audits and Certifications:** Reference to UK BCR added and link updated.

September 11, 2020

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits and Certifications:** Updated the link to the scope of Salesforce’s ISO certification applicable to Audience Studio.

May 29, 2020

Notices & License Information

- **Restricted Uses of Information and Compliance with Self-Regulatory Programs:** Clarified that sensitive data may not be submitted pseudonymized. Clarified that targeted advertising, based on traffic on sites directed at children, is governed by local applicable law.
- **Use of Third-Party Data:** Clarified that targeted advertising, based on traffic on sites directed at children, is governed by local applicable law.

Security, Privacy & Architecture

- **Deletion of Data:** Terms and timelines for return and destruction or deletion of Customer data were updated.
- **Personal Data and Sensitive Data:** Clarified which users and actions are under the NAI Code of Conduct. Clarified that sensitive data may not be submitted pseudonymized. Clarified that targeted advertising, based on traffic on sites directed at children, is governed by local applicable law.

B2B Commerce

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

May 17, 2022

Security, Privacy & Architecture

- Trust website link updated.

May 6, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.

- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- EU-U.S. and Swiss-U.S. Privacy Shield certification: Link to Privacy Shield Notice updated.
- Personal Data and Sensitive Data: PGSSI-S certification added.

August 27, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No material changes

Security, Privacy & Architecture

- No changes.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the B2B Commerce Services:** Updated to clarify MFA requirements for using the B2B Commerce Services.

May 14, 2021

Security, Privacy & Architecture

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits & Certifications:** Amended to include SOC Reports and ISO 27001/27017/27018 Certificates.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the B2B Commerce Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Policies and Procedures:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

- **Sub-Processors — Customer Data Processing:** Updated the entity name for the UK Salesforce Affiliate. Added SFDC Austria GmbH as a sub-processor.

Notices & License Information

- **Acceptable Use and External-Facing Services Policy:** Updated link to point to the latest version of the Policy.

Security, Privacy & Architecture

- **Audits and Certifications:** Reference to UK BCR added.

September 11, 2020

Infrastructure & Sub-processors

- **Scope:** Updated previous versions to which the document is applicable from Version 3.144 to Version 3.97 (from Release 4.11 to Release 3.8) or higher.
- **Sub-Processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

Notices & License Information

- **Services Covered:** Updated previous versions to which the document is applicable from Version 3.144 to Version 3.97 (from Release 4.11 to Release 3.8) or higher.

Security, Privacy & Architecture

- **Services Covered:** Updated previous versions to which the document is applicable from Version 3.144 to Version 3.97 (from Release 4.11 to Release 3.8) or higher.
- **Architecture and Data Segregation:** Paragraph describing the option for certain customers to subscribe to B2B Commerce Services hosted on a public cloud provider moved to the **Audits and Certifications** section.
- **Intrusion Detection:** Clarified who monitors the Covered Services for unauthorized intrusions.
- **Return of Customer Data:** Clarified that some Customer Data may be available for export during the contract term.

May 29, 2020

Security, Privacy & Architecture

- **Sensitive Data:** Amended list of unsubmitable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.

B2C Commerce / Commerce Cloud

February 1, 2024

Infrastructure & Sub-processors

- Added SFDC Sweden AB and SFDC Netherlands B.V. as a hosting provider subprocessor for Commerce Cloud.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 7, 2023

Notices & License Information

- Removed Web3 Services to be moved to the Salesforce Services documentation.

Security, Privacy & Architecture

- Removed Web3 Services to be moved to the Salesforce Services documentation.

March 14, 2023

Infrastructure & Sub-processors

- Added information regarding processors for Salesforce Web3 Services (including Web3 Connect and NFT Management).

Notices & License Information

- Added Salesforce Web3 Services (including Web3 Connect and NFT Management) to Services Covered.
- Added clarification regarding customer responsibility to Third-Party Platform information.
- Added Blockchain, Chainalysis, Coinbase, Consensus, Remote Procedure Calls, and Wallet Connect to Third-Party Platform.
- Updated Google Third-Party Platform to include reCAPTCHA.

Security, Privacy & Architecture

- Added Salesforce Web3 Services (including Web3 Connect and NFT Management) to Services Covered.
- Added Salesforce Web3 Services to exclusions for ISO 27001/27017/27018 and APEC Privacy Recognition for Processors (PRP).

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

October 4, 2022

Infrastructure & Sub-processors

- Added Amazon Web Services, Inc. as the hosting provider for Commerce Marketplace.

Notices & License Information

- **Services Covered:** Added Commerce Marketplace.

Security, Privacy & Architecture

- **Services Covered:** Added Commerce Marketplace.
- **Audits and Certifications:** Clarified which audits and certifications apply to Commerce Marketplace.
- **User Authentication:** Noted that passwords are encrypted for Commerce Marketplace.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits and Certifications:** Removed of Commerce Cloud Einstein and B2C Commerce Order Management services removed from ISO 27001/27017/27018.
- **Audits and Certifications:** Removed Managed Runtime capabilities from exclusions of System and Organization Controls (SOC) reports.

May 6, 2022

Infrastructure & Sub-processors

- No material changes.

Notices & License Information

- Updated “Managed RuntimeCommerce Einstein” to “Managed Runtime, Commerce Einstein.”

Security, Privacy & Architecture

- “Tableau CRM” changed to “CRM Analytics” throughout.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

February 15, 2022

Notices & License Information

- **Third-Party Platforms:** Added clarity that third-party products, services and platforms include non-SFDC Applications.
- **Third-Party Notices:** Clarified that the listed third-party platforms, and associated applicable terms, may interoperate with B2C Commerce Payments.

January 7, 2022

Infrastructure & Sub-processors

- Further clarity on the locations where data is stored and/or processed and can be transferred between countries within a region.

Notices & License Information

- No material changes.

Security, Privacy & Architecture

- EU-U.S. and Swiss-U.S. Privacy Shield certification: Link to Privacy Shield Notice updated.
- **System and Organization Controls (SOC) reports:** Exclusion of Commerce Cloud Einstein and B2C Commerce Order Management removed.
- Personal Data and Sensitive Data: PGSSI-S certification added.

August 27, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- Updated links to the Trust & Compliance documentation throughout.
- **Services Covered:** Clarified that Commerce Cloud Digital includes Managed Runtime.
- **Deletion of Customer Data:** Clarified that deletion of customer data will occur within 150 days after deprovisioning.
- **Audits and Certifications:** Managed Runtime is excluded from the ISO and SOC report certifications.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the B2C Commerce Services:** Updated to clarify MFA requirements for using the B2C Commerce Services.

May 7, 2021

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Processing:** Austria removed as a location from the list of Salesforce Affiliates.

Notices & License Information

- **Third-Party Notices:** Added notices for Stripe.

Security, Privacy & Architecture

- **Audits and Certifications:** Clarified the PCI acronym. Changed the method for accessing Salesforce's ISO 27001/27017/27018 Certificate and Statement of Applicability.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the B2C Commerce Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

- **Sub-processors – Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- **Acceptable Use and External-Facing Services Policy:** Updated link to point to the latest version of the Policy.

Security, Privacy & Architecture

- **Audits and Certifications:** Reference to UK BCR added.
- **Security Policies and Procedures:** Updated the security protocols for password storage.
- **User Authentication:** Updated the security protocols for passwords.

September 11, 2020

Infrastructure & Sub-processors

- **Scope:** Clarified that all references to “B2C Commerce Order Management” refer to versions of Order Management released prior to February 19, 2020.

Notices & License Information

- **Services Covered:** Clarified the branding of the Predictive Email service. Differentiated B2C Commerce Order Management and Salesforce Order Management.

Security, Privacy & Architecture

- **Services Covered:** Clarified the branding of the Predictive Email service. Differentiated B2C Commerce Order Management and Salesforce Order Management.
- **Security Controls:** Clarified that the list of provided controls may be larger than those documented herein.

May 29, 2020

Infrastructure & Sub-processors

- Throughout the document changed “Order Management” to “B2C Commerce Order Management” to differentiate it from Salesforce Order Management.

Notices & License Information

- Throughout the document changed “Order Management” to “B2C Commerce Order Management” to differentiate it from Salesforce Order Management.

Security, Privacy & Architecture

- Throughout the document changed “Order Management” to “B2C Commerce Order Management” to differentiate it from Salesforce Order Management.

- Added link to Salesforce Order Management documentation.
- **Audits and Certifications:** Updated link locations for Salesforce's AoC, ISO, and SOC reports.
- **Sensitive Data:** Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.

Customer 360 Data Manager

As of October 17, 2023, Customer 360 Data Manager documents have been removed. This page is being retained for historical value.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

May 6, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- Updated “Tableau CRM” to “CRM Analytics” throughout.

Security, Privacy & Architecture

- Updated “Tableau CRM” to “CRM Analytics” throughout.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.

- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- Description of existing Amazon Web Services sub-processor updated to be “third-party hosting provider.”

Notices & License Information

- No changes.

Security, Privacy & Architecture

- EU-U.S. and Swiss-U.S. Privacy Shield certification added.
- Personal Data and Sensitive Data: PGSSI-S certification added.

August 27, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- Updated links to the Trust and Compliance documents.

Security, Privacy & Architecture

- No changes.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 8, 2021

Infrastructure & Sub-processors

- **Sub-processors - Customer Data Storage & Sub-processors - Customer Data Processing:** Removed EU Data Centers (France and Germany), as they are no longer used to store or process Customer Data.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

March 15, 2021

Infrastructure & Sub-processors

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

Notices & License Information

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

Security, Privacy & Architecture

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

- **Sub-processors – Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits and Certifications:** Added EU and UK BCR. Added TRUSTe certification.

September 11, 2020

Infrastructure & Sub-processors

- **Scope:** In the list of services to which this documentation does not apply, updated the branding of Commerce Cloud to B2C Commerce/Commerce Cloud.
- **Sub-Processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

Notices & License Information

- **Services Covered:** Updated the branding of B2C Commerce/Commerce Cloud in the list of services not covered by this documentation.

Security, Privacy & Architecture

- **Services Covered:** Updated the branding of B2C Commerce/Commerce Cloud in the list of services not covered by this documentation.

May 29, 2020

Infrastructure & Sub-processors

- **Scope:** Added a link to Salesforce's Data Processing Addendum for further information on capitalized terms.
- **Sub-processors - Data Storage:** Added a link to Salesforce's Data Processing Addendum for further information on capitalized terms. Removed a reference and links to AWS security website and security processes.

Notices & License Information

- No material changes

Security, Privacy & Architecture

- **Audits and Certifications:** Removed references to AWS infrastructure used to host Customer Data.
- **Security Controls:** Removed references to AWS security policy.
- **Security Policies and Procedures:** Updated method by which customers may locally save Audit Trail content.
- **Sensitive Data:** Amended list of unsubmitable data types. Clarified Customer responsibilities for ensuring processing of submitted data complies with all applicable laws and regulations.

Customer Data Cloud (formerly branded as Customer Data Platform)

Customer Data Platform shares a SPARC document with [Hyperforce](#).

July 16, 2024

Infrastructure & Sub-processors

- Added England as new hosting region for Customer Data Cloud.
- Added cross reference to Einstein Generative AI Services to Customer Data Cloud.
- Simplified Customer Data Cloud's Additional Details section to refer to provisioning eligibility for out of region Salesforce environments.

Notices & License Information

- Added language clarifying that third party platforms integrated with Einstein Studio are Non-SFDC Apps.

May 16, 2024

Infrastructure & Sub-processors

- Added Brazil as a location for the AWS hosting provider for Customer Data Cloud.

Notices & License Information

- Added information around third-party platforms containing generative AI.

March 19, 2024

Infrastructure & Sub-processors

- Added details on eligibility of customers in certain locations for provisioning of data to other regions.

February 29, 2024

Infrastructure & Sub-processors

- Added Open AI, Inc. as a provider of generative artificial intelligence services.

Notices & License Information

- Added notices for Einstein Generative AI Services in Customer Data Cloud.

December 19, 2023

Infrastructure & Sub-processors

- Added locations for the Amazon Web Services, Inc hosting provider subprocessor for Customer Data Cloud.
- Added Customer Data Cloud as a feature that Salesforce Services customers may have access to.

November 14, 2023

Notices & License Information

- Removed reference to Customer 360 Data Manager.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

February 14, 2023

Infrastructure & Sub-processors

- Revised Product name to reflect current branding and packaging.
- Added India to possible locations for the Amazon Web Services, Inc. subprocessor.

Notices & License Information

- Revised product name to reflect current branding and packaging.
- Added information regarding WhatsApp to Third-Party Notices.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

May 6, 2022

Infrastructure & Sub-processors

- Updated “Salesforce CDP” to “Customer Data Platform” throughout.

Notices & License Information

- Updated “Salesforce CDP” to “Customer Data Platform” throughout.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- Cognizant Technology Solutions removed as a sub-processor.

Notices & License Information

- No changes.

August 27, 2021

Infrastructure & Sub-processors

- Updated “Customer 360 Audiences” to “Salesforce CDP.”

Notices & License Information

- Updated “Customer 360 Audiences” to “Salesforce CDP.”

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Processing:** Updated the link to salesforce.com's 10k filing.

Notices & License Information

- No changes.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

January 4, 2021

Infrastructure & Sub-processors

- **Sub-Processors – Customer Data Storage:** Clarified data storage locations for the Americas and APAC regions. Added locations for data storage in the EMEA region. Clarified the data center locations used for redundancy.

October 19, 2020

- Initial Publication of Customer 360 Audiences Trust & Compliance Documentation

Data.com

As of February 13, 2024, Data.com Trust and Compliance Documentation has been removed. This page is being retained for historical value.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

May 6, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- EU-U.S. and Swiss-U.S. Privacy Shield certification added.

August 27, 2021

Information & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

May 7, 2021

Information & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Return of Customer Data:** Clarified the terms for deletion of Customer Data.

January 8, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

September 11, 2020

Infrastructure & Sub-processors

- **Scope:** Clarifies that this document does not apply to “Data.com Connect” or “Jigsaw for Salesforce” or “JFS”.
- **Sub-Processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

Notices & License Information

- No material changes

Security, Privacy & Architecture

- **Audits and Certifications:** Added Service to Salesforce's PRP certification under the APEC Privacy Framework.

May 29, 2020

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

Einstein Analytics

As of March 15, 2021, Einstein Analytics is now Tableau CRM. Tableau CRM is a Covered Service under the [Salesforce Services](#) Infrastructure & Sub-processors, Notices and License Information, and Security, Privacy & Architecture documents. This page is being retained for historical value.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021

Notices & License Information

- **Services Covered:** Clarified which Covered Services and features run on more than one infrastructure and thus are subject to the terms of more than one set of documentation.
- **Acceptable Use and External-Facing Services Policy:** Added section specifying that all Covered Services are subject to this Policy.

September 11, 2020

Notices & License Information

- **Services Covered:** Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation.
- **Salesforce Essentials:** Added notices for third-party applications which interoperate with this Service.
- **Distributed Software:** Added the End User License Agreement / Order Form Supplement for Salesforce Field Service Lightning Mobile App for Android.

July 24, 2020

Notices & License Information

- Added entities and notices for Workplace Command Center.

July 21, 2020

Notices & License Information

- Updated to add Service Cloud Voice as a Covered Service.
- Updated to add Salesforce Private Connect as a Covered Service.
- Updated to add B2B Commerce on Lightning Experience as a Covered Service.
- **Salesforce Private Connect:** Added notices for third-party applications which interoperate with this Service.
- **Service Cloud Voice with Amazon Connect:** Added notices for third-party applications which interoperate with this Service.

June 25, 2020

Notices & License Information

- Added International Energy Agency as Third-Party Platform for Sustainability Cloud.

May 29, 2020

Notices & License Information

- **Services Covered:** Removed references to older versions of Einstein Discovery.

Einstein Platform

Einstein Bots, Einstein Conversation Insights, Einstein Conversation Mining, Einstein Copy Insights, Einstein GPT for Commerce, Einstein GPT for Sales, Einstein GPT for Service, Einstein for Platform, Einstein for Sales, Einstein for Services, Einstein Prediction Builder, Einstein Vision and Language Services, Einstein Vision for Social Studio, Sales Engagement (formerly High Velocity Sales), Einstein for Account Engagement (formerly Pardot Einstein), Sales Cloud Einstein, Salesforce Inbox, Service Cloud Einstein, and the Einstein features including Activity Capture, Article Recommendations, Bots, Case Classification, Case Wrap-up, Deal Insights, Intelligent Forecasting Machine Learning, Object Detection, Opportunity Scoring, Prediction Builder, Recommendation Builder, and Reply Recommendation

July 31, 2024

Infrastructure & Sub-processors

- Added disclosure for Amazon Web Services in the United Kingdom for various Einstein Covered Services.

July 16, 2024

Notices & License Information

- Added clarification about the inclusion of Search Answers for Einstein 1 Editions.

Security, Privacy & Architecture

- Added clarification about the inclusion of Search Answers for Einstein 1 Editions.

June 18, 2024

Infrastructure & Sub-processors

- Added text directing to the Einstein Generative AI Services for [Salesforce industries Clouds](#), including the following Services: Automotive Cloud, Consumer Goods Cloud, Financial Services Cloud, Health Cloud, Loyalty Management, Manufacturing Cloud, Net Zero Cloud, Public Sector Solutions, Salesforce Contracts, Salesforce.org, and Vlocity Services.
- Clarified that Amazon Web Services, Inc. will also be providing generative artificial intelligence services for Einstein Generative AI Services.
- Clarified the routing process for Customer Data routed to a third-party LLM provider via an endpoint hosted on AWS.
- Updated the “Sensitive Data” section to permit submission of personal health information to additional Einstein Services, subject to conditions of use.

Notices & License Information

- Added new features under Einstein for Sales.
- Added Einstein Generative AI Services for Salesforce Industries Clouds to list of Covered Services.
- Updated notices for the generative AI services to include Azure OpenAI through Microsoft and Anthropic through AWS.

Security, Privacy & Architecture

- Added new features under Einstein for Sales.
- Added Einstein Generative AI Services for Salesforce Industries Clouds to list of Covered Services.

April 16, 2024

Infrastructure & Sub-processors

- Updated disclosure for Einstein Generative AI Services to note data flows for the Service Replies feature..

Security, Privacy & Architecture

- Updated the “Sensitive Data” section to permit submission of personal health information to additional Einstein Services.

March 19, 2024

Infrastructure & Sub-processors

- Added subprocessor information for Pre-Work Brief (available through the Field Service - Einstein 1 Edition SKU).

Notices & License Information

- Added Pre-Work Brief (available through the Field Service - Einstein 1 Edition SKU) to list of Covered Services.
- Update noting that Sales Cloud Einstein, Salesforce Inbox, Sales Engagement, and Einstein Conversation Insights are available both as their own Services, and as features included in certain Sales Cloud and related SKUs.

Security, Privacy & Architecture

- Added Pre-Work Brief (available through the Field Service - Einstein 1 Edition SKU) to list of Covered Services.
- Update noting that Sales Cloud Einstein, Salesforce Inbox, Sales Engagement, and Einstein Conversation Insights are available both as their own Services, and as features included in certain Sales Cloud and related SKUs.

February 29, 2024

Infrastructure & Sub-processors

- Added additional AWS hosting regions for Einstein Conversation Mining, Einstein Case Classification, and Einstein Case Wrap-Up.
- Consolidated disclosure for Einstein GPT for Sales, Einstein GPT for Services, and Einstein GPT for Commerce under "Einstein Generative AI Services," and added Einstein for Platform, Einstein for Sales, and Einstein for Services to the Disclosure.

Notices & License Information

- Consolidated "Services and Feature Covered Section."
- Added Einstein for Platform, Einstein for Sales, and Einstein for Service, and Einstein GPT for Commerce as Covered Services
- Added additional details to Covered Services branded as Sales Cloud Einstein, Service Cloud Einstein, Einstein GPT for Sales, and Einstein GPT for Service; Consolidated OpenAI disclosure for Einstein GPT for Sales, Einstein GPT for Service, and Einstein GPT for Commerce under "Einstein Generative AI Services"
- Added Einstein for Platform, Einstein for Sales, and Einstein for Service to the disclosure

Security, Privacy & Architecture

- Consolidated "Services and Feature Covered Section".
- Added Einstein for Platform, Einstein for Sales, and Einstein for Service, and Einstein GPT for Commerce as Covered Services Added additional details to Covered Services branded as Sales Cloud Einstein, Service Cloud Einstein, Einstein GPT for Sales, and Einstein GPT for Service.

February 13, 2024

Infrastructure & Sub-processors

- Updated regions available for AWS hosting provider for Einstein GPT Services.
- Added Microsoft Corporation as a subprocessor for Einstein GPT Services.
- Updated regions available for AWS hosting provider for Einstein Case Classification and Einstein Case Wrap-Up.

Notices & License Information

- Added Notices on Video Conferencing Integration to Google Meet and Video Conferencing Integration to Microsoft Teams as applicable to Einstein Conversation Insights..

November 14, 2023

Infrastructure & Sub-processors

- Added subprocessor information for Einstein Conversation Mining.

Notices & License Information

- Added Einstein Conversation Mining to the list of Covered Services.

Security, Privacy & Architecture

- Added Einstein Conversation Mining to the list of Covered Services.

October 17, 2023

Infrastructure & Sub-processors

- Added subprocessors for Einstein GPT for Commerce.

Notices & License Information

- Updated Pardot to Marketing Cloud Account Engagement throughout.
- Added Einstein GPT for Sales and Einstein GPT for Service to the list of Covered Services.

Security, Privacy & Architecture

- Updated Pardot to Marketing Cloud Account Engagement throughout.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

June 18, 2023

Infrastructure & Sub-processors

- Added subprocessors for Einstein GPT for Sales and Einstein GPT for Service.

Notices & License Information

- Added Einstein GPT for Sales and Einstein GPT for Service to the list of Covered Services.
- Updated High Velocity Sales to Sales Engagement throughout.

Security, Privacy & Architecture

- Added Einstein GPT for Sales and Einstein GPT for Service to the list of Covered Services.
- Updated High Velocity Sales to Sales Engagement throughout.
- Audits and Certifications: Einstein Bots, Einstein Case Wrap-up, Einstein Recommendation Builder, and Einstein Reply Recommendation added to ISO 27001/27017/27018 certification; and "Einstein Case Wrap-up, Einstein Recommendation Builder, and Einstein Reply Recommendation added to SOC 2.

June 19, 2023

Infrastructure & Sub-processors

- Added clarification around data storage for APAC customers.

May 5, 2023

Infrastructure & Sub-processors

- Added Service provider of transcription services subprocessor to Einstein Conversation Insights.

Notices & License Information

- Removed Einstein Referral Scoring feature as part of the CRM Analytics for Financial Services from Covered Services.

Security, Privacy & Architecture

- Removed Einstein Referral Scoring feature as part of the CRM Analytics for Financial Services from Covered Services.

April 7, 2023

Infrastructure & Sub-processors

- Updated information regarding locations of hosting provider subprocessors for Einstein Bots.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- Footnote added detailing the availability of Einstein Activity Capture for Financial Services Cloud.

Security, Privacy & Architecture

- Footnote added detailing the availability of Einstein Activity Capture for Financial Services Cloud.

October 18, 2022

Infrastructure & Sub-processors

- Clarified sub-processors for Reply Recommendations.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

May 17, 2022

Infrastructure & Sub-processors

- Added AWS as a sub-processor in Germany and India for the Lead Scoring feature of Sales Cloud Einstein, High Velocity Sales, and Pardot.
- Einstein Bots “Additional Details” section updated to reflect that Customers with Service Cloud data stored in the EU that enable NLP functionality for Bots will no longer have Customer Data hosted in the United States.
- Added additional features level details to High Velocity Sales, Pardot, and Sales Cloud Einstein.

May 6, 2022

Infrastructure & Sub-processors

- “Additional Details” for “Einstein Bots” updated to note that Customer Data for EU Customers that enabled NLP functionality for Bots after February 15, 2020 would be stored in Germany or Ireland.
- Notification added for “High Velocity Sales”, “Sales Cloud Einstein”, and “Pardot” that Customers in the EMEA region who activate Lead Scoring may have customer data stored in both the United States or Germany as part of the Amazon Web Services sub-processor for third-party hosting provider.
- Notification added that Service Cloud Einstein Customers in the APAC region who enable Einstein Reply Recommendations may also have data stored on Amazon Web Services infrastructure in the United States or India in addition to their region.

Notices & License Information

- “Tableau CRM” updated to “CRM Analytics” throughout.
- **Services Covered:** Sales Cloud Einstein feature, Salesforce Inbox feature, High Velocity Sales feature, and Einstein Conversation Insights feature as part of Sales Cloud added as features covered.

Security, Privacy & Architecture

- “Tableau CRM” updated to “CRM Analytics” throughout.
- **Services Covered:** Sales Cloud Einstein feature, Salesforce Inbox feature, High Velocity Sales feature, and Einstein Conversation Insights feature as part of Sales Cloud added as features covered.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

February 15, 2022

Infrastructure & Sub-processors

- Added Einstein for Nonprofits as a feature of the Einstein Prediction Builder.

Notices & License Information

- **Services Covered** Added Einstein for Nonprofits as a feature of Einstein Prediction Builder.

Security, Privacy & Architecture

- **Services Covered:** Added Einstein for Nonprofits as a feature of Einstein Prediction Builder.

January 24, 2022

Security, Privacy & Architecture

- **Audits and Certifications:** Einstein Recommendation Builder and Case Wrap-up removed from ISO 27001/27017/27018 certification and System and Organization Controls (SOC) reports.
- **Audits and Certifications:** Case Wrap-up removed from Information System Security Management and Assessment Program (ISMAP).
- **Sensitive Data:** Einstein Form Reader and Case Wrap-Up removed from the exclusion of submission to Covered Services.

January 7, 2022

Infrastructure & Sub-processors

- Further explanation added to explain the locations where data is stored and/or processed.

Notices & License Information

- **Services Covered:** Pardot Einstein removed as a service and renamed a feature of Pardot.

Security, Privacy & Architecture

- **Services Covered:** Pardot Einstein removed as a service and renamed a feature of Pardot.
- **Audits and Certifications:** Inclusions and Exclusions of various services updated within the different certifications.
- EU-U.S. and Swiss-U.S. Privacy Shield certification: Link to Privacy Shield Notice updated.
- **Audits and Certifications:** Information System Security Management and Assessment Program added.
- Personal Data and Sensitive Data: PGSSI-S certification added.

August 27, 2021

Infrastructure & Sub-processors

- Updated to move Einstein features and Services under umbrella Services, as follows: 1) Pardot Einstein consolidated with Pardot; 2) Account Insights, Einstein Automated Contacts, Einstein Forecasting, Einstein Lead Scoring, and Opportunity Insights consolidated under Sales Cloud Einstein; 3) Intelligent Forecasting Machine Learning consolidated under Workforce Engagement Management.
- PE Send Time Optimization updated to include additional countries.

Notices & License Information

- **Services Covered:** Removed Einstein Engagement Scoring for Email, which has moved to the Marketing Cloud Einstein NLI. Added Einstein Deal Insights as a feature.
- **Covered Services Accessed Through Other Sources:** Clarified the requirement that Einstein accessed through other services is governed by the Einstein Platform Notices & License Information document as well as the Documentation described in the Einstein Platform SPARC.

Security, Privacy & Architecture

- Updated links to the Infrastructure & Sub-processors document.
- **Services Covered:** Removed Einstein Engagement Scoring for Email throughout, which has moved to the Marketing Cloud SPARC. Added Einstein Deal Insights as a feature.
- **Covered Services Accessed Through Other Sources:** Updated links to related services documentation to point to the overall documentation page.

June 15, 2021

Infrastructure & Sub-processors

- **Scope:** Added Intelligent Forecasting Machine Learning feature as part of Workforce Engagement Management.
- **Sub-processors — Customer Data Storage:** Modified table to include Intelligent Forecasting Machine Learning.

Notices & License Information

- **Services Covered:** Added Intelligent Forecasting Machine Learning feature as part of Workforce Engagement Management.
- **Distributed Software:** Updated the location of licensor-required open-source notices.

Security, Privacy & Architecture

- **Services Covered:** Added Intelligent Forecasting Machine Learning feature as part of Workforce Engagement Management.
- **Audits and Certifications:** Added Intelligent Forecasting Machine Learning feature to the list of exclusions from EU and UK Binding Corporate Rules (BCR) for Processors, EU-U.S. and Swiss-U.S. Privacy Shield certification, and TRUSTe certifications.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 14, 2021

Infrastructure & Sub-processors

- Updated links to the Trust & Compliance website.

Notices & License Information

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- Clarified the Service name Einstein Engagement Scoring for Email, added Einstein Conversation Insights (formerly known as Einstein Call Coaching) as a new Service, and Einstein Case Wrap-Up as a new feature throughout.
- **Sub-processors — Customer Data Storage:** Noted that if a Customer's Org is migrated to a new location, data relating to a Covered Service may remain in its original location.

Notices & License Information

- Clarified the Service name Einstein Engagement Scoring for Email and Rebranded the Einstein Call Coaching Service as Einstein Conversation Insights throughout and added it as an independent Service.
- **Services Covered:** Added Einstein Conversation Insights as a new Service, and the Einstein Case Wrap-Up feature.

Security, Privacy & Architecture

- Clarified the Service name Einstein Engagement Scoring for Email and added Einstein Conversation Insights as a new Service throughout.
- **Services Covered:** Added Einstein Conversation Insights as a new Service, and the Einstein Case Wrap-Up feature.
- **Audits and Certifications:** Changed the method for accessing Salesforce's ISO 27001/27017/27018 Certificate and Statement of Applicability.
- **User Authentication:** Consolidated information regarding Services and features running on two different infrastructures in the Covered Services Accessed Through Other Services section.

March 15, 2021

Infrastructure & Sub-processors

- "Einstein Analytics" renamed to "Tableau CRM" throughout the document.
- **Covered Services Accessed Through Other Services:** Updated the links to other Services Trust & Compliance documentation.

Notices & License Information

- "Einstein Analytics" renamed to "Tableau CRM" throughout the document.
- **Covered Services Accessed Through Other Services:** Updated the links to other Services Trust & Compliance documentation.

Security, Privacy & Architecture

- "Einstein Analytics" renamed to "Tableau CRM" throughout the document.
- **Covered Services Accessed Through Other Services:** Updated the links to other Services Trust & Compliance documentation.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 22, 2021

Security, Privacy & Architecture

- **Sensitive Data:** Updated the section to: (1) subject to preconditions, no longer restrict submission of personal health information to Einstein Bots; and (2) add related limitations on how Einstein Bots may be used with such information.

January 8, 2021

Infrastructure & Sub-processors

- Lists alphabetized for ease of use.
- **Scope:** Updated the list of features to which this document applies.
- **Sub-processors – Customer Data Storage:** Added sub-processors for Einstein Recommendation Builder, Account Intelligence, and new features. Clarified Services for which data is processed by both AWS and Heroku. Removed France as a data center location for processing Service Cloud Einstein, Case Classification feature, and Article Recommendation feature. Clarified that, in the future, if Customer Data for Salesforce Services is hosted in EMEA but outside of Europe, the Customer Data on the Einstein Platform for certain features would be hosted in Europe.
- **Sub-processors – Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- **Services Covered:** Updated the list of features to which this document applies.
- **Distributed Software:** Added link to the Salesforce for Zoom EULA.
- **Notices Applicable to Salesforce Inbox and Einstein Activity Capture:** Clarified which non-SFDC applications are used by all Einstein Activity Capture Customers, and which are only used by Customers with the upgraded Inbox license.
- Notices Applicable to Salesforce Inbox and Einstein Activity Capture –Video Conferencing Integration to Zoom: Added section describing terms for integrating Salesforce Inbox Services with Zoom products and services.
- Notices Applicable to Call Coaching (feature of High Velocity Sales) – Video Conferencing Integration to Zoom: Added section describing terms for integrating Call Coaching with Zoom products and services.

Security, Privacy & Architecture

- Lists alphabetized for ease of use.
- **Services Covered:** Updated the list of features to which this document applies.
- **Covered Services Access Through Other Services:** Defined the term “Underlying Service” to clarify how Einstein Platform interacts with other Services
- **Audits and Certifications:** Reference to UK BCR added. Added Einstein Bots to the list of Services for which SOC 2 reports are applicable.
- **Sensitive Data:** Clarified which types of sensitive personal data cannot be submitted to Covered Services to allow Einstein OCR and Einstein Form Reader features to process government issued identifiers and financial information.

October 23, 2020

Security, Privacy & Architecture

- **Sensitive Data:** Customers which are health care providers, health care clearinghouses, health plans, or entities performing functions on behalf of such entities may now submit personal health information to Einstein Vision and Language, where Salesforce has expressly permitted such submission contractually.

September 11, 2020

Infrastructure & Sub-processors

- **Covered Services Accessed through other Services:** Einstein Copy Insights utilizes Marketing Cloud as an underlying service and is subject to its Documentation. Clarified that all Covered Services, with the exception of Einstein Vision and Language, utilize other underlying Services for backend data science.
- **Sub-processors — Customer Data Storage:** Clarified data storage location for customers of Einstein Engagement Scoring.
- **Sub-Processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

Notices & License Information

- **Covered Services Accessed through Other Services:** Einstein Copy Insights is also subject to the Marketing Cloud Documentation
- **Distributed Software:** Added links to applicable Order Form Supplements for GMail and Outlook Integration.
- **Salesforce Inbox:** Removed Third-Party IP to Location Services section.
- **Einstein Call Coaching:** Clarified that this is a feature of High Velocity Sales. Clarified types of customer data that Salesforce employees may access and review.

Security, Privacy & Architecture

- **Covered Services Accessed Through Other Services:** Einstein Copy Insights utilizes Marketing Cloud as an underlying service and is subject to its Documentation. Clarified that all Covered Services, with the exception of Einstein Vision and Language, utilize other underlying Services for backend data science.
- **Security Policies and Procedures:** Clarified that all Covered Services, with the exception of Einstein Vision and Language, may be subject to the documentation of underlying services which also have their own Security Policies and Procedures.
- **Intrusion Detection:** Clarified that all Covered Services, with the exception of Einstein Vision and Language, may be subject to the documentation of underlying services which also provide Intrusion Detection.
- **Sensitive Data:** Updated to no longer restrict submission of personal health data to Einstein Case Classification and Einstein Prediction Builder, subject to preconditions; and confirm that customers must ensure their legal compliance when submitting such sensitive personal data to those Services or features.

July 23, 2020

Security, Privacy & Architecture

- **Sensitive Data:** Updates include (1) subject to preconditions, no longer restrict submission of personal health data to Einstein Case Classification and Einstein Prediction Builder; and (2) confirm that customers must ensure their legal compliance when submitting such sensitive personal data to those Services or features.

July 9, 2020

Infrastructure & Sub-processors

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

Notices & License Information

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

Security, Privacy & Architecture

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

May 29, 2020

Infrastructure & Sub-processors

- **Scope:** Einstein Reply Recommendation added as a new feature of Service Cloud Einstein. Einstein Call Coaching added as a new feature of High Velocity Sales.
- **Branding:** Einstein Vision for Social Studios changed to Einstein Vision for Social Studio throughout.
- **Sub-processors - Customer Data Storage:** Separately listed sub-processor information for Einstein Object Detection as a feature of the Consumer Goods Cloud Service, distinct from Einstein Vision, and added European AWS data center location. Clarified European AWS data center locations for Einstein Prediction Builder, Einstein Article Recommendations, and Einstein Case Classification. Clarified data storage location of European-based Einstein Bots customers who enable the NLP functionality. Clarified storage location of different features for High Velocity Sales customers.

Notices & License Information

- **Audits and Certifications:** Updated list of products excepted from Salesforce's BCR for processors. Updated list of Einstein features that meet ISO standards. Updated list of features evaluated under SOC.

Security, Privacy & Architecture

- **Services Covered:** Updated to include additional features, Einstein Call Coaching.
- **Salesforce Inbox:** Removed terms specific to Third-Party Contact Enrichment Providers.
- **Einstein Call Coaching:** Added additional terms to Customer's use of this new feature. Terms also added for integrating Call Coaching features with third-party products and services.

Government Cloud Plus

May 16, 2024

Security, Privacy & Architecture—Government Cloud Plus

- Removed attestations of exclusions from PCI and HITRUST.

February 23, 2024

Infrastructure & Sub-processors – Government Cloud Plus

- Updated AWS hosting processor for GovCloud to include AWS-US-GOV-EAST regions.

Security, Privacy & Architecture – Government Cloud Plus

- Added a disclaimer about regional exclusions to certifications.
- Added information about the prohibition of Criminal Justice Information (“CJI”), federal tax information (“FTI”), and controlled unclassified information unless special exceptions have been met.

September 15, 2023

Security, Privacy & Architecture—Government Cloud Plus

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

August 15, 2023

Security, Privacy & Architecture – Government Cloud Plus

- **Audits and Certifications:** TX-RAMP Level 2 Certification added to list of certifications.

May 5, 2023

Infrastructure & Sub-processors – Government Cloud Plus

- No changes.

Infrastructure & Sub-processors—Government Cloud Defense

- No changes.

Security, Privacy & Architecture – Government Cloud Plus

- Updated link for AWS Privacy Website.

Security, Privacy & Architecture – Government Cloud Defense

- Updated link for AWS Privacy Website.

April 7, 2023

Security, Privacy & Architecture – Government Cloud Defense

- Updated Impact Level to DoD IL5.
- Disaster Recovery: Clarified target recovery objectives.

March 14, 2023

Infrastructure & Sub-processors – Government Cloud Defense

- Initial publication of Infrastructure & Sub-processors section.

Security, Privacy & Architecture – Government Cloud Defense

- Initial publication of Slack Security, Privacy & Architecture document.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Security, Privacy & Architecture

- No changes.

June 30, 2022

Security, Privacy & Architecture

- **Audits and Certifications:** Additional clarification regarding FedRAMP added.
- **Audits and Certifications:** DoD Impact Level 4 (IL4) Provisional Authorizations (PA) added.

May 17, 2022

Security, Privacy & Architecture

- No material changes.

May 6, 2022

Infrastructure & Sub-processors

- No changes.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- No changes.

Security, Privacy & Architecture

- EU-U.S. and Swiss-U.S. Privacy Shield certification added.
- **Deletion of Customer Data:** Information added that Sandboxes not accessed for 150 days can be deleted with 30 days’ notice.

August 27, 2021

Infrastructure & Sub-processors

- No changes.

Security, Privacy & Architecture

- No changes.

May 14, 2021

Security, Privacy & Architecture

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- **Sub-Processors — Customer Data Storage:** Added definition of Obfuscated Personal Data and clarified which data is obfuscated before being stored in certain data centers.

Security, Privacy & Architecture

- **Services Covered:** Clarified that the Covered Services does not include services which may integrate with Government Cloud Plus.
- **Audits and Certifications:** Added the IRS 1075, the NIST 800-171, Payment Card Industry, and HITRUST audits and certifications. Amended the list of applicable SOC Reports.
- **Security Policies and Procedures:** Clarified the support provided by Salesforce if the customer suspects inappropriate access to their data.
- **Reliability and Backup: Services Covered:** Clarified the components configured in a redundant fashion.
- **Return of Customer Data:** Rebranded Einstein Analytics to Tableau CRM.

March 15, 2021

Security, Privacy & Architecture

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Security Controls:** Updated the link to the Salesforce Services Notices and License Information document.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Services Covered:** Clarified that the terms of this document also apply to other Salesforce Services hosted on Government Cloud Plus.
- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the Salesforce Services Notices and License Information.
- Reliability and Backup, Disaster Recovery, Return of Customer Data, and Deletion of Customer Data: Clarified the definition of Scratch Orgs.
- **Sensitive Data:** Removed the restriction on Customers submitting Federal Taxpayer Information to Government Cloud Plus, and added Federal Taxpayer Information to the list of data types for which encryption is required.

January 8, 2021

Infrastructure & Sub-processors

- No changes.

Security, Privacy & Architecture

- **Sensitive Data:** Removed the stipulation against Customers submitting Federal Taxpayer Information data to Government Cloud Plus.

December 3, 2020

Security, Privacy & Architecture

- **Sensitive Data:** Added personal health information as data that must be encrypted through Platform Encryption or Classic Encryption prior to submission to Government Cloud Plus.

September 11, 2020

Infrastructure & Sub-processors

- **Sub-Processors — Customer Data Storage and Sub-Processors — Customer Data Processing:** Clarified that copies of each instance of Government Cloud Plus are located in Virtual Private Clouds in the AWS GovCloud (West) region.

Security, Privacy & Architecture

- **Audits and Certifications:** Adding Government Cloud Plus's FedRAMP High Provisional Authority to Operate (P-ATO) and APEC Privacy Recognition for Processors.
- **Security Policies and Procedures:** Updated the retention duration of system infrastructure and application logs to be in compliance with FedRAMP requirements
- **Incident Management:** Updated the link to the Salesforce Trust website.

May 29, 2020

Infrastructure & Sub-processors

- **Sub-processors - Customer Data Storage:** Clarified that encrypted customer data may pass through various points on its way to storage and processing on the previously specified hosts.

Security, Privacy & Architecture

- **Intrusion Detection:** Examples of data possibly being collected were removed.
- **Data Encryption:** Clarified type of symmetric encryption keys.
- **Sensitive Data:** Amended list of unsubmitable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.

Heroku

March 19, 2024

Security, Privacy & Architecture

- Updated name of ASIP Santé certification to Hébergeur de Données de Santé (HDS) certification.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

August 31, 2023

Infrastructure & Sub-processors

- Added optional locations to Amazon Web Services, Inc. subprocessors for Heroku.

May 5, 2023

Infrastructure & Sub-processors

- Updated to reflect the addition of non-U.S. location options for Heroku.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- Updated to reflect the addition of non-U.S. location options for Salesforce Functions.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- Added United States to locations of sub-processor.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

May 6, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- Inclusion of Salesforce Elastic Services added to Salesforce Functions.

Security, Privacy & Architecture

- Inclusion of Salesforce Elastic Services added to Salesforce Functions.
- **Audits and Certifications:** EU-U.S. and Swiss-U.S. Privacy Shield certification added.
- Personal Data and Sensitive Data: PGSSI-S certification added.

August 27, 2021

Infrastructure & Sub-processors

- Added clarification that Salesforce Functions data is only stored in the United States.

Notices & License Information

- **Services Covered:** Added “and Salesforce Functions” under services covered within the document.

Security, Privacy & Architecture

- Updated link to Infrastructure & Sub-processors documentation.
- **Services Covered:** Added “and Salesforce Functions” within the document.
- **Audits and Certifications:** Added Heroku Private Space, Apache Kafka on Heroku, Heroku Postgres, Common Runtime to Information System Security Management and Assessment Program (ISMAP) as limited to ap-northeast-1, and , ap-northeast-3, us-east-1, us-east2, us-west-1, and us-west-2., us-east-1, us-east2, us-west-1, and us-west-2.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Heroku Services:** Updated to clarify MFA requirements for using the Heroku Services.

May 7, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Audits and Certifications:** Added information for accessing Salesforce’s ISO 27001/27017/27018 Certificate and Statement of Applicability. Added the Information System Security Management and Assessment Program (ISMAP) audit.
- **Security Controls:** Added Multi-Factor Authentication and Single Sign-On to the list of controls.

January 8, 2021

Infrastructure & Sub-processors

- **Sub-processors – Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices and License Information

- **Distributed Software:** Clarified reference to Master Subscription Agreement.

Security, Privacy & Architecture

- **Audits and Certifications:** Reference to UK BCR added.
- **Viruses:** Clarified that attachments and other Customer Data uploaded by the customer are not scanned for viruses.

October 1, 2020

Notices and License Information

- **Restricted Uses:** Line items specific to **Limits & Quotas** have been moved to a new section by that name. Additional restricted uses were added including bulk account creation, peer-to-peer file sharing, penetration testing, load testing, and security scanning
- **Third-Party Platforms:** Specified that Salesforce do not endorse any Third-Party Platforms.
- **Heroku Elements Marketplace:** Specified the location of the Heroku Elements Marketplace. Clarified that Heroku Elements are Non-SFDC Applications, unless otherwise expressly specified by Salesforce, and that non-SFDC Heroku Elements are exclusive of any warranty. Noted that Heroku Elements may contain Content, and the terms of a Customer's agreement with a Heroku Elements provider are solely as agreed between the Customer and the Heroku Elements provider.
- **Distributed Software:** Updated the Heroku Command Line Interface open source license to ISC.
- **External Resources:** This section has been removed. The line items are covered under the Heroku Elements Marketplace and Third-Party Platforms sections.

September 11, 2020

Infrastructure & Sub-processors

- No changes.

Notices and License Information

- **Purpose of This Documentation:** Updated the types of interoperable entities addressed in the documentation.
- **Restricted Uses:** Added links to the limits in using Heroku Services. Added unique user login credentials requirements.
- **Third-Party Platforms:** Added a section of terms applicable to Third-Party Platforms.
- **Heroku Elements Marketplace:** The Heroku Elements section was renamed Heroku Elements Marketplace.
- **External Resources:** Clarified Salesforce's responsibilities with regard to external websites or resources.
- **Heroku Services Policies:** The privacy policy reference was removed.
- **Quota & Limits:** This section was deleted in connection with moving the information on hard and soft limits and unique user login requirements to the Restricted Uses section.

Security, Privacy & Architecture

- **Architecture and Data Segregation:** Clarified that "Organization IDs" are customer-specific.
- **Intrusion Detection:** Clarified the methods by which the Services are monitored for unauthorized intrusions. Updated the uses of analyzing users' web browser data to include detecting compromised browsers.
- **Physical Security:** Clarified that only authorized personnel have access to the Heroku Services' production data centers.

May 29, 2020

Security, Privacy & Architecture

- **Audits and Certifications:** Updated names of features covered under the PCI certification. Added ASIP Santé certification.
- **Disaster Recovery:** Updated list of Heroku Shield services.
- **Sensitive Data:** Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring processing of submitted data complies with all applicable laws and regulations.

Hyperforce (formerly Salesforce Unified Cloud)

Salesforce Services including Advertising Studio, B2B Commerce, Chatter, Emergency Program Management, Employee Productivity, Experience Cloud (formerly Community Cloud), Database.com, Lightning Platform (including Force.com), Sales Cloud, Service Cloud, and Site.com; services branded as B2B Commerce on Lightning Experience, Consumer Goods Cloud, Customer Data Platform (formerly branded as Salesforce CDP), Digital Process Automation, Einstein Relationship Insights, Headless Browser Service, Intelligent Form Reader, Loyalty Management, Manufacturing Cloud, Messaging, Net Zero Cloud (formerly Sustainability Cloud), Public Sector Solutions, Salesforce Order Management, Salesforce Private Connect, Salesforce Slack Integration Proxy, Service Cloud Voice, CRM Analytics, WDC, Workforce Engagement Management; the managed packages branded as: B2B Commerce Emergency Program Management, Employee Productivity, the Field Service managed package ("FSMP" formerly Field Services Lightning managed package), Financial Services Cloud, Health Cloud, Privacy Center, Salesforce CPQ and Salesforce Billing (together formerly branded as Salesforce Quote-to-Cash), Salesforce Maps, Shift Management, and Workplace Command Center, and the Salesforce.org, LLC ("Salesforce.org") services branded as: Accounting Subledger, Admissions Connect, Education Cloud, foundationConnect, Grants Management, Nonprofit Cloud, Nonprofit Cloud Case Management, Salesforce.org Insights Platform: Data Integrity ("Insights Platform"), and Student Success Hub

Hyperforce has its own Security, Privacy & Architecture document. Infrastructure and Sub-processor information can be found by Service in the [Salesforce I&S document](#). See the [individual Service listings](#) for Notices and License Information.

July 16, 2024

Security, Privacy & Architecture

- Added Dogota; :emdong tp Fomamcoa; Services Cloud for Covered Services.
- Added note that this documentation applies to Digital Lending for Automotive Cloud.

July 5, 2024

Security, Privacy & Architecture

- Added ProSuite, and CRM Foundations to Covered Services and Features.

June 18, 2024

Security, Privacy & Architecture

- Clarified that the Einstein Platform Documentation applies to Salesforce Industries Clouds integrations with Einstein Generative AI Services.
- Added Life Sciences Cloud as a Covered Service.
- Added information about Salesforce Industries Clouds using third-party platforms containing generative AI.
- Adjusting relevant certificates for Ad Studio.

April 16, 2024

Security, Privacy & Architecture

- Clarified "Services and Features" section.
- Removed product exceptions to IRAP certification for Customer Data Cloud, MC Engagement, MC Einstein, and Vlocity Services.
- Added Public Sector Solutions as a covered Service under multiple compliance certifications.

March 19, 2024

Security, Privacy & Architecture

- Added Feedback Management as a Covered Service.
- Added Trade Promotion Management, Trade Promotion Optimization, and Retail Execution as features of the Covered Services for Consumer Goods Cloud.
- Updated name of ASIP Santé certification to Hébergeur de Données de Santé (HDS) certification.

February 29, 2024

Security, Privacy & Architecture

- Updated list of Einstein Services or features not covered to include Einstein for Platform, Einstein for Sales, and Einstein for Services.

February 13, 2024

Security, Privacy & Architecture

- Added Revenue Lifecycle Management to list of Covered Services.
- Added Enablement Lite (as part of Enablement) to list of Covered Services.
- Added Referral Marketing to list of Covered Services.
- Added Unified Messaging and Marketing Cloud Growth to Salesforce Marketing Cloud Services disclosures.
- Added Einstein Conversation Insights, Einstein Activity Capture, Salesforce Inbox, and Sales Engagement to list of Covered Services with applicable disclaimers.
- Clarified that Tenant Level Encryption is a feature of Platform Encryption, which is a feature of Salesforce Shield.
- Added External Key Management, a feature of Platform Encryption and Salesforce Shield, to lists of exclusions for certifications, as appropriate.

February 1, 2024

Security, Privacy & Architecture

- Updated Covered Service Field Service to include optional document and PDF generation functionality through “Document Builder.”
- Updated certification to include information around Document Builder.

January 22, 2024

Infrastructure & Sub-processors

- Added United Arab Emirates as an availability region for Salesforce Services on Hyperforce (coming soon).

Security, Privacy & Architecture

- Added Tenant-Level Encryption (a feature of Shield Platform Encryption) to Covered Services.

November 14, 2023

Security, Privacy & Architecture

- Updated Flow for Digital Process Automation to Flow for Industries throughout.
- Updated the features also subject to the Einstein Platform documentation.

September 15, 2023

Security, Privacy & Architecture

- Covered Services: Added Vlocity, Salesforce Contracts, and Salesforce.org products and services to Covered Services.
- Added footnote clarifying the inclusion of a Vlocity license with some purchases.
- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.
- Audits and Certifications: Added certifications for Vlocity services, Salesforce Contracts, and Salesforce.org.
- Updated HITRUST Certification information to include a link to Salesforce Compliance Website.

July 31, 2023

Security, Privacy & Architecture

- **Covered Services:** Added marketing features in Salesforce Starter, including Marketing Email Sends.
- **Audits and Certifications:** Added marketing features in Salesforce Starter to exclusions for ASIP Certification.
- **Product Specific Additional Disclosures— Marketing in Salesforce Starter:** Added this section describing security and audit trail limitations.

July 18, 2023

Security, Privacy & Architecture

- Updated Audits and Certifications list for Marketing Cloud Engagement.

June 12, 2023

Security, Privacy & Architecture

- Renamed Salesforce Commerce for B2C and B2B2C Commerce to D2C Commerce throughout.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Security, Privacy & Architecture

- **Covered Services:** Added Education Cloud, Nonprofit Cloud, Salesforce.org Insights Platform: Data Integrity (“Insights Platform”), and Nonprofit Cloud Case Management.
- **Covered Services:** Added Insights Platform to Heroku Documentation.
- **Audits and Certifications:** HITRUST Certification added.
- **Audits and Certifications:** Updated ASIP Santé certification exclusions.
- Salesforce Field Service: Added information around FS Optimizer functionality.

February 14, 2023

Security, Privacy & Architecture

- Updated the Product Specific Additional Disclosures for Services on the EU Operating Zone Infrastructure.
- Added Customer Data Cloud to Covered Services.

January 6, 2023

Infrastructure & Sub-processors

- Information regarding Hyperforce added to introduction of I&S.
- Added a disclosure for Services designated as “Services on the EU Operating Zone infrastructure” or “EU OZ”

Security, Privacy & Architecture

- ExactTarget renamed to Marketing Cloud Engagement throughout.
- Services and Features Covered: Automotive Cloud, Microsoft Teams Integration, and services designated as on the EU Operating Zone infrastructure or sold on a SKU that includes “EU OZ” in the SKU name added.
- Intelligence Reports for Engagement added to list of exclusions.
- Audits and Certifications: Automotive Cloud and Microsoft Teams listed to list of exclusions for ASIP Santé certification and Marketing Cloud Engagement and Marketing Cloud Einstein added to list of exclusions for ASIP Santé certification, Cloud Computing Compliance Criteria Catalogue (C5), Esquema Nacional de Seguridad, and IRAP Assessment.
- Audits and Certifications: Various services and features added to and removed from IRAP Assessment, ISO 27001/27017/27018 certifications, and SOC reports.
- Product-Specific Additional Disclosures: Salesforce Marketing Cloud Services disclosures updated. Added disclosures for Services on the EU Operating Zone Infrastructure.

November 30, 2022

Security, Privacy & Architecture

- **Audits and Certifications:** Added Messagine In-App and Web to exclusions for ASIP Certification, Cloud Computing Compliance Criteria Catalogue (C5), Esqueme Nacional de Seguridad (ENS), NEN-7510, and Payment Card Industry (PCI).
- Added a clarification about ISO certification not applying to services used in conjunction with Einstein Bots.

November 15, 2022

Security, Privacy & Architecture

- **Services Covered:** Added Enhanced Messaging.
- **Audits and Certifications:** Clarified which audits and certifications apply to Enhanced Messaging.

September 1, 2022

Security, Privacy & Architecture

- **Product Specific Additional Disclosure:** Updated information regarding customer’s ability to opt out of the sandbox deletion notice emails.

August 26, 2022

Security, Privacy & Architecture

- **Services Covered:** Digital Process Automation (including Server-Side Document Generation) added to list of Services.
- **Audits and Certifications:** Country-specific inclusion language removed.
- Headless Browser Service and Salesforce Slack Integration Proxy added to ISO 27001/27017/27018 certifications and System and Organization Controls (SOC) reports.
- Footnote added noting the exclusion of Headless Browser Service and Salesforce Slack Integration Proxy from certain User Authentication language.

August 17, 2022

Security, Privacy & Architecture

- Added 'Processing of User Account Data' section.

June 20, 2022

Security, Privacy & Architecture

- **Audits and Certifications:** Updated for Subscription Management.

June 8, 2022

Security, Privacy & Architecture

- **Covered Services:** Messaging for In-App and Web and Subscription Management added to list of Covered Services.
- **Covered Services:** Reworded description of Salesforce Field Service.
- **Audits and Certifications:** Updated exceptions to audit and certifications for Salesforce Field Service.
- **Audits and Certifications:** Messaging for In-App and Web added to the list of Certification Excluded Services.
- **Audits and Certifications:** Clarification added to how ISO certifications and System and Organization Controls (SOC) reports apply to Service Cloud Voice.

May 17, 2022

Security, Privacy & Architecture

- Trust website link updated.

May 6, 2022

Infrastructure & Sub-processors

- Amazon Web Services, Inc. added as a third-party service provider for integration and transmission services for “Headless Browser Service”.

Security, Privacy & Architecture

- “Salesforce CDP” updated to “Customer Data Platform” throughout.
- “Tableau CRM” updated to “CRM Analytics.”
- **Covered Services:** Headless Browser Service, Salesforce Private Connect, and Salesforce Slack Integration Proxy added as Covered Services.
- **Covered Services:** “Field Service managed package (FSMP)” updated to “Salesforce Field Service managed package with the added optional functionalities of scheduling optimizations of “Enhanced Scheduling and Optimization” and “Work Bundling.”
- **Audits and Certifications:** Headless Browser Service and Salesforce Slack Integration Proxy added to the list of “Certification Excluded Services.”
- **Audits and Certifications:** WDC and FSMP added to the list of exceptions for ASIP Santé certification.
- **Audits and Certifications:** Cloud Computing Compliance Criteria Catalogue (C5) added to the list of certifications.
- **Audits and Certifications:** Customer Data Platform, Public Sector Solutions, and FSMP including FS Optimizer, Enhanced Scheduling and Optimization & Work Bundling added to exceptions of Esqueme Nationale de Seguidad (ENS).
- **Audits and Certifications:** Customer Data Platform, Salesforce Private Connect, Public Sector Solutions, WDC, FSMP including FS Optimizer, Enhanced Scheduling and Optimization & Work Bundling added to exceptions of IRAP Assessment.
- **Audits and Certifications:** WDC, Public Sector Solutions, and FSMP including FS Optimizer, Enhanced Scheduling and Optimization & Work Bundling added to exceptions of ISO 27001/27017/27018 certification. For Customer Data Platform instances in the US, ISO certifications apply to Customer Data Platform Hyperforce instances.
- **Audits and Certifications:** WDC, Public Sector Solutions, FSMP including FS Optimizer, Enhanced Scheduling and Optimization & Work Bundling added to the exceptions for NEN-7510 certification. NEN-7510 applies to services branded Customer Data Platform on Hyperforce.
- **Audits and Certifications:** Customer Data Platform, WDC, FSMP including FS Optimizer, Enhanced Scheduling and Optimization & Work Bundling to the exceptions for the Payment Card Industry (PCI) certification.
- **Audits and Certifications:** System and Organization Controls (SOC) reports applies to Customer Data Platform Hyperforce instances.

- **Salesforce Field Service:** Notification of retention of Customer Data for 30 days in AWS as part of the optional enhanced Scheduling & Optimization functionality.

April 4, 2022

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

March 31, 2022

Security, Privacy & Architecture

- **Services Covered:** Added several Salesforce.org services and features.
- **Services or Features Not Covered:** Heroku Documentation for Student Success Hub added to exclusions.
- **Audits and Certifications:** Accounting Subledger, Admissions Connect, foundationConnect, Grants Management, and Student Success Hub excluded from certain certifications.
- **Audits and Certifications:** Removed Service Cloud Voice from the defined term "Certification Excluded Services" and instead added Service Cloud Voice as a standalone exception to several certifications.
- **Audits and Certifications:** Added the note that the SOC reports apply to Service Cloud Voice instances that were initiated in the US starting March 31, 2022 or that have transitioned to Hyperforce.

January 7, 2022

Security, Privacy & Architecture

- Sustainability Cloud renamed to Net Zero Cloud throughout.
- **Audits and Certifications:** Esquema Nacional de Seguridad (ENS) added.
- **Audits and Certifications:** Brazil,, France, Germany, and Singapore, and the United States added to the inclusion of the ISO 27001/27017/27018 Certification.
- **Audits and Certifications:** Brazil, France, Germany, and Singapore added to the NEN-7510, Payment Card Industry, and System an Organization Controls certifications.
- Personal Data and Sensitive Data: PGSSI-S certification added.

September 30, 2021

Security, Privacy & Architecture

- Footnote added clarifying proper use of sandbox subscriptions.
- **Audits and Certifications:** Removed the exclusion of Einstein Relationship Insights from the EU and UK Binding Corporate Rules for Processors certification.

September 17, 2021

Security, Privacy & Architecture

- “Salesforce Anywhere” renamed to “Quip” throughout the document

August 31, 2021

Security, Privacy & Architecture

Document rebranded as Hyperforce (formerly Salesforce Unified Cloud Infrastructure) throughout. Updated links to the Infrastructure and Sub-processors documentation. Einstein Relationship Intelligence rebranded as Einstein Relationship Insights.

- **Services Covered:** Added the following Services: B2B Commerce on Lightning Experience, Digital Process Automation, Intelligent Form Reader, Loyalty Management, Public Sector Solutions, Salesforce Order Management, WDC, Workforce Engagement Management, B2B Commerce, Emergency Program

Management, Employee Productivity, Privacy Center, Shift Management, and Workplace Command Center.

- **Services or Features Not Covered:** Clarified the purpose and use of Scratch Orgs. Removed duplicate reference (item 7) to Services not running on Hyperforce. Added Heroku Documentation for Salesforce Functions. IoT Cloud removed as the Service has been discontinued.
- **Audits and Certifications:** Alphabetized the list of certifications. Added ASIP Santé, IRAP Assessment, ISO 27001/27017/27018, NEN-7510, Payment Card Industry, and System and Organization Controls certifications for some Covered Services. Added Einstein Relationship Insights, and Employee Productivity Intelligence to the list of Services Covered by the APEC Privacy Recognition for Processors certification. Added Messaging and Service Cloud Voice to the list of Services covered under the EU and UK Binding Corporate Rules for Processors. Added Salesforce CDP and Service Cloud Voice to the list of Services Covered under EU-U.S. and Swiss-U.S. Privacy Shield certification.
- **Reliability, Backup, Business Continuity, and Disaster Recovery:** Clarified that this section does not apply to Scratch Orgs.
- **Return of Customer Data:** Clarified that this section does not apply to Scratch Orgs. Clarified why removing a managed package prior to contract termination may impact customer data availability.
- **Deletion of Customer Data:** Clarified that this section does not apply to Scratch Orgs.
- **Sensitive Data:** Added description of critical required encryption options for specific types of customer data submission to Covered Services.
- **Product Specific Additional Disclosures — Regional Audits and Certifications:** This section was removed and content combined with the Audits and Certifications section in the main body of the document.
- **Product Specific Additional Disclosures — Salesforce Services:** Added this section describing the maintenance and data deletion limitations of for Sandboxes.
- **Product Specific Additional Disclosures — Customer 360 Audiences:** Service rebranded as Salesforce CDP. Section was removed and content combined with related sections in the main body of the document.
- **Product Specific Additional Disclosures — Intelligent Form Reader:** New section added describing decision making limitations.

August 27, 2021

Security, Privacy & Architecture

- No changes.

May 7, 2021

Security, Privacy & Architecture

- Platform rebranded as Salesforce Unified Cloud (Hyperforce) throughout.
- **Services Covered:** Rebranded Einstein Relationship Intelligence to Einstein Relationship Insights. Clarified that Tableau CRM includes Einstein Discovery and Salesforce Data Pipelines. Clarified that this documentation does apply to Tableau CRM's "Playground" demo environments.
- **Sensitive Data:** Clarified which Covered Services are allowed to process specific types of sensitive data.
- **Product Specific Additional Disclosures - Regional Audits and Certifications:** Added new section detailing audits and certifications applicable solely to Sales Cloud, Service Cloud, Experience Cloud, Chatter, and Lightning Platform in the APAC region.
- **Product Specific Additional Disclosures - Salesforce Services:** Removed this section.
- **Product Specific Additional Disclosures - Customer 360 Audiences:** Added a summary of audits and certifications applying specifically to Customer 360 Audiences in the Americas and APAC regions.

April 20, 2021

Security, Privacy & Architecture

- Added the Advertising Studio services throughout the document.

- **Advertising Studio:** Clarified that the Salesforce Security Guide and the “Set Up Audit Trail” are not applicable to Advertising Studio. Clarified the timeline for deletion of Customer Data after termination of the Advertising Studio services.

March 15, 2021

Security, Privacy & Architecture

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

February 2, 2021

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Security, Privacy & Architecture

- Lists alphabetized for ease of use.
- **Services Covered:** Added Einstein Relationship Intelligence.
- **Audits and Certifications:** Reference to UK BCR added. Clarified which audits and certifications applied to Einstein Relationship Intelligence.
- **Reliability, Backup, Business Continuity, and Disaster Recovery:** Clarified that Covered Services’ Disaster Recovery processes use a continually validatable process.
- **Return of Customer Data:** Clarified possible file formats for returned Customer Data. Clarified Customer Data for managed packages may not be available if packages were removed prior to contract termination.
- **Deletion of Customer Data:** Deleted reference to deletion of Customer Data for managed packages as it is addressed with new language in Return of Customer Data above.

November 15, 2020

Security, Privacy & Architecture

- **Services or Features Not Covered:** Added Salesforce Anywhere (including Quip).

October 19, 2020

Security, Privacy & Architecture

Initial Publication of Security, Privacy & Architecture document for customers of the above Salesforce Services which are operating on Salesforce Unified Cloud Architecture.

LiveMessage, Sales Enablement (formerly branded as myTrailhead), Quip, and Salesforce.org Elevate

These services share a Security, Privacy & Architecture document. For changes to these Services' Infrastructure and Sub-processors or Notices and License Information documents, see their individual pages: [Enhanced Messaging](#), [Messaging & LiveMessage](#), [Sales Enablement \(formerly branded as myTrailhead\)](#), [Quip](#), and [Salesforce.org Elevate](#)

February 13, 2024

Security, Privacy & Architecture

- Removed Salesforce.org Philanthropy Cloud removed as a Covered Service.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

May 5, 2023

Security, Privacy & Architecture

- Interoperation with Other Services: Removed Quip Privacy Statement.

January 6, 2023

Security, Privacy & Architecture

- No changes.

August 26, 2022

Security, Privacy & Architecture

- No changes.

May 6, 2022

Security, Privacy & Architecture

- "MyTrailhead" updated to "Sales Enablement (formerly branded as myTrailhead)" throughout.

April 4, 2022

Security, Privacy & Architecture

- "Master Services Agreement" updated to "MSA" throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Security, Privacy & Architecture

- EU-U.S. and Swiss-U.S. Privacy Shield certification: Link to Privacy Shield Notice updated.
- **Personal Data and Sensitive Data**: PGSSI-S certification added.

September 17, 2021

Security, Privacy & Architecture

- "Salesforce Anywhere" renamed to "Quip" throughout the document.

August 27, 2021

Security, Privacy & Architecture

- Updated links to Trust & Compliance documentation throughout.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services:** Clarified that use of Salesforce Anywhere (including Quip) is subject to both this and the Salesforce Services set of documentation, because Salesforce Anywhere (including Quip) can be accessed through other Salesforce Services.
- **Intrusion Detection:** This content was added to the Security Policies and Procedures section.
- **User Authentication:** Clarified that end users accessing the Giving Pages feature of Salesforce.org Elevate are required to validate through reCAPTCHA to complete transactions.

May 14, 2021

Infrastructure & Sub-processors

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- **Scope:** Updated the list of Services utilizing either Salesforce Services or Heroku infrastructure for data hosting or processing.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services:** Clarified that Customers accessing this Service through Other Services are also subject to those Services' documentation.
- **Sub-processors — Customer Data Storage:** Added Heroku (on AWS) as a host for Salesforce.org Philanthropy Cloud and Elevate Customer Data in the United States.
- **Sub-processors — Customer Data Processing:** Added AWS as a third-party service provider for Salesforce.org Philanthropy Cloud and Elevate.

Security, Privacy & Architecture

- **Services Covered:** Clarified that Salesforce.org Philanthropy Cloud and Elevate run on multiple infrastructures and are therefore subject to the terms of multiple Trust and Compliance documents.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services:** Clarified the relationship between Salesforce Anywhere and Salesforce Services which run on other infrastructures.
- **Audits and Certifications:** Clarified information for accessing Salesforce's ISO 27001/27017/27018 Certificate and Statement of Applicability.
- **Sensitive Data:** Bank account information was added to the list of sensitive data that may be submitted to Salesforce.org Elevate.
- **Geographic Limitation:** Added section describing geographic availability of Salesforce.org Philanthropy Cloud.
- **Interoperation with Other Services:** Included a statement of qualified protection for metadata provided during third-party integrations with Covered Services.

March 15, 2021

Security, Privacy & Architecture

- **Services Covered:** Updated the link to the Salesforce Services Trust & Compliance documentation.

February 2, 2021

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

- **Scope:** Clarified that Customer Data submitted to myTrailhead also uses Heroku infrastructure to host or process Customer Data.
- **Sub-processors – Customer Data Storage:** Clarified that myTrailhead also uses Heroku infrastructure to store Customer Data.
- **Sub-processors – Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country. Clarified that data centers for Heroku, Inc. are located in the United States.
- **Content Delivery Networks:** Defined Content Delivery Networks and described their use.

Security, Privacy & Architecture

- **Services Covered:** Clarified which Covered Services run on more than one platform.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services:** Clarified which sets of documentation apply to this Covered Service.
- **Audits and Certifications:** Reference to UK BCR added.
- **Data Encryption:** Updated the data encryption protocols used to protect Customer Data and communications.
- **Return of Customer Data:** Clarified terms for returning Customer Data per Covered Service.

December 15, 2020

Infrastructure & Sub-processors

- **Scope:** Added Salesforce.org Philanthropy Cloud to the list of Covered Services.
- **Sub-processors – Customer Data Storage:** Added AWS as the sub-processor for Salesforce.org Philanthropy Cloud.
- **Sub-processors – Customer Data Processing:** Added Heroku, Inc. and Mailgun Technologies as the sub-processor for Salesforce.org Philanthropy Cloud.
- **Content Delivery Networks:** Added Fastly, Inc. and Cloudinary Ltd. as sub-processors for Salesforce.org Elevate and Salesforce.org Philanthropy Cloud.

Security, Privacy & Architecture

- **Services Covered:** Added Salesforce.org Philanthropy Cloud to the list of Covered Services. Noted that Salesforce.org Philanthropy Cloud also uses infrastructure provided by Heroku, Inc. and the Salesforce Services and is therefore subject to both sets of Documentation.
- **Audits and Certifications:** Noted which audits and certifications apply to Salesforce.org Philanthropy Cloud.
- **Return of Customer Data:** Described the method and timing for requesting return of Customer Data for customers of Salesforce.org Philanthropy Cloud.
- **Sensitive Data:** Added the terms under which payment card data may be submitted to Salesforce.org Philanthropy Cloud.

November 17, 2020

Infrastructure & Sub-processors

- References to Quip replaced with “Salesforce Anywhere (including Quip)” throughout the document, in line with Service rebranding.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services:** Added section specific to Salesforce Anywhere (including Quip) specifying that it runs on two infrastructures and thus is subject to additional documentation.

Security, Privacy & Architecture

- References to Quip replaced with “Salesforce Anywhere (including Quip)” throughout the document, in line with Service rebranding.

- **Salesforce Anywhere (including Quip) Accessed Through Other Services:** Added section specific to Salesforce Anywhere (including Quip) specifying that it runs on two infrastructures and thus is subject to additional documentation.

September 11, 2020

Infrastructure & Sub-processors

- **Scope:** Noted that Salesforce.org Elevate also uses infrastructure provided by Heroku, Inc. and the Salesforce Services and is therefore subject to both sets of Documentation.

Security, Privacy & Architecture

- **Audit and Certifications:** Updated the link to the scope of Salesforce’s ISO certification for Quip and added the certificate number.
- **Security Controls:** Amended certificate types in use to secure site URL access.
- **Intrusion Detection:** Clarified who monitors the Covered Services for unauthorized intrusions.

July 30, 2020

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Storage:** Added Salesforce.org Elevate to the list of Covered Services whose data is hosted by AWS.
- **Sub-Processors — Customer Data Processing:** Added two processors for Salesforce.org Elevate: Heroku, Inc. and Mailgun Technologies, Inc. Noted that services provided by Heroku, Inc. are processed by AWS.

Security, Privacy & Architecture

- **Scope:** Added Salesforce.org Elevate to the list of “Covered Services”. Noted that Salesforce.org Elevate also uses infrastructure provided by Heroku, Inc. and the Salesforce Services and is therefore subject to both sets of Documentation.
- **Audits and Certifications:** Excluded Salesforce.org Elevate from the scope of Salesforce BCR for Processors, EU-U.S. and Swiss-U.S. Privacy Shield Certification, and APEC Privacy Recognition for Processors. Added the Attestation of Compliance with the Payment Card Industry Data Security Standard for Salesforce.org Elevate.
- **Return of Customer Data:** Described how Salesforce.org Elevate customers can request return of their data upon termination.
- **Sensitive Data:** Clarified when financial information may be submitted to Salesforce.org Elevate.

May 29, 2020

Infrastructure & Sub-processors

- **Sub-processors - Customer Data Processing:** List of countries for Coveo (for myTrailhead) was amended by clarifying that by “European Union” we mean “European Union member states”. Also deleted “Ireland” from the list of countries in which Coveo processes customer data as the European Union was already mentioned as location of processing and Ireland is part of the European Union. A Content Delivery Network (CDN) was added for myTrailhead.

Security, Privacy & Architecture

- **Audits and Certifications:** List of services covered by Audits and Certifications has been edited to reflect services covered by this document.
- **User Authentication:** Updated types of identifiers used to manage user’s session.
- **Viruses:** Updated list of services which do not scan for viruses. Added optional virus scanning for Quip customers.
- **Return of Customer Data:** Removed data retrieval methods for discontinued services.
- **Deletion of Customer Data:** Updated list of products for which customer data can be deleted, and the terms and timelines under which it is overwritten or deleted.

- **Sensitive Data:** Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.

Marketing Cloud

Advertising Studio (including Advertising Audiences and Journey Builder Advertising), Evergage, ExactTarget (including Email Studio, Journey Builder and Mobile Studio), Intelligence (including Intelligence Data Pipelines), Intelligence Reports for Engagement, Interaction Studio (Legacy), Marketing Cloud Growth, Marketing Cloud Engagement for Nonprofits, Social Studio, Unified Messaging, and Marketing Cloud Einstein services branded as: Behavioral Triggers, Einstein Content Tagging, Einstein Copy Insights, Einstein Email Recommendations, Einstein Engagement Frequency, Einstein Engagement Scoring for Email (formerly branded as Predictive Scoring), Einstein Engagement Scoring for Mobile, Einstein Messaging Insights, Einstein Recommendations, Einstein Send Time Optimization for Marketing Cloud, Einstein Send Time Optimization for Account Engagement (formerly Einstein Send Time Optimization for Pardot) Content Selection, Einstein Web Recommendations, Live Weather Block, Personalization Builder, Predictive Email, Predictive Intelligence, Predictive Web, Web Personalization

July 31, 2024

Infrastructure & Sub-processors

- Updated geographic availability of Marketing Cloud: Growth.

July 16, 2024

Infrastructure & Sub-processors

- Added Germany as a location for AWS as a hosting provider for Marketing Cloud: Growth.

May 16, 2024

Infrastructure & Sub-processors

- Added information around subprocessors for Einstein Generative AI Services and Marketing Cloud: Marketing Cloud Einstein to Marketing Cloud: Growth.

Notices & License Information

- Added third-party notice information for Google reCAPTCHA.

March 19, 2024

Security, Privacy & Architecture

- Updated name of ASIP Santé certification to Hébergeur de Données de Santé (HDS) certification.

February 13, 2024

Infrastructure & Sub-processors

- Added subprocessor information for Unified Messaging and Marketing Cloud Growth.

Notices & License Information

- Added Unified Messaging and marketing Cloud Growth: Services branded or sold as Marketing Cloud Growth to list of Covered Services.

December 19, 2023

Infrastructure & Sub-processors

- Expanded Intelligence to Reports to AWS Australia and Japan.
- Expanded Marketing Cloud Einstein to AWS Australia and Japan.
- Added locations for Amazon Web Services, Inc. hosting provider for Marketing Cloud: Marketing Cloud Engagement

October 17, 2023

Infrastructure & Sub-processors

- Updated OpenAI subprocessor for Einstein GPT for Service.

Notices & License Information

- Updated Pardot to Marketing Cloud Account Management throughout.
- Added notices applicable to Einstein Generative AI for Marketing Cloud.

Security, Privacy & Architecture

- Updated Pardot to Marketing Cloud Account Management throughout.

September 15, 2023

Infrastructure & Sub-processors

- Added clarification of the inclusion on Amazon Web Services subprocessor for Customers with products running on Hyperforce for Marketing Cloud Engagement.

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

August 15, 2023

Notices & License Information

- Added information about Youtube's third-party terms.

July 31, 2023

Notices & License Information

- Clarified that the Marketing Cloud NLI applies to the marketing features in Salesforce Starter (fka Self-Service CRM).

Security, Privacy & Architecture

- Updated to reflect that Salesforce Starter (fka Self-Service CRM) includes functionality from Marketing Cloud Engagement, Marketing Cloud Einstein, and Intelligence.

May 26, 2023

Infrastructure & Sub-processors

- Removed AWS as a sub-processor for Marketing Cloud: Social Studio.

May 5, 2023

Infrastructure & Sub-processors

- Updated Marketing Cloud for Nonprofits to Marketing Cloud Engagement for Nonprofits.

Notices & License Information

- Marketing Cloud for Nonprofits updated to Marketing Cloud Engagement for Nonprofits throughout.

Security, Privacy & Architecture

- Marketing Cloud for Nonprofits updated to Marketing Cloud Engagement for Nonprofits throughout.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- ExactTarget renamed to Marketing Cloud Engagement throughout.

Security, Privacy & Architecture

- ExactTarget renamed to Marketing Cloud Engagement throughout.

October 3, 2022

Infrastructure & Sub-processors

- Updated the list of Marketing Cloud Einstein features that will be migrating to Hyperforce by January 2023.
- Updated the list of service providers for Marketing Cloud Intelligence and Intelligence Data Pipelines.

August 26, 2022

Infrastructure & Sub-processors

- Live Weather Block and Web & Mobile Analytics removed from included Einstein features.

Notices & License Information

- Interaction Studio updated to Marketing Cloud Personalization throughout.

Security, Privacy & Architecture

- Interaction Studio updated to Marketing Cloud Personalization throughout.
- Services Covered: Clarifications on former names for products added.

May 6, 2022

Infrastructure & Sub-processors

- Updated “Datorama” to “Intelligence” throughout.
- Updated “Datorama Reports for Marketing Cloud” to “Intelligence Reports for Engagement” throughout.
- Heroku, Inc. listed as a third-party service provider used for transmission services for Marketing Cloud for Nonprofits.

Notices & License Information

- Updated “Datorama” to “Intelligence” throughout.
- Updated “Datorama Reports for Marketing Cloud” to “Intelligence Reports for Engagement” throughout.

Security, Privacy & Architecture

- Updated “Datorama” to “Intelligence” throughout.
- Updated “Datorama Reports for Marketing Cloud” to “Intelligence Reports for Engagement” throughout.
- Updated Marketing Cloud for Nonprofits to include that it is on multiple infrastructures.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 24, 2022

Notices & License Information

- Third-party Notices (ExactTarget, Advertising Studio, Interaction Studio, Datorama Reports for Marketing Cloud, and Marketing Cloud for Nonprofits): Inclusion of consent for Salesforce to share certain information about customer with third-party providers of SSL certificates.
- Restricted Uses of Information (Social Studio): Addition of language prohibiting profiling and targeting of data subjects in violation of applicable data protection laws.

January 7, 2022

Infrastructure & Sub-processors

- **Datorama:** Note added that default data storage is in the United States but customers can request storage in Germany.
- **ExactTarget:** Notes added on the nuances of data storage, including business continuity.
- **ExactTarget:** SFDC France Data Center added as a sub-processor.
- **Interaction Studio:** Amazon Web services added as a sub-processor.
- **Interaction Studio:** Further clarification added on the sub-processor type for the Thunderhead sub-processor.

Notices & License Information

- **Restricted Uses of Information:** Updated link to CTIA Messaging Principles and Best Practices.
- **Third-Party Notices:** AccuWeather added as a platform that interoperates with Marketing Cloud Einstein.

Security, Privacy & Architecture

- Personal Data and Sensitive Data: PGSSI-S certification added.

September 30, 2021

Notices & License Information

- **Advertising Studio:** Added Controller-Controller Data Protection terms to the Google API third-party terms.
- **Datorama Notices and License Information:** Information about E-Commerce Connectors added.

August 27, 2021

Infrastructure & Sub-processors

- Updated Datorama hosting provider Google, LLC's list of locations to include Denmark. Clarified data locations for certain Datorama customers using the Marketing Cloud Connector to ingest Exact Target data into Datorama. Removed duplicate entry for Google, LLC as Datorama's email provider. Clarified Amazon Web Services, Inc. hosting locations for each Marketing Cloud Einstein Feature.
- Updated Marketing Cloud Einstein's features into corresponding buckets based on their infrastructure and locations. Updated Marketing Cloud Einstein hosting provider Amazon Web Services, Inc.'s list of locations to include Germany with respect to Send Time Optimization and Engagement Scoring for Email features.

Notices & License Information

- **Services Covered:** Added features of ExactTarget and Marketing Einstein.
- Services Accessed Through and/or Provided Using Infrastructure Used By, Other Services: Section deleted and information moved to other sections in the Documentation.
- **Restricted Uses of Information:** Updated link to the CTIA Messaging Principles and Best Practices.
- **Restricted Uses of Information:** Data may be exported from Social Studio to any other Salesforce.com Services purchased provided it does not contradict the Customer's purchase agreement. But any data from Twitter may not be exported from other SFDC Services, nor displayed, distributed, or made available to any third parties.
- **Insights Services:** Section added clarifying that insights services are deemed to be Non-SFDC Applications and providing additional information on using insights credits in Social Studio.

Security, Privacy & Architecture

- Updated link to Infrastructure & Sub-processors documentation
- **Services Covered:** Added features of ExactTarget and Marketing Einstein to services covered.
- **Audits and Certifications:** Added ASIP Santé certification which was obtained for Advertising Studio, Datorama, ExactTarget, Marketing Cloud Einstein, and Social Studio.

July 20, 2021

Infrastructure & Sub-processors

- Added Marketing Cloud for Nonprofits as a Service throughout.

Notices & License Information

- Added Marketing Cloud for Nonprofits as a Service throughout.
- Clarified that Marketing Cloud Einstein NLI also applies to the Marketing Cloud for Nonprofits service.

Security, Privacy & Architecture

- Added Marketing Cloud for Nonprofits as a Service throughout.
- **Audits and Certifications:** Marketing Cloud for Nonprofits added to EU and UK Binding Corporate Rules (BCR) for Processors certification scope and excluded from APEC Privacy Recognition for Processors (PRP) certification.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.
- **MFA Requirement for Using the Datorama Services:** Updated to clarify MFA requirements for using the Datorama Services.
- **MFA Requirement for Using the Marketing Cloud Einstein Services:** Updated to clarify MFA requirements for using the Marketing Cloud Einstein Services.
- **MFA Requirement for Using the Social Studio Services:** Updated to clarify MFA requirements for using the Social Studio Services.
- **MFA Requirement for Using the Interaction Studio Services:** Updated to clarify MFA requirements for using the Interaction Studio Services.

May 14, 2021

Infrastructure & Sub-processors

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- **Scope:** Updated to include Einstein Send Time Optimization for Pardot.
- Added a Services Accessed Through, and/or Provided Using Infrastructure Used By, Other Services section, consolidating content from extant footnotes and similar content listed under individual sub-sections of the document.

Notices & License Information

- Added Services Covered and Services Accessed Through, and/or Provided Using Infrastructure Used By, Other Services sections, consolidating content from extant footnotes and similar content listed under individual sub-sections of the document.
- **Advertising Studio:** Updated the list of applicable third-party terms for platforms with which Advertising Studio can integrate.
- Third-Party Notices - ExactTarget, Advertising Studio, Interaction Studio, and Datorama Reports for Marketing Cloud Notices and License Information: Added notices for Digicert as an SSL Certificate provider that interoperates with the specified Covered Services.

- **Third-Party Platforms - Datorama:** Clarified the terms under which users of Datorama interact with third-party platforms.
- **Services Covered - Marketing Cloud Einstein Notices and License Information:** Updated to include Einstein Send Time Optimization for Pardot.

Security, Privacy & Architecture

- Added a Services Accessed Through, and/or Provided Using Infrastructure Used By, Other Services section, consolidating content from extant footnotes and similar content listed under individual sub-sections of the document.
- **Services Covered:** Updated to include Einstein Send Time Optimization for Pardot.
- **Audits and Certifications:** Clarified information for accessing Salesforce's ISO 27001/27017/27018 Certificate and Statement of Applicability. Clarified services included in SOC reports.
- **Viruses:** Clarified that uploaded attachments are not executable in Advertising Studio.

April 20, 2021

Infrastructure & Sub-processors

- **Scope:** Clarified that this document does not apply to the Audience Studio services.
- **Sub-Processors – Customer Data Storage:** Added Amazon Web Services, Inc. as a sub-processor in the United States for a limited number of Advertising Studio customers who have consented to their data being stored in data centers provided by Amazon Web Services, Inc.

March 9, 2021

Infrastructure & Sub-processors

- **Sub-Processors – Customer Data Storage:** Added Softvision LLC, a subsidiary of Cognizant Technology Solutions U.S. Corp., as a sub-processor for ExactTarget customers.

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 15, 2021

Infrastructure & Sub-processors

- Revised to add Datorama Reports for Marketing Cloud as a Covered Service.
- **Sub-Processors – Customer Data Storage:** Updated the data center wording for Datorama to clarify that customers benefit from the nearest in-region data center for Amazon Web Services, Inc., Microsoft Corporation (Microsoft Azure) and Snowflake, Inc., provided that customers may still request at the time of sign-up to be hosted in a different region.

Notices & License Information

- **Services Covered – ExactTarget, Advertising Studio, and Interaction Studio:** Added Datorama Reports for Marketing Cloud to the list of Covered Services.
- **Third-Party Notices:** Added WhatsApp and Sinch as Third-Party Platforms that are accessible through the ExactTarget Services.

Security, Privacy & Architecture

- Revised to add Datorama Reports for Marketing Cloud as a Covered Service.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 21, 2021

Infrastructure & Sub-processors

- **Sub-Processors – Customer Data Storage:** Added Australia as a data center location for Interaction Studio.

January 8, 2021

Infrastructure & Sub-processors

- Lists alphabetized for ease of use.
- **Scope:** Added Einstein Engagement Scoring for Mobile to the list of Covered Services.
- **Sub-Processors – Customer Data Storage:** Removed Germany as a data center location for Amazon Web Services, Inc. specific to storage of Evergage and Interaction Studio Customer Data for Customers in the Americas & APAC regions. Removed the United States as a data center location for Amazon Web Services, Inc. specific to storage of Evergage and Interaction Studio Customer Data for customers in the EMEA region.
- **Sub-Processors – Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- **Services Covered – ExactTarget, Advertising Studio, and Interaction Studio:** Clarified how to determine which version of Interaction Studio Customer is using.
- **Services Covered – Marketing Cloud Einstein:** Added Einstein Engagement Scoring for Mobile to the list of Covered Services. Clarified that Marketing Cloud Einstein is accessed through another Service and is therefore subject to the terms of both Services' documentation.
- **Covered Services Accessed Through Other Services – Marketing Cloud Einstein:** New section describing the terms under which Customer Data may be transferred between services for processing.

Security, Privacy & Architecture

- Lists alphabetized for ease of use.
- **Services Covered:** Added Einstein Engagement Scoring for Mobile to the list of Covered Services. Clarified how to determine which version of Interaction Studio Customer is using. Defined the term "Underlying Service".
- **Third-Party Functionality:** Clarified which Covered Service is used to transmit or receive mobile messages.
- **Audits and Certifications:** Reference to UK BCR added and link updated.
- **Return of Customer Data:** Clarified methods to request return of Customer Data for different Covered Services.

December 15, 2020

Notices & License Information

- ExactTarget, Advertising Studio, and Interaction Studio – Third-Party Notices: Added GoogleAMP.

December 1, 2020

Infrastructure & Sub-processors

- **Scope:** Added Datorama Reports for Marketing Cloud (an Exact Target feature to be released in early 2021) to the list of Covered Services and removed Lead Capture (a Non-SFDC Application/third-party application) from the list of Covered Services. Clarified Services which are also subject to additional documentation.
- **Sub-Processors – Customer Data Storage:** Identified sub-processors for Datorama Reports for Marketing Cloud.

- **Sub-Processors – Customer Data Processing:** Identified sub-processors for Datorama Reports for Marketing Cloud.

Notices & License Information

- **Services Covered:** Added Datorama Reports for Marketing Cloud (an Exact Target feature to be released in early 2021) to the list of Covered Services and removed Lead Capture (a Non-SFDC Application/third-party application) from the list of Covered Services.

Security, Privacy & Architecture

- **Services Covered:** Added Datorama Reports for Marketing Cloud (an Exact Target feature to be released in early 2021) to the list of Covered Services and removed Lead Capture (a Non-SFDC Application/third-party application) from the list of Covered Services. Clarified Services which are also subject to additional documentation.

September 11, 2020

Infrastructure & Sub-processors

- Rebranded Predictive Intelligence as Marketing Cloud Einstein and updated references to it throughout.
- **Scope:** Clarified which of Marketing Cloud Einstein’s related services are also subject to additional documentation.
- **Sub-processors — Customer Data Storage:** Clarified for Datorama customers the types of information that may still be processed in AWS.
- **Sub-Processors — Customer Data Processing:** Removed three sub-processors: Cognizant Technology Solutions U.S. Corporation, Cognizant Technology Solutions Hungary Kft, and P.I. Softek, Ltd.

Notices & License Information

- **Marketing Cloud Einstein:** Rebranded Predictive Intelligence as Marketing Cloud Einstein throughout.

Security, Privacy & Architecture

- Rebranded Predictive Intelligence as Marketing Cloud Einstein and updated references to it throughout.
- **Security Controls:** Replaced the term “whitelist” with “allowlist”.
- **Deletion of Customer Data:** Clarifies the duration of retention for customer data pending deletion for all Covered Services.

August 18, 2020

Infrastructure & Sub-processors

- Updated to account for changes in branding of Interaction Studio Services.

Notices & License Information

- Updated to account for changes in branding of Interaction Studio Services.
- **ExactTarget, Advertising Studio, and Interaction Studio:** In Services Covered, clarified the Covered Services including the difference between Interaction Studio and Interaction Studio (Legacy). Amended the Interaction Studio section to clarify that it applies to the Legacy version of that Service.
- **Interaction Studio:** New section added with notices and license information specific to this Service.

Security, Privacy & Architecture

- Updated to account for changes in branding of Interaction Studio Services.
- **Audits and Certifications:** Added Interaction Studio to the list of Services which undergo Soc 2 evaluation. Specified that Interaction Studio runs on Amazon Web Services, Inc.’s infrastructure. Clarified that Interaction Studio (Legacy) uses Microsoft Corporation’s “Azure” infrastructure.
- **Security Controls:** Clarified that Interaction Studio (Legacy) customers have the option to define the range of IP addresses from which their users may access Covered Services. Added Interaction Studio to the list of Services for which customers can utilize email export allowlist functionality.
- **Reliability and Backup:** Clarified that Interaction Studio (Legacy) backup data is retained for 90 days. Added that backup data retention for Interaction Studio is generally 1-30 days, as needed.

- **Disaster Recovery:** Added Interaction Studio to the list of Services using geographically diverse, secondary facilities.
- **Viruses:** Added Interaction Studio (Legacy) and Interaction Studio to the list of Services for which uploaded attachments are not executable.
- **Return of Customer Data:** Clarified the methods by which customers of Interaction Studio (Legacy), and Interaction Studio can request, access, or export their data on contract termination.

July 9, 2020

Infrastructure & Sub-processors

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

Notices & License Information

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

Security, Privacy & Architecture

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

July 2, 2020

Notices & License Information

- Revised to include the Evergage Services.
- **Evergage:** New section added with notices and license information specific to this Service.

Security, Privacy & Architecture

- Revised to add Evergage as a Covered Service.
- **Audits and Certifications:** Added Evergage to the list of Services which undergo Soc 2 evaluation. Specified that Evergage runs on Amazon Web Services, Inc.'s infrastructure.
- **Security Controls:** Added Evergage to the list of Services for which customers can utilize email export allowlist functionality.
- **Reliability and Backup:** Added that backup data retention for Evergage is generally 1-30 days, as needed.
- **Disaster Recovery:** Added Evergage to the list of Services using geographically diverse, secondary facilities.
- **Viruses:** Added Evergage to the list of Services for which uploaded attachments are not executable.
- **Return of Customer Data:** Clarified the methods by which customers of Evergage can request, access, or export their data on contract termination.

June 25, 2020

Infrastructure & Sub-processors

- Added Evergage to Marketing Cloud I&S and disclosed AWS as a third-party hosting provider.
- Added Snowflake, Inc. as a sub-processor for Datorama. In addition, we have clarified that for Customers that have chosen Azure hosting, limited account information used for the provisioning of accounts may still be processed, but not stored, on AWS.

May 29, 2020

Infrastructure & Sub-processors

- **Scope:** No longer includes Advertising Campaigns as part of Advertising Studio. Marketing Cloud Einstein and Measurement Platform was shortened to Marketing Cloud Einstein. Added a link to Salesforce's Data Processing Addendum for further information on capitalized terms.
- **Sub-processors - Customer Data Processing:** Israel was added to the list of countries in which salesforce.com, inc. and its associates process customer data. Datorama Technologies Ltd. was removed from the list of sub-processors.

Notices & License Information

- **ExactTarget, Advertising Studio, and Interaction Studio:** Under Services Covered, removed Advertising Campaigns from the list of “Covered Services”. Clarified that Customers are responsible for any material their users provide to Third-Party Platforms.
- **Predictive Intelligence:** Under Services Covered, removed iGo Digital and references to iGo, LLC. Rebranded two services, and clarified which services are subject to additional documentation.
- **Social Studio:** Under Command Center - Public Display, removed restrictions on syndication, on conducting analysis, or on creating derivatives from Twitter content.

Security, Privacy & Architecture

- **Services Covered:** No longer includes Advertising Campaigns as part of Audience Studio. Marketing Cloud Einstein and Measurement Platform was shortened to Marketing Cloud Einstein. Updated documentation to which Einstein Engagement Frequency is subject.
- **Audits and Certifications:** Under ISO certification, changed Predictive Intelligence to Marketing Cloud Einstein and Measurement (MCEM).
- **Sensitive Data:** Amended list of unsubmitable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.

Marketing Cloud Account Engagement (formerly Pardot)

June 18, 2024

Infrastructure & Sub-processors

- Added link to the section with Marketing Cloud Growth infrastructure details.

Security, Privacy & Architecture

- Updated the Sensitive Data section of the SPARC to include more examples.

March 19, 2024

Infrastructure & Sub-processors

- Added link to the section with Customer Data Cloud infrastructure details..

February 13, 2024

Infrastructure & Sub-processors

- Removed Salesforce, Inc. as a subprocessor and added links to other relevant I&S sections to clarify Salesforce, Inc. is a subprocessor for Marketing Cloud Account Engagement features under those infrastructures.

December 19, 2023

Infrastructure & Sub-processors

- Added subprocessors for generative artificial intelligence features

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- Pardot updated to Marketing Cloud Account Engagement throughout.
- Cloudfront removed as CDN sub-processor.

Notices & License Information

- Pardot updated to Marketing Cloud Account Engagement throughout.

Security, Privacy & Architecture

- Pardot updated to Marketing Cloud Account Engagement throughout.

May 6, 2022

Infrastructure & Sub-processors

- Notification added that Customers in the EMEA region who activate Lead Scoring may have customer data stored in both the United States or Germany as part of the Amazon Web Services sub-processor for Third-party hosting provider.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- Personal Data and Sensitive Data: PGSSI-S certification added.

August 27, 2021

Infrastructure & Sub-processors

- Clarified that Cloudfront on Amazon Web Service, Inc. is the Services’ Global CDN provider. Added Amazon Web Services, Inc. with locations in the United States, Ireland, and Germany as the hosting provider for Pardot Einstein Send Time Optimization.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- Updated link to Infrastructure & Sub-processors document.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Pardot Services:** Updated to clarify MFA requirements for using the Pardot Services.

May 14, 2021

Infrastructure & Sub-processors

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- **Scope:** Added Einstein Send Time Optimization for Pardot.

Notices & License Information

- **Services Covered:** Added Einstein Send Time Optimization for Pardot.

Security, Privacy & Architecture

- **Services Covered:** Added Einstein Send Time Optimization for Pardot.
- **Architecture and Data Segregation:** Clarified the function of the multitenant architecture used to operate the Services.
- **Audits and Certifications:** Clarified information for accessing Salesforce's ISO 27001/27017/27018 Certificate and Statement of Applicability.
- **Security Controls:** Clarified the effective date of the two methods of Security Controls.
- **User Authentication:** Clarified the effective date of the two methods of User Authentication.
- **Reliability and Backup:** Clarified the data storage methodology.
- **Return of Customer Data:** Clarified the file format for returned Customer Data.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Pardot Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

- **Sub-Processors — Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits and Certifications:** Reference to UK BCR added.
- **Security Controls:** Clarified which Security Controls apply depending on whether customer has migrated to Salesforce single sign-on.

- **Security Policies and Procedures:** Clarified customer password storage protocols.
- **User Authentication:** Clarified which User Authentication protocols apply depending on whether customer has migrated to Salesforce single sign-on.

September 11, 2020

Infrastructure & Sub-processors

- **Scope:** Clarified that some Pardot features run on two infrastructures and are subject to both this Documentation, and the Einstein Platform Documentation.
- **Sub-Processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

Notices & License Information

- **Services Covered:** Clarified that some Pardot features run on two infrastructures and are subject to both this Documentation, and the Einstein Platform Documentation.

Security, Privacy & Architecture

- **Services Covered:** Clarified that some Pardot features run on two infrastructures and are subject to both this Documentation, and the Einstein Platform Documentation.
- **Audits and Certifications:** Updated the link to the scope of Salesforce's ISO certification applicable to Pardot.
- **Security Controls:** Replaced the term "whitelist" with "allowlist".
- **Reliability and Backup:** Clarified the method of redundant data storage, and the duration of data storage at off-site backup locations.
- **Data Encryption:** Clarified the data encryption methods in use.
- **Deletion of Customer Data:** Clarified the duration of data storage at off-site backup locations.

May 29, 2020

Notices & License Information

- **Third-Party Platforms:** Clarified that Customers are responsible for any material their users provide to Third-Party Platforms.
- **Third-Party Notices:** Removed FullContact as an applicable service.

Security, Privacy & Architecture

- **Security Controls:** Updated terms under which Email Login Verification is required. Clarified description of Email Login Verification.
- **Viruses:** Section and subject renamed Malicious Software.
- **Data Encryption:** TLS version updated.
- **Sensitive Data:** Amended list of unsubmitable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.

Enhanced Messaging, Messaging & LiveMessage

Enhanced Messaging and Messaging share a Security, Privacy & Architecture document with [Salesforce Services](#).

LiveMessage shares a Security, Privacy & Architecture document with [Sales Enablement \(formerly branded as myTrailhead\), Quip, and Salesforce.org Elevate](#).

October 17, 2023

Infrastructure & Sub-processors - Messaging

- Removed Heroku subprocessor for Messaging and Enhanced Messaging.
- Updated scope of Amazon Web Services, Inc. subprocessor for Messaging In-App and Web, Messaging, and Enhanced Messaging..

Notices & License Information

- Updated information around Customer responsibilities.
- Added third-party notices for Apple.

May 5, 2023

Infrastructure & Sub-processors - LiveMessage

- No changes.

Infrastructure & Sub-processors - Messaging

- No changes.

Notices & License Information

- No changes.

March 14, 2023

Notices & License Information

- Added customer responsibility for country-specific terms.
- Added additional information for WhatsApp Third-Party-Platform (to include terms for and distinguish WhatsApp, as part of Enhanced Messaging).

January 6, 2023

Infrastructure & Sub-processors - LiveMessage

- No changes.

Infrastructure & Sub-processors - Messaging

- No changes.

Notices & License Information

- Restricted Uses of Information: Added telephone services to list of excluded services.
- Restricted Uses of Information: Additional regulatory guidelines added to list of best practices to follow.

November 15, 2022

Notices & License Information

- Document renamed to reflect additional service.
- **Services Covered:** Added Enhanced Messaging.
- **Third-party Notices:** Revised the notice for Meta to reflect Facebook's new entity name.

August 26, 2022

Infrastructure & Sub-processors - LiveMessage

- Clarification as to how location of sub-processor is chosen added,

Infrastructure & Sub-processors - Messaging

- No changes.

Notices & License Information

- No changes.

May 6, 2022

Infrastructure & Sub-processors - LiveMessage

- No changes.

Infrastructure & Sub-processors - Messaging

- No changes.

Notices & License Information

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors - LiveMessage

- No changes.

Infrastructure & Sub-processors - Messaging

- No changes.

Notices & License Information

- No changes.

August 27, 2021

Infrastructure & Sub-processors - LiveMessage

- No changes.

Infrastructure & Sub-processors - Messaging

- No changes.

Notices & License Information

- **Restricted Uses of Information, H3:** Updated link to the CTIA Messaging Principles and Best Practices site.

June 15, 2021

Notices & License Information

- Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- MFA Requirement for Using the Messaging Services: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Notices & License Information

- Third-Party Notices: Clarified that Twilio is no longer classified as a Beta Offering.

March 9, 2021

Notices & License Information

- MFA Requirement for Using the Messaging Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021

Notices & License Information

- **Restricted Uses of Information:** Added section addressing potential blocking or filtering of SMS messages by Carriers.

September 11, 2020

Notices & License Information

- **Services Covered:** Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation.
- **Salesforce Essentials:** Added notices for third-party applications which interoperate with this Service.
- **Distributed Software:** Added the End User License Agreement / Order Form Supplement for Salesforce Field Service Lightning Mobile App for Android.

May 29, 2020

Notices & License Information - Messaging and LiveMessage

- **Restricted Uses of Information:** Added a link to the Acceptable Use and External Facing Services Policy. Consolidated and enhanced the list of principles, best practices or guidelines to which customer must comply to include MMA Global U.S. Consumer Best Practices for Messaging, CTIA Mobile Commerce Compliance Handbook, and U.S. Short Code Registry Best Practices.

MuleSoft

March 19, 2024

Security, Privacy & Architecture

- Updated name of ASIP Santé certification to Hébergeur de Données de Santé (HDS) certification.

February 1, 2024

Infrastructure & Sub-processors

- Added language describing MuleSoft's Anypoint MQQ Cross-Region Failover re-route regions if Customer enables this new functionality.

November 14, 2023

Security, Privacy & Architecture

- Added Information Security Registered Assessors Program (IRAP), HDS, Esquema Nacional de Seguridad (ENS) to the Audits and Certifications.

September 15, 2023

Infrastructure & Sub-processors

- Clarified that API Community Manager runs on multiple infrastructures.

Notices & License Information

- Added clarification around products running on multiple infrastructures.

Security, Privacy & Architecture

- **Services Covered:** Clarified that API Community Manager and Experience Hub run on multiple infrastructures.
- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

June 12, 2023

Notices & License Information

- Clarified Mulesoft RPA is Mulesoft Robotic Process Automation.
- Added API Experience Hub is subject to Experience Cloud Documentation, as applicable.

Security, Privacy & Architecture

- Clarified Mulesoft RPA is Mulesoft Robotic Process Automation.
- Added API Experience Hub is subject to Experience Cloud Documentation, as applicable.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- Removed Modus Box, Inc. as a sub-processor.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- Removed Gravitational as a sub-processor.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 1, 2022

Infrastructure & Sub-processors

- Added MuleSoft RPA (aka Salesforce Flow RPA) as a new Service.

Notices & License Information

- **Services Covered:** Added MuleSoft RPA (aka Salesforce Flow RPA) as a new Service.

Security, Privacy & Architecture

- **Services Covered:** Added MuleSoft RPA (aka Salesforce Flow RPA) as a new Service.

May 17, 2022

Notices & License Information

- **Third-Party Platforms:** Added additional disclaimers regarding governance rulesets.

May 6, 2022

Infrastructure & Sub-processors

- Removed The Rocket Science Group LLC d/b/a MailChimp (formerly known as Mandril) as a sub-processor.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- Added clarification to locations where data is stored and/or processed.

Notices & License Information

- Added additional examples of Third-Party Platforms to reflect new MuleSoft connectors.

Security, Privacy & Architecture

- EU-U.S. and Swiss-U.S. Privacy Shield certification: Link to Privacy Shield Notice updated.
- **Personal Data and Sensitive Data:** PGSSI-S certification added.

August 27, 2021

Infrastructure & Sub-processors

- Clarified the types of services offered in which countries by hosting provider Amazon Web Services, Inc. Added Mailgun Technologies as a third-party email service provider. Specified Cloudfront running on Amazon Web Services, Inc. as the Services' global CDN.

Notices & License Information

- Replaced references to Community Cloud with Experience Cloud to reflect new product naming.

Security, Privacy & Architecture

- Replaced references to Community Cloud with Experience Cloud to reflect new product naming.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using MuleSoft Cloud Offerings:** Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

- **Scope:** Added MuleSoft Composer within the scope of the MuleSoft Cloud Offerings.
- **Sub-processors — Customer Data Processing:** Added a ModusBox, Inc. data center location in India.

Notices & License Information

- **Services Covered:** Added MuleSoft Composer within the scope of the MuleSoft Cloud Offerings.
- **Third-Party Notices:** Added additional examples of Third-Party Platforms and commercial entities that interoperate with the MuleSoft Services.

Security, Privacy & Architecture

- **Services Covered:** Added MuleSoft Composer within the scope of the MuleSoft Cloud Offerings.
- **Audits and Certifications:** Clarified information for accessing Salesforce's ISO 27001/27017/27018 Certificate and Statement of Applicability.

March 15, 2021

Infrastructure & Sub-processors

- **Scope:** Updated to include MuleSoft Composer.

Notices & License Information

- **Services Covered:** Updated to include MuleSoft Composer.
- **Third-Party Notices:** Added Google Sheets and Slack.

Security, Privacy & Architecture

- **Services Covered:** Updated to include MuleSoft Composer.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the MuleSoft Cloud Offerings:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

- **Scope:** Clarified Covered and excluded Services.
- **Sub-processors — Customer Data Processing:** Added Austria to the list of data center locations for the salesforce.com, inc. entity.

Notices & License Information

- **Services Covered:** Clarified Services Covered per Order Form definitions, and listed the locations of the term definitions used in the document.

Security, Privacy & Architecture

- **Services Covered:** Clarified Services Covered per Order Form definitions.
- **Audits and Certifications:** Reference to UK BCR added and link updated.
- **Security Controls:** Clarified the security controls for customer applications deployed on the MuleSoft Cloud Offerings.
- **Return of Customer Data:** Clarified the terms for returning Customer Data.
- **Deletion of Customer Data:** Clarified the terms for deletion of Customer Data.

September 11, 2020

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft. Also removed specific references to MuleSoft, LLC, and Salesforce Argentina S.R.L., and added Argentina to the list of countries in which salesforce.com, inc. and its affiliates process customer data.

Notices & License Information

- **External Resources:** Clarified MuleSoft Services' and Salesforce's responsibilities with regards to external sites, resources, and content.

Security, Privacy & Architecture

- **Audits and Certifications:** Updated the link to the scope of Salesforce's ISO certification for MuleSoft Cloud Offerings and added the certificate number.
- **Malicious Software:** Clarified the circumstances under which MuleSoft Cloud Offerings does not scan for viruses or malicious software.
- **Sensitive Data:** Clarified further the restriction on submission of Protected Health Information (defined under US HIPAA) by customers to name fields and logs for the MuleSoft Cloud Offerings.

May 29, 2020

Infrastructure & Sub-processors

- **Sub-processors - Customer Data Processing:** Great Software Laboratory Pvt Ltd and Great Software Laboratory, Inc. were removed from the list of sub-processors.

Notices & License Information

- **Third-Party Platforms:** Clarified Non-SFDC Applications in Anypoint Exchange.
- **Anypoint Service Mesh:** New section clarifying Istio as a Non-SFDC Application or Third-Party Application.

Security, Privacy & Architecture

- **User Authentication:** Clarified credentials used to authenticate and manage user's session.
- **Data Encryption:** Clarified management and runtime data encryption.
- **Deletion of Customer Data:** Added data retention policy for Transaction Processing Information in MuleSoft Anypoint Partner Manager.
- **Sensitive Data:** Amended list of unsubmitable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.

Quip

Quip shares an Infrastructure & Sub-processors document and a Security, Privacy & Architecture document with [LiveMessage](#), [Sales Enablement \(formerly branded as myTrailhead\)](#), and [Salesforce.org Elevate](#).

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

May 6, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- Removed Slack as a third-party platform.

September 17, 2021

Infrastructure & Sub-processors

- “Salesforce Anywhere” renamed to “Quip” throughout the document

Notices & License Information

- “Salesforce Anywhere” renamed to “Quip” throughout the document

August 27, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Notices & License Information

- No changes.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021

Notices & License Information

- **Third-Party Platforms:** Removed Crashlytics App, Hackpad API, and IFTTT App; added Bitmoji to the list of third-party platforms which Salesforce Anywhere (including Quip) may interact with.

November 17, 2020

Notices & License Information

- References to Quip replaced with “Salesforce Anywhere (including Quip)” throughout the document, in line with Service rebranding.

September 11, 2020

Notices & License Information

- No material changes

May 29, 2020

Notices & License Information

- No material changes.

Sales Enablement (formerly branded as myTrailhead)

Sales Enablement shares a Security, Privacy & Architecture document with [LiveMessage, Quip, and Salesforce.org Elevate](#).

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

May 6, 2022

Infrastructure & Sub-processors

- “MyTrailhead” changed to Sales Enablement throughout.

Notices & License Information

- “MyTrailhead” changed to Sales Enablement throughout.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- Updated type of processor for Coveo.

Notices & License Information

- Added information on Slack Integrations.
- Updated link to the Trailhead Terms of Use.

August 27, 2021

Infrastructure & Sub-processors

- Listed the EU-member countries in which third-party service provider Coveo operates.

Notices & License Information

- **Interoperation with other Services:** Clarified details about registering a user.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the myTrailhead Services:** Updated to clarify MFA requirements for using the myTrailhead Services.

May 7, 2021

Notices & License Information

- No changes.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the myTrailhead Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021

Notices & License Information

- No material changes

November 17, 2020

Notices & License Information

- **Distributed Software:** Added End User License Agreement and/or Order Supplement for Trailhead GO for Android.

September 11, 2020

Notices & License Information

- No material changes

July 30, 2020

Notices & License Information

- No material changes

May 29, 2020

Notices & License Information

- No material changes

Salesforce.org Elevate

Salesforce.org Elevate share a Security, Privacy & Architecture document with [LiveMessage, Sales Enablement \(formerly branded as myTrailhead\), and Quip](#).

February 13, 2024

Notices & License Information

- Removed Salesforce.org Philanthropy Cloud removed as a Covered Service.

May 5, 2023

Notices & License Information

- Added clarifying information about data storage.

January 6, 2022

Notices & License Information

- No changes.

August 26, 2022

Notices & License Information

- No changes.

May 6, 2022

Notices & License Information

- Salesforce Open Source website updated.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- **Power of Us Portal:** License information added as a third-party platform.

August 27, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- **Receipts:** Clarified which third parties Customers may send receipts to that may trigger compliance obligations.
- **External Resources:** Deleted section.

June 15, 2021

Notices & License Information

- **Distributed Software:** Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Notices & License Information

- **Services Covered:** Clarified that the documentation does not apply to open source services used in conjunction with the Covered Services.
- **Geographic Limitation:** Recategorized information specifying that the service could not be used in conjunction with data from residents of citizens of the EEA, Switzerland, or the United Kingdom from the NLI to the SPARC document.
- **Salesforce.org Philanthropy Cloud Third-Party Notices:** Added notices for the Canadian Revenue Agency, Google Analytics, and HandsOn Connect. Updated the Stripe notices with regards to donation disbursement.
- **Salesforce.org Elevate Third-Party Notices:** Removed Google Analytics, iATs Payments and Stripe from the enumerated list of Third-Party platforms which interoperate with Elevate.
- **Salesforce.org Open Source Products:** Notices and license terms specific to Salesforce.org's proprietary open source products were added.
- **Distributed Software:** Removed links to Third-Party Platform integrations, redirecting users to the Salesforce.org Open Source Products section of this document.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021

Notices & License Information

- **Payment Gateways:** Updated terms for the payment gateways which can be integrated with the Covered Services.

December 15, 2020

Notices & License Information

- **Services Covered:** Added Salesforce.org Philanthropy Cloud to the list of Covered Services.
- **Geographic Limitation:** New section added describing the geographic availability of Salesforce.org Philanthropy Cloud.
- **Salesforce.org Philanthropy Cloud Third-Party Notices:** New section specifying the applicable notices for Third-Party Platforms that interoperate with this Covered Service.
- **Salesforce.org Elevate Third-Party Notices:** New section specifying the applicable notices for Third-Party Platforms that interoperate with this Covered Service, inclusive of the sections formerly titled "Payments" and "Google reCAPTCHA" from the previous version of this document.
- **Receipts:** New section addressing email receipt functionality for the Covered Services and applicable laws and regulations.
- **Distributed Software:** Added EULA and/or Order Form Supplements for Salesforce for iOS, Android, and Windows.

September 11, 2020

Notices & License Information

- **Google reCAPTCHA:** Terms and notices for this third-party integration were added.

July 30, 2020

Initial Publication of Salesforce.org Elevate Trust & Compliance Documentation

Notices & License Information

- New document

Salesforce Services

Automotive Cloud, Backup and Restore, B2B Commerce on Lightning Experience, D2C (formerly B2B2C Commerce), Chatter, Code Builder, Consumer Goods Cloud, CRM Analytics (Formerly Tableau CRM)(Including Einstein Discovery and Salesforce Data Pipelines), Customer Data Cloud, Database.com, DevOps Center, Digital Process Automation, Emergency Program Management, Employee Productivity, Employee Service - Agent (formerly IT Service Center - Agent), Experience Cloud (formerly Community Cloud), Financial Services Cloud, Flow for Industries, Health Cloud, IoT Explorer (including IoT Plus), Intelligent Form Reader, Lightning Platform (including Force.com and Salesforce Connect), Loyalty Management, Manufacturing Cloud, Media Cloud, Messaging, Messaging for In-App and Web, Net Zero Cloud (formerly Sustainability Cloud), Privacy Center, Public Sector Solutions, Referral Marketing, Revenue Lifecycle Management, Safety Cloud, Sales Cloud, Service Cloud (including Field Services managed package), Salesforce Contracts, Salesforce CPQ and Salesforce Billing, Salesforce Maps (including Maps Lite), Salesforce Order Management, Salesforce Shield, Salesforce Web3 Services (including Web3 Connect and NFT Management), Service Cloud, Service Cloud Voice, Shift Management, Subscription Management, Site.com, Vlocity managed packages and features (“Vlocity Services”) branded as: Vlocity Communications package, Vlocity Media and Entertainment package, Vlocity Energy & Utilities package, Vlocity Insurance package, Vlocity Health package, Vlocity Public Sector or Vlocity Government package, Vlocity Digital Commerce Gateway, and Vlocity Order Management Plus; WDC, Workforce Engagement Management, Workplace Command Center, the Salesforce.org LLC ("Salesforce.org") services branded as: Accounting Subledger, Admissions Connect, Education Cloud, foundationConnect (provisioned on or after August 19, 2019), Grants Management, Nonprofit Cloud, Nonprofit Cloud Case Management, Salesforce.org Insights Platform: Data Integrity, Student Success Hub (including the former Salesforce Advisor Link

Some Services can run on Hyperforce, or alternative infrastructure. To confirm which Infrastructure your organization is running on, see [View instance information for your Salesforce Organization](#), and [Where is my Salesforce instance located?](#).

July 16, 2024

Infrastructure & Sub-processors

- Nonprofit Cloud and Nonprofit Cloud for Grantmaking updated to reflect the use of providers of generative artificial intelligence services.
- Added Digital Lending to Financial Services Cloud.
- Added note to explain that to find subprocessor information about Digital Lending for Automotive Cloud can be found in Salesforce Services section.

Notices & License Information

- Added Digital Lending to Financial Services Cloud for Covered Services
- Clarified the references to Digital Lending in this documentation also apply to Digital Lending for Automotive Cloud.

Security, Privacy & Architecture

- Clarified certifications applicable to CRM Foundations.
- Added Digital Lending to Financial Services Cloud for Covered Services.
- Clarified the references to Digital Lending in this documentation also apply to Digital Lending for Automotive Cloud.

July 5, 2024

Security, Privacy & Architecture

- Added CRM Foundations, and clarified certifications applicable to ProSuite.

June 18, 2024

Infrastructure & Sub-processors

- Added sub-processor information for Life Sciences Cloud.
- Added OpenAI, L.L.C. and Microsoft Corporation as sub-processors for Salesforce Industries Clouds features that use Einstein Generative AI Services.

Notices & License Information

- Added section providing notices for Salesforce Industries Clouds integrations with Einstein Generative AI Services.
- Added footnote directing to the “Salesforce Industries Clouds – Integration with Einstein Generative AI Services” section for information on Einstein Generative AI Services in Net Zero Cloud.
- Added Life Sciences Clouds as a Covered Service.
- Added information about Salesforce Industries Cloud using third-party platforms containing generative AI.
- Added Zoomin Software Ltd. as a third-party provider of knowledge services for Service Cloud.

Security, Privacy & Architecture

- Clarified that the Einstein Platform Documentation applies to Salesforce Industries Clouds integrations with Einstein Generative AI Services.
- Added Life Sciences Clouds as a Covered Service.
- Added information about Salesforce Industries Cloud using third-party platforms containing generative AI.

May 16, 2024

Infrastructure & Sub-processors

- Updated location information for AWS Service Provider for processing and storage for Code Builder.
- Updated information around subprocessors for Scale Center.

Security, Privacy & Architecture

- Clarified that ApexGuru is a feature of Scale Center, which is part of the Covered Services.
- Updated certification information to reflect Scale Center, which is inclusive of ApexGuru.

April 16, 2024

Notices & License Information

- Added information around Salesforce Industries Clouds Rebate Payout Feature using a third party in processing rebate payments.

March 19, 2024

Infrastructure & Sub-processors

- Added subprocessor information for Feedback Management.
- Added Trade Promotion Management, Trade Promotion Optimization, and Retail Execution as features included under subprocessor information for Consumer Goods Cloud.

Notices & License Information

- Added Feedback Management as a Covered Service.
- Added Trade Promotion Management, Trade Promotion Optimization, and Retail Execution as features of the Covered Services for Consumer Goods Cloud.

Security, Privacy & Architecture

- Added Feedback Management as a Covered Service.
- Added Trade Promotion Management, Trade Promotion Optimization, and Retail Execution as features of the Covered Services for Consumer Goods Cloud.
- Added infrastructure documentation information for Pre-Work Brief (available through Field Service – Einstein 1 Edition SKU).

- Updated name of ASIP Santé certification to Hébergeur de Données de Santé (HDS) certification

March 11, 2024

Infrastructure & Sub-processors

- Added Switzerland as a location for the AWS hosting provider.

February 29, 2024

Security, Privacy & Architecture

- Updated list of Einstein Services or Features not covered to include Einstein for Platform, Einstein for Sales, and Einstein for Services.

February 13, 2024

Infrastructure & Sub-processors

- Added subprocessor information for Revenue Lifecycle Management.
- Updated processing locations for Field Service scheduling and optimization and route calculation functionality.
- Added subprocessor information for Enable Lite (as part of Enablement).
- Added information re: services which may have access to Salesforce Maps Lite.
- Removed subprocessor information for Salesforce.org Philanthropy Cloud.

Notices & License Information

- Added Enablement Lite (as part of Enablement) to list of Covered Services.
- Removed Salesforce.org Philanthropy Cloud removed as a Covered Service.
- Clarified that Salesforce Shield is included in the Covered Services.
- Added Salesforce Disclosure and Compliance Hub Connector for Word with a clarification that Disclosure and Compliance Hub is a feature of Net Zero Cloud.

Security, Privacy & Architecture

- Added Enablement Lite (as part of Enablement) to list of Covered Services.
- Clarified that Salesforce Shield is included in the Covered Services.
- Removed Salesforce.org Philanthropy Cloud removed as a Covered Service.
- Added footnote for clarification that Revenue Lifecycle Management includes access to Salesforce Contracts and Document Builder.
- Added Revenue Lifecycle Management to list of services on Hyperforce infrastructure.
- Updated Certifications exclusion lists to include Revenue Lifecycle Management as appropriate.
- Added External Key Management, a feature of Platform Encryption and Salesforce Shield, to lists of exclusions for certification, as appropriate.
- Removed Salesforce Connect and Salesforce Identity from exclusions list for ASIP Santé certification.

February 1, 2024

Infrastructure & Sub-processors

- Added information about Amazon Web Services, Inc. as a Hosting Provider and Service Provider used to generate PDFs for Salesforce Field Service.
- Added SFDC Sweden AB and SFDC Netherlands B.V. as a hosting provider subprocessor.

Security, Privacy & Architecture

- Updated Covered Service Field Service to include optional document and PDF generation functionality through “Document Builder.”
- Updated Hyperforce services to include Document Builder.
- Updated certifications to include information around Document Builder.

January 22, 2024

Infrastructure & Sub-processors

- Added subprocessor information for ApexGuru.
- Clarified that the “Salesforce Services” include Salesforce Shield.

Security, Privacy & Architecture

- Added ApexGuru (a feature of Scale Center) to Covered Services.

December 19, 2023

Infrastructure & Sub-processors

- Added Amazon Web Services, Inc as a service provider used for processing and storage purposes for Scale Test.
- Added note to clarify applicability of Scale Center in-app notice regarding data location and storage.
- Clarified and confirmed sub-processor and infrastructure information for Public Sector Solutions.

Notices & License Information

- Added Brandfetch as a new Non-SFDC App for D2C Commerce (formerly B2B2C Commerce) and B2B Commerce on Lightning Experience.

November 14, 2023

Infrastructure & Sub-processors

- Updated Flow for Digital Process Automation to Flow for Industries.
- Added Trade Promotion Optimazation to the list of components that use AWS and added Google Cloud as a Sub-Processor for Trade Promotion Management.

Notices & License Information

- Updated Flow for Digital Process Automation to Flow for Industries throughout.
- Added third-party terms for Salesforce Payments to Salesforce Starter.

Security, Privacy & Architecture

- Updated Flow for Digital Process Automation to Flow for Industries throughout.
- Added Salesforce ProSuite to Covered Services.
- Added Salesforce Payments as a feature of Salesforce Starter.
- Updated the branding for Salesforce Data Platform and clarified that Customer Data Cloud functionality is subject to the Customer Data Cloud Documentation.
- Clarified that FSC is a part of a product that utilizes Mulesoft for integrations.
- Clarified in C5 that only Omnistudio, Client-Side Documentation Generation, and Foundation Connect and Employee Productivity are not covered by certification.
- Removed Salesforce Contracts from ISO exclusions.
- Removed Nonprofit Cloud and Salesforce Contracts from exclusions for SOC reports.

October 17, 2023

Infrastructure & Sub-processors

- Changed name of “Backup & Restore” to “Salesforce Backup.”
- Clarified when Heroku is a subprocessor for Privacy Center Customers.
- Updated Salesforce Maps to include Maps Lite.
- Added Service Provider used for transmission services subprocessor for Event Relay.
- Added Service Provider used for processing and storage purposes subprocessor for Code Builder.
- Added location for Service Provider used for transmission services for Pub/Sub API.

Notices & License Information

- Changed name of “Backup & Restore” to “Salesforce Backup.”

- Updated Salesforce Maps to include Maps Lite.
- Added Code Builder to Covered Services.
- Added Greenview Hotel Footprinting Tool to third-party information.

Security, Privacy & Architecture

- Changed name of “Backup & Restore” to “Salesforce Backup.”
- Updated Salesforce Maps to include Maps Lite.
- Updated Salesforce Services to indicate that some customers who purchase the Salesforce Services may have access to Maps Lite.
- Added Code Builder to Covered Services.
- Updated certifications for NetZero Cloud.
- Updated certifications for Nonprofit Cloud.
- Updated certifications for Messaging for In-App and Web.

September 15, 2023

Infrastructure & Sub-processors

- Added additional locations for the Amazon Web Services, Inc. subprocessor for Backup and Restore.

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

August 15, 2023

Infrastructure & Sub-processors

- Added Amazon Web Services, Inc. as a service provider for Scale Center, a feature of the Salesforce Services.
- Added locations to the Amazon Web Services, Inc. subprocessor for Salesforce Services.
- Added Amazon Web Services, Inc. as a hosting provider of document generation processing for Salesforce CPQ and Salesforce Billing.

July 31, 2023

Security, Privacy & Architecture

- Renamed Self-Service CRM to Salesforce Starter (fka Self-Service CRM) throughout.
- Updated to reflect that Salesforce Starter (fka Self-Service CRM) includes products and features from Sales Cloud, Service Cloud, Customer Data Cloud (aka Salesforce Data Cloud), Marketing Cloud Engagement, Intelligence, Marketing Cloud Einstein, and Marketing Cloud Account Engagement.

July 18, 2023

Infrastructure & Sub-processors

- Updated Vlocity to Vlocity Services with clarifications around covered features.
- Added AWS as subprocessor for a service provider of runtime services for Automotive Cloud.
- Added AWS as subprocessor for a service provider of runtime services for Manufacturing Cloud.
- Added subprocessors for Nonprofit Cloud and Nonprofit Cloud for Grantmaking.
- salesforce.com Hong Kong Limited removed from Support for All Services subprocessors

Notices & License Information

- Added Communications Cloud, Energy & Utilities Cloud, Media Cloud, and Vlocity to Covered Services.
- Added Nonprofit Cloud for Grantmaking to list of Services under Salesforce.org.
- Added information about Google Ad Manager as a third-party service.

Security, Privacy & Architecture

- Added Communications Cloud, Energy & Utilities Cloud, Media Cloud, and Vlocity to Covered Services.
- Added Nonprofit Cloud for Grantmaking to list of Services under Salesforce.org.

- Added Einstein GPT for Sales and Einstein GPT for Service to list of Covered Services.
- Updated High Velocity Sales to Sales Engagement throughout.
- **Audits and Certifications:** Updated lists of Audits and Certifications for inclusions of Nonprofit Cloud for Grantmaking.
- **Audits and Certifications:** Updated lists of Audits and Certifications for new Covered Services.
- **Deletion of Customer Data:** Added Salesforce Planning to information re: deletion of data submitted to AWS.

July 3, 2023

Notices & License Information

- Updated Experience Cloud for Nonprofits to Nonprofit Experience Cloud portfolio throughout.
- Added distance calculation to the list of features of Google Maps.

Security, Privacy & Architecture

- Updated Experience Cloud for Nonprofits to Nonprofit Experience Cloud portfolio throughout.

June 12, 2023

Infrastructure & Sub-processors

- Renamed Salesforce Commerce for B2C and B2B2C Commerce to D2C Commerce throughout.
- Added a subprocessor for Salesforce Edge of AWS.
- Added Salesforce Sales Planning as a service.

Notices & License Information

- Renamed Salesforce Commerce for B2C and B2B2C Commerce to D2C Commerce throughout.
- Added Salesforce Sales Planning as a service.
- Listed notices applicable to the Third-Party Platforms and other entities that interoperate with Sales Planning services: Environmental Systems Research Institute and Here.

Security, Privacy & Architecture

- Renamed Salesforce Commerce for B2C and B2B2C Commerce to D2C Commerce throughout.
- Added Salesforce Sales Planning as a service.
- **Architecture and Data Segregation:** Indicated that for Salesforce Sales Planning, the architecture also provides logical data separation via customer-specific “Tenant IDs.”
- **Audits and Certifications:** Addressed audit and certifications coverage for Salesforce Sales Planning.

May 16, 2023

Infrastructure & Sub-processors

- Added Ireland as a possible location for AWS hosting provider subprocessor.
- Added CDN for my.site.com sites as a subprocessor for Salesforce Services.
- Updated description for CDN for Experience Cloud, B2B2C Commerce, B2B Commerce, B2B Commerce on Lightning Experience, DXP, and CMS.

May 5, 2023

Infrastructure & Sub-processors

- Added additional information about subprocessors for service providers.
- Added information about Industries Clouds to Subprocessor information for CRM Analytics.
- Added subprocessor for service provider for processing and routing services – if Customer has enabled enhanced routing in their Omni-Channel Settings.

Notices & License Information

- Removed Salesforce Private Connect from Covered Services.
- **PDFTron PRYSE13:** Updated to Apryse technology.

- **Learning Paths/Guidance Center/Enablement/In-App Guidance:** Added In-App Guidance information.

Security, Privacy & Architecture

- Removed Salesforce Private Connect from Covered Services.
- Audits and Certifications: Updated exclusions from ASIP Santé certification, HITRUST certification, ISO 27001/27017/27018 certification, Payment Card Industry (PCI), and System and Organization Controls (SOC) reports.

April 7, 2023

Infrastructure & Sub-processors

- Updated information regarding locations of hosting provider subprocessors for Einstein Bots.

Notices & License Information

- Clarification language added to Third-Party Platforms.
- Third-Party Platforms added for Web3 Services.

Security, Privacy & Architecture

- Certifications updated to include exclusions of Web3 Services.

March 14, 2023

Infrastructure & Sub-processors

- Added AWS as a hosting provider of the Server-Side Document Generation feature for Education Cloud.

Notices & License Information

- Added CDP North America, Inc. and International Financial Reporting Standards Foundation (IFRSF) notices to Net Zero Cloud.
- Added Education Cloud and Nonprofit Cloud
- Clarified that Nonprofit Cloud Case Management refers to the managed package.

Security, Privacy & Architecture

- Added Education Cloud and Nonprofit Cloud
- Clarified that Nonprofit Cloud Case Management refers to the managed package.

February 24, 2023

Infrastructure & Sub-processors

- Added locations to AWS subprocessor (processing only, not hosting) for Enhanced Messaging, Messaging for In-App and Web, and Service Cloud Voice.

February 14, 2023

Infrastructure & Sub-processors

- Added AWS as a subprocessor for the Server-Side Document Generation feature for Net Zero Cloud.

February 9, 2023

Infrastructure & Sub-processors

- **Sub-processors:** Moved Cognizant Technology Solutions Philippines, Inc. from Customer Support for All Services section to Salesforce Services section to reflect the sub-processor's narrowed role.
- **Sub-processors:** Changed name of sub-processor from Cognizant Technology Solutions Philippines, Inc. to Cognizant Worldwide Limited, reflecting a change in the sub-processor's contracting structure.

January 27, 2023

Infrastructure & Sub-processors

- Added Service Cloud Einstein Readiness Assessor, Einstein Bots Readiness Assessor, Revenue Intelligence Assessor, and ECI Readiness Assessor to the Heroku, Inc. subprocessor serving as service provider for transmission services.

January 6, 2023

Infrastructure & Sub-processors

- Updated name of F-Secure Cyber Security, Inc. to WithSecure, Inc.
- Confirmed Loyalty Management utilizes subprocessors covered by Salesforce Services.
- CRM Analytics' subprocessors consolidated under those with Salesforce Services and additional details added.
- Locations for Amazon Web Services updated.

Notices & License Information

- Covered Services: Microsoft Teams Integration added to list of Covered Services.
- Net Zero Cloud (formerly Sustainability Cloud): Global Reporting Initiative (GRI) information added to Third-Party platform notices.
- Sales Dialer: Notification of traditional phone service limitations added to Sales Dialer integration information.

Security, Privacy & Architecture

- Clarification added for additional documentation referenced for Messaging and Enhanced Messaging, Microsoft Teams Integration, and Einstein Activity Capture for Financial Services Cloud.
- Certification exclusion lists updated for various products.

December 9, 2022

Infrastructure & Sub-processors

- Added sub-processor information for service provider used for processing for DevOps Center.

Security, Privacy, & Architecture

- **Services and Features Covered:** Added DevOps Center to the list of Covered Services.
- **Audits and Certifications:** Clarified which audits and certifications apply to DevOps Center.

November 30, 2022

Security, Privacy & Architecture

- **Audits and Certifications:** Removed Messaging for In-App and Web from exclusions for ISO and SOC Reports.
- Added a clarification about ISO certification not applying to services used in conjunction with Einstein Bots.

November 18, 2022

Infrastructure & Sub-processors

- **Headless Browser Service:** Moved under Salesforce Service with additional locations added.

November 15, 2022

Infrastructure & Sub-processors

- Added sub-processor for Enhanced Messaging and Salesforce Contracts.
- Added locations for the Amazon Web Services, Inc. sub-processor applicable to Automotive Cloud, Digital Process Automation, Financial Services Cloud, Health Cloud, and Manufacturing Cloud.

Notices & License Information

- Services and Features Covered: Added Salesforce Contracts.

Security, Privacy & Architecture

- **Services and Features Covered:** Added Enhanced Messaging and Salesforce Contracts.
- **Audits and Certifications:** Clarified which audits and certifications apply to Digital Process Automation, Enhanced Messaging, and Salesforce Contracts.

October 31, 2022

Infrastructure & Sub-processors

- Added sub-processor for Automotive Cloud.

October 18, 2022

Notices & License Information

- Services and Features Covered: Added Automotive Cloud.

Security, Privacy & Architecture

- Services and Features Covered: Added Automotive Cloud.
- **Audits and Certifications:** Clarified which audits and certifications apply to Automotive Cloud.

October 4, 2022

Infrastructure & Sub-processors

- **Messaging:** Deleted duplicative language.
- **Messaging for In-App and Web:** Clarified applicable sub-processors and locations.
- **Service Cloud Voice:** Clarified the transmission services provider and added France as a location. Updated which instances use Amazon Web Services to store call transcripts.

October 3, 2022

Infrastructure & Sub-processors

- Added Amazon Web Services, Inc. as the hosting provider for Commerce Marketplace.

Notices & License Information

- **Services Covered:** Added Commerce Marketplace.

Security, Privacy & Architecture

- **Services Covered:** Added Commerce Marketplace.
- **Audits and Certifications:** Clarified which audits and certifications apply to Commerce Marketplace.
- **User Authentication:** Noted that passwords are encrypted for Commerce Marketplace.

September 1, 2022

Security, Privacy & Architecture

- **Product Specific Additional Disclosure:** Updated information regarding customer's ability to opt out of the sandbox deletion notice emails.

August 26, 2022

Infrastructure & Sub-processors

- Added Enablement to list of Services.
- Removed Salesforce Optimizer from the list of Services that use Heroku.
- **Health Cloud:** AWS added as sub-processor for the FHIR APIs powered by MuleSoft add-on to Health Cloud.

Notices & License Information

- **Services and Features Covered:** Digital Process Automation (including Decision Tables, Data Processing Engine, Omnistudio, Business Rules Engine, Client-Side Document Generation, and Server-Side Document Generation) and Enablement added to list of Services.
- **Learning Paths/Guidance Center/Enablement:** Guidance Center/Enablement added to section regarding Learning Paths.
- **Net Zero Cloud:** A footnote regarding possible modifications to Third-Party Platforms added.
- **Net Zero Cloud:** Description of and license information for EPA Greenhouse Gas Emission Factors added.
- **Net Zero Cloud:** Description of and license Information for consumer price and inflation data from The World Bank Group added.

Security, Privacy & Architecture

- **Services and Features Covered:** Digital Process Automation (including Decision Tables, Data Processing Engine, Omnistudio, Business Rules Engine, Client-Side Document Generation, and Server-Side Document Generation) and Enablement added to list of Services.
- **Services and Features Covered:** Information added to clarify the multiple infrastructures of Mulesoft and Enablement.
- **Audits and Certifications:** Enablement added to exclusions of several certifications.
- **Audits and Certifications:** Digital Process Automation (other than Omnistudio) added to System and Organization Controls (SOC) reports.

August 17, 2022

Security, Privacy & Architecture

- **Covered Services:** Added Self-Service CRM as a service throughout.
- Added Processing of "User Account Data" section.

Notices & License Information

- **Account Intelligence Features:** Updated "Account Autofills" to "Automated Account Fields"

June 30, 2022

Infrastructure & Sub-processors

- Added AWS as a third-party service provider for transmission services for the Pub/Sub API feature.

June 20, 2022

Security, Privacy & Architecture

- **Audits and Certifications:** Updated for Subscription Management.

June 14, 2022

Infrastructure & Sub-processors

- AWS confirmed as the third-party service provider for document generation processing for the Server-Side Document Generation feature, when enabled for Health Cloud and add-ons thereto.
- AWS added as a third-party service provider for processing and storage of data relating to calculations, assessments, and results from the Unified Health Scoring feature, when enabled for Health Cloud.
- Several regions added to AWS's locations of sub-processors for Intelligent Form Reader.

Security, Privacy & Architecture

- **Covered Services:** List of services and features on multiple infrastructures updated to include Unified Health Scoring (a feature of Health Cloud).

June 8, 2022

Infrastructure & Sub-processors

- Sub-processors for new services Messaging for In-App and Web and Subscription Management added.
- Clarification made to sub-processors for Service Cloud Voice.

Notices & License Information

- **Covered Services:** Messaging for In-App and Subscription Management added to list of Covered Services.
- **Service Cloud Voice with Amazon Connect:** Contact Lens for Amazon Connect, Amazon Virtual Private Cloud (Amazon VPC), and AWS Artifact added to list of included services. Contact Lens standalone SKU language deleted.
- **Slack Integrations:** EULA terms for Salesforce-provided Slack integrations added to NLI.

Security, Privacy & Architecture

- **Covered Services:** Messaging for In-App and Web and Subscription Management added to list of Covered Services.
- **Covered Services:** Reworded description of Salesforce Field Service.
- **Covered Services:** Clarification on what Documentation applies to Service Cloud Voice customers.
- **Audits and Certifications:** Messaging for In-App and Web added to exclusions of several certifications.
- **Audits and Certifications:** Clarification added to how ISO certifications and System and Organization Controls (SOC) reports apply to Service Cloud Voice.

May 17, 2022

Security, Privacy & Architecture

- Trust website link updated.

May 6, 2022

Infrastructure & Sub-processors

- “Field Service Lightning” updated to “Salesforce Field Service.”
- Einstein Conversation Insights, High-Velocity Sales, Sales Cloud Einstein, and Salesforce Inbox added under Salesforce Services.
- Several regions added to AWS’s locations of sub-processors for Salesforce Private Connect.
- AWS added as a third-party service provider for transmission services for Salesforce Slack Integration Proxy.
- AWS added as a third-party service provider for document generation processing for the Server-Side Document Generation feature, when enabled for Financial Services Cloud, Health Cloud, and Manufacturing Cloud.
- AWS added as a third-party service provider for Trade Promotion Management for Consumer Goods Cloud.
- Social Customer Service added as a sub-processor.
- “Tableau CRM” updated to “CRM Analytics.”
- Heroku, Inc. listed as a third-party service provider used for transmission services for Student Success Hub.

Notices & License Information

- **Covered Services:** “Tableau CRM” updated to “CRM Analytics.”
- **Amazon Web Services – Bring Your Own Amazon Account (BYOA) Services:** Notification of allowance of Bring Your Own Amazon Account integration with some services.
- **Safety Cloud:** Notification of The Commons Project Vaccine Credential Initiative Directory Agreement as a “Known Issuer” of Digital Health Cards.
- **Sales Dialer:** Name of “Lightning Dialer” updated to “Sales Dialer.”

Security, Privacy & Architecture

- **Covered Services:** “Tableau CRM” updated to “CRM Analytics.”

- **Covered Services:** List of services on multiple infrastructures updated to include Insights Platform, Student Success Hub, Headless Browser Service, Salesforce Slack Integration Proxy, Enhanced Scheduling and Optimization, & Work Bundling.
- **Covered Services:** List of services on multiple infrastructures updated to include integrations between Salesforce Services and Slack when Customer Data is sent to Slack.
- **Covered Services:** CRM Analytics for Net Zero Cloud added to the list of CRM Analytics SKUs that include Einstein Prediction Builder.
- **Audits and Certifications:** Salesforce Maps, FSMP, and FSMP Optimizer removed from the list of exceptions to various security certifications.
- **Deletion of Customer Data:** Information regarding the retention of Customer Data in AWS for 30 days when using the optional Enhanced Scheduling & Optimization functionality of Salesforce Field Service.
- **Deletion of Customer Data:** For Insights Platform, clarification that data can be securely overwritten as an alternative option to deletion 30 days after termination of the applicable subscription term.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

March 31, 2022

Infrastructure & Sub-processors

- Added Amazon Web Services as a third-party hosting provider in the US for call transcript storage for Service Cloud Voice.

Security, Privacy & Architecture

- **Services Covered:** Added inclusion of customers who purchased Service Cloud Voice on Salesforce-Managed Instances located in the US starting March 31, 2022, to the supplemental Documentation paragraph.
- **Audits and Certifications:** Added the footnote that the SOC reports apply to Service Cloud Voice instances that were initiated in the US starting March 31, 2022 or that have transitioned to Hyperforce.

January 26, 2022

Infrastructure & Sub-processors

- Safety Cloud added to list of Covered Services.

Notices & License Information

- **Services and Features Covered:** Safety Cloud added as a Covered Service.
- Safety Cloud added as eligible for integration with Third-Party Platforms.

Security, Privacy & Architecture

- Renamed “Click FS Optimizer” to “FS Optimizer” throughout.
- **Services and Features Covered:** Safety Cloud added as a Covered Service.
- **Audits and Certifications:** Safety Cloud added to the list of Covered Services excluded from various audits and certifications

January 7, 2022

Infrastructure & Sub-processors

- Sustainability Cloud renamed to Net Zero Cloud.

- **Sub-processors Storing Customer Data:** Further explanation added to explain the locations where data is stored and/or processed for Intelligent Form Reader.
- Amazon Web services added as a sub-processor for the Retail Execution feature of Consumer Goods Cloud.

Notices & License Information

- **Services Covered:** Backup and Restore, NetZero Cloud, and Workplace Command Center updated in the list of features covered.
- **Restricted Uses of Information:** Added restriction on using certain rented, traded, or other purchased lists of email addresses and phone numbers.
- **Microsoft Teams Integration:** Update of agreements applicable.
- Sustainability Cloud renamed to Net Zero Cloud and third-party information added.
- **Salesforce Essentials:** Zapier terms and conditions updated.
- **Slack Integration** third-party information added.
- **Power of Us Portal** third-party information added.

Security, Privacy & Architecture

- **Services Covered:** Backup and Restore, NetZero Cloud, and Salesforce Order Management updated in the list of features covered.
- Sustainability Cloud renamed to Net Zero Cloud throughout.
- **Personal Data and Sensitive Data:** PGSSI-S certification added.

November 16, 2021

Infrastructure & Sub-processors

- Added Experience Cloud for Nonprofits managed package to the references to Experience Cloud.
- Removed "Salesforce Advisor Link" and added it as part of Student Success Hub.
- Added Backup and Restore, which is a feature of Lightning Platform (including [Force.com](#)).

Notices & License Information

- Removed "Salesforce Advisor Link" and added it as part of Student Success Hub throughout.

Security, Privacy & Architecture

- Removed "Salesforce Advisor Link" and added it as part of Student Success Hub.
- Added Backup and Restore, which is a feature of Lightning Platform (including [Force.com](#)).

November 11, 2021

Notices and License Information

- Updated name of "Consumer Goods Cloud Foundation, Mobile Sync, Retail Execution & Modeler" to "Consumer Goods Cloud Package, Mobile Sync Package & Modeler."

October 1, 2021

Infrastructure & Sub-processors

- Added several regions to AWS's locations of sub-processors.

Notices and License Information

- Added links to Order Form Supplements for Consumer Goods Cloud Mobile App for Android, Consumer Goods Cloud Mobile App for iOS, and Consumer Goods Cloud Modeler

September 30, 2021

Security, Privacy & Architecture

- Footnote added clarifying proper use of sandbox subscriptions.

September 17, 2021

Security, Privacy & Architecture

- “Salesforce Anywhere” renamed to “Quip” throughout the document.

August 27, 2021

Infrastructure & Sub-processors

- Features of Sales Cloud, Service Cloud, and Lightning Platform are now all listed as features of the Salesforce Services to clarify that these features may also appear in related packages and SKUs. Clarified that Heroku, Inc. performs Third-party quote calculation services for Salesforce Quote to Cash. Ireland is no longer a data processing location of Heroku, Inc. for Salesforce Order Management. Clarified that Employee Service - Agent and IT Service Center - Agent are included in Employee Productivity.

Notices & License Information

- **Services Covered:** Clarified that Employee Service - Agent and IT Service Center - IT Agent are included in Employee Productivity.
- **Salesforce Maps:** Removed notices related to Atlassian (Jira).
- **Sustainability Cloud:** Added notices for electricityMap.
- **Tableau CRM Connectors:** Added notices for Adobe Marketo, Microsoft Azure Synaps, Oracle Database, Teradata, and Zendesk.
- **Employee Productivity:** Renamed this section from Employee Agent to Employee Productivity to reflect the changes referenced under Services Covered.

Security, Privacy & Architecture

- **Covered Services:** Clarified that Employee Service - Agent and IT Service Center - IT Agent are included in Employee Productivity. References to Customer 360 Audiences updated to reflect rebranding as Salesforce CDP.
- **Audits and Certifications:** Added B2B2C Commerce, Digital Process Automation, and Workforce Engagement to the list of Services covered by the APEC Privacy Recognition for Processors certification. Customer Data submitted to Services hosted on the Public Cloud Infrastructure is now covered by the EU and UK Binding Corporate Rules for Processors. Added Manufacturing Cloud to the list of Services included in the ISO 27017 and ISO 27018 certifications. Updated the Payment Card Industry Data Security Standard Covered Services to include B2B2C Commerce. Added Salesforce Connect and Identity to the list of Services covered by the SOC reports. Added B2B2C Commerce and Workforce Engagement Management to the list of Services covered by the Information System Security Management and Assessment Program certification.
- **Deletion of Customer Data:** Clarified Customer data deletion terms for Scratch Orgs. Added data deletion terms for Sandboxes.

July 15, 2021

Infrastructure & Sub-processors

- Changed the name of IT Service Center — IT Agent to Employee Service — Agent throughout.
- Added Digital Process Automation as a service throughout.
- Added Amazon Web Services as a way to generate documents via Server-Side Document Generation.

Notices & License Information

- Changed the name of IT Service Center — IT Agent to Employee Service — Agent throughout.
- Added Digital Process Automation as a service throughout.

Security, Privacy & Architecture

- Changed the name of IT Service Center — IT Agent to Employee Service— Agent throughout.
- Added Digital Process Automation as a service throughout.
- **Audits and Certifications:** Digital Process Automation excluded from APEC Privacy Recognition for Processors (PRP), ASIP Santé certification, Cloud Computing Compliance Controls Catalogue (C5)

certification, HITRUST certification, ISO 27001/27017/27018 certification, Payment Card Industry (PCI), and System and Organization Controls (SOC) reports.

- Notice provided that beginning July 16, 2020, Salesforce's Privacy Shield Certification will also exclude Digital Process Automation.

June 15, 2021

Infrastructure & Sub-processors

- Added B2B2C and Workforce Engagement Management as covered services throughout.
- **Sub-processors — Customer Data Processing:** Added Amazon Web Services, Inc. as a third-party service provider for features of B2B2C Commerce Services, Sales Cloud, and Service Cloud.
- **Sub-processors — Customer Data Processing:** Added Microsoft Corporation (Microsoft Azure) as a third-party service provider for Microsoft Teams Integration (a feature of Sales Cloud and Service Cloud).
- **Content Delivery Networks:** Added B2B2C to Services using CDNs.

Notices & License Information

- **Services Covered:** Added B2B2C Commerce and Workforce Engagement Management to services covered throughout.
- **B2B2C Commerce:** Added section explaining the responsibilities of using third-party platforms and commercial entities that interoperate with B2B2C Commerce.
- **Distributed Software:** Updated the location of licensor-required open-source notices.

Security, Privacy & Architecture

- Added B2B2C and Workforce Engagement Management as covered services throughout.
- **Services Covered:** Clarified “Scratch Orgs” should only be used for testing and development and should not include personal data.
- **Services Covered:** Clarified inclusion of Workforce Engagement Management service if Intelligent Forecasting feature is enabled.
- **Audits and Certifications:** Excluded B2B2C Commerce and Workforce Engagement Management from the scope of APEC Privacy Recognition for Processors (PRP), ASIP Santé certification, Cloud Computing Compliance Controls Catalogue (C5) certification, HITRUST certification, ISO 27001/27017/27018 certification, Payment Card Industry (PCI), and System and Organization Controls (SOC) reports. Excluded Workforce Engagement Management from the scope of EU and UK Binding Corporate Rules (BCR) for Processors.
- **Audits and Certifications:** Added Manufacturing Cloud and Salesforce Private Connect to scope of ASIP Santé certification. Added B2B2C Commerce and Workforce Management Engagement Management to scope of Information System Security Management and Assessment Program (ISMAP).
- **User Authentication:** Excluded B2B2C Commerce guest users from the user authentication requirements.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

- **Scope:** Rebranded Einstein Relationship Intelligence as Einstein Relationship Insights. Rebranded Loyalty Cloud as Loyalty Management. Detailed information specific to products and features which run on multiple infrastructures was moved to the [Salesforce Services Security, Privacy and Architecture document](#).
- **Sub-processors — Customer Data Storage:** Removed a trials-only instance. Updated instance numbers throughout.

- **Sub-processors — Customer Data Processing:** Updated the list of services hosted on Heroku, Inc. and that Affiliate’s list of data center locations. Updated the list of services hosted by Amazon Web Services. Added links to AWS security documentation.
- **Content Delivery Networks:** Rebranded Community Cloud as Experience Cloud, sharing a CDN with Commerce Cloud, DXP, and CMS.

Notices & License Information

- **Services Covered:** Detailed information specific to products and features which run on multiple infrastructures was moved to the [Salesforce Services Security, Privacy and Architecture document](#). Loyalty Cloud was rebranded Loyalty Management.
- **Grants Management:** New section added.
- In-App Learning rebranded as Learning Paths.
- **Insights Platform:** Clarified how Melissa Data integrated with Insights Platform.
- LinkedIn Sales Navigator Integration: New section added.
- Microsoft Teams Integration: New section added.
- **PDFTron:** New section added.
- **Salesforce.org Open Source Products:** Notices and license terms specific to Salesforce.org’s proprietary open source products were added.
- **Your Account:** New section added for this Non-SFDC Application.

Security, Privacy & Architecture

- **Services Covered:** Loyalty Cloud was rebranded Loyalty Management. Clarified the use of “Salesforce”. Clarified which Services and features run on multiple infrastructures and are therefore subject to the terms of multiple Trust and Compliance documents. Clarified the list of services to which this documentation does not apply.
- **Architecture and Data Segregation:** Clarified Covered Services hosted on Government Cloud Plus Service are also subject to that Service’s documentation.
- **Audits and Certifications:** Updated the lists of excluded services for APEC Privacy Recognition for Processors, ASIP Santé, Cloud Computing Compliance Controls Catalogue, and ISO 27001/27017/27018 certifications. Added Services registered with the Information System Security Management and Assessment Program.
- **Security Policies and Procedures:** Clarified the contents of the application logs.
- **Intrusion Detection:** Clarified the intrusion detection mechanisms.
- **Return of Customer Data:** Clarified terms for returning Customer Data if the managed package is removed prior to contract termination.

April 20, 2021

Infrastructure & Sub-processors

- Added Salesforce Data Pipelines as a new feature to the Tableau CRM Service and removed the Tableau CRM “Playground”.

Notices & License Information

- Added Salesforce Data Pipelines as a new feature to the Tableau CRM Service and removed the Tableau CRM “Playground”.

Security, Privacy & Architecture

- Added Salesforce Data Pipelines as a new feature to the Tableau CRM Service and removed the Tableau CRM “Playground”.

March 15, 2021

Infrastructure & Sub-processors

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

- **Scope:** “Employee Productivity” and “IT Service Center - IT Agent” added as new Covered Services. Updated the link to the Salesforce Services Trust and Compliance documentation.
- **Sub-Processors – Customer Data Processing:** Updated the link to the Heroku Trust and Compliance documentation.

Notices & License Information

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Services Covered:** The Einstein Analytics NLI has been merged into this document. There are no substantive changes to the underlying service. “Employee Productivity” and “IT Service Center - IT Agent” added as new Covered Services.
- **Service Cloud Voice with Amazon Connect:** Additional AWS services added as included with Service Cloud Voice with Amazon Connect: “Amazon EventBridge” and “Amazon Simple Notification Service (SNS).” Additional AWS service added as not included with Service Cloud Voice with Amazon Connect but available for separate purchase: “Contact Lens for Amazon Connect.”
- **Tableau CRM Connectors:** Moved section from Einstein Analytics NLI that lists connectors to external, third-party data storage systems.
- **Workplace Command Center:** Terms updated to reflect updated Covid data sources. Data from The Covid Tracking Project at the Atlantic is no longer available and has been replaced with data from COVID-19 Diagnostic Laboratory Testing (PCR Resting) Time Series (HealthData.gov).
- **IT Service Center - IT Agent:** Added terms for Tanium Endpoint Management services (Non-SFDC Applications).
- **Distributed Software:** Moved EULA and/or Order Form Supplements for Tableau CRM for iOS and Android from Einstein Analytics NLI. Noted that information about the Tableau CRM “Playground” demonstration environment can be found in the Open Source section of the Trust and Compliance Documentation website.

Security, Privacy & Architecture

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Services Covered:** “Employee Productivity” and “IT Service Center - IT Agent” added as new Covered Services.
- **Audits and Certifications:** Added “Employee Productivity” and “IT Service Center - IT Agent” to relevant certifications. Updated the links to the Heroku Trust and Compliance documentation.
- **Security Controls:** Updated the links to the Heroku Trust and Compliance documentation.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 18, 2021

Security, Privacy & Architecture

- **Deletion of Customer Data:** For Salesforce Maps, clarified the duration of retention, and data format for, return of CSV files uploaded by Customer via Salesforce Maps Custom Data Source Portal (“Custom Data Sources”).

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 29, 2021

Notices & License Information

- **Service Cloud Voice with Amazon Connect:** Added telephony provider AMCS SG Private Limited as regional affiliate of AMCS LLC in Singapore.

January 14, 2021

Security, Privacy & Architecture

- **Reliability and Backup:** Clarified that this section does not apply to Click FSL Optimizer or Shift Management.

January 12, 2021

Notices & License Information

- **Workplace Command Center:** Updated the list of Third-Party Platforms interoperating with the Service.

January 8, 2021

Infrastructure & Sub-processors

- Lists alphabetized for ease of use.
- **Scope:** Added Einstein Relationship Intelligence, Experience Cloud and Loyalty Cloud to the list of Covered Services. Rebranded Community Cloud as Experience Cloud. Updated the list of related products and features that run across two infrastructures and are therefore also covered under additional documentation.
- **Sub-processors – Customer Data Storage:** Added new Instance for customers in the Americas region. Added Australia and US to the list of Amazon Web Services data center locations. Added Amazon Web Services, Inc. in Germany as a sub-processor for Salesforce Maps. Added new instances for data center located in India. Clarified storage redundancy locations for Einstein Relationship Intelligence customers.
- **Sub-Processors – Customer Data Processing:** Updated the entity name for the UK Salesforce Affiliate. Added SFDC Austria GmbH as a sub-processor. Updated the list of services and features utilizing Heroku, Inc. as a sub-processor. Added Amazon Web Service, Inc. as a sub-processor to calculate routes for Field Service.
- **Content Delivery Networks:** Added Akamai as a CDN for Lightning Experience.

Notices & License Information

- **Services Covered:** Added Loyalty Cloud and Einstein Relationship Intelligence to the list of Covered Services. Rebranded Community Cloud as Experience Cloud. Updated the list of Services and features that run on across more than one infrastructure and are subject to more than one set of documentation.
- **Restricted Uses of Information:** Clarified that compliance with external “do not contact” lists for sending Messages is solely the responsibility of our Customer.
- **Social Accounts, Contacts and Leads Feature:** Updated Twitter terms, and added Twitter terms applicable to public sector users. Added terms for Google API and Rollbar.
- **SOS Feature:** Clarified that SOS is a feature of Service Cloud.
- **Admissions Connect:** Updated terms, removing pdf.js and added Common Application.
- **In-App Learning:** New section describing terms of use for this feature when connecting with Non-SFDC Applications, or with SFDC Services.
- **Insights Platform:** Added Melissa Data terms for global address verification.
- **Salesforce Field Service:** Added terms for integration with Here. Field Service Lightning rebranded as Salesforce Field Service.
- **Workplace Command Center:** Added terms for OpenStreetMap Foundation and The Covid Tracking Project at the Atlantic.

Security, Privacy & Architecture

- Lists alphabetized for ease of use.

- **Services Covered:** Added Loyalty Cloud to the list of Covered Services. Rebranded Community Cloud as Experience Cloud. Clarified Covered and excluded Services. Clarified which Covered Services run on more than one platform.
- **Audits and Certifications:** Reference to UK BCR added and link updated. Clarified which Covered Services and features are included or excluded from listed audits and certifications.
- **Deletion of Customer Data:** Clarified how and when Self-Hosted Data for Salesforce Maps is deleted. Updated the data retention duration, and clarified the deletion terms for Customer Data submitted via Insights Platform.

December 15, 2020

Infrastructure & Sub-processors

- **Scope:** Added Intelligent Form Reader and Student Success Hub to the list of Covered Services.
- **Sub-Processors – Customer Data Processing:** Added Amazon Web Service, Inc. as the sub-processor for Intelligent Form Reader.

Notices & License Information

- **Services Covered:** Added Intelligent Form Reader and Student Success Hub to the list of Covered Services.
- **Intelligent Form Reader:** Added new section describing the integration of Intelligent Form Reader and AWS Textract services, and related terms.

Security, Privacy & Architecture

- **Services Covered:** Added Intelligent Form Reader and Student Success Hub to the list of Covered Services.
- **Audits and Certifications:** Noted which audits and certifications applied to Intelligent Form Reader and Student Success Hub.
- **Reliability and Backup:** Added Intelligent Form Reader and Student Success Hub to the list of services for which customer data may not be restorable if Customer's administrator uninstalls the service during their subscription.
- **Sensitive Data:** Additional requirement added for human oversight when using Intelligent Form Reader as part of a decision-making process with legal or similarly significant effects.

November 17, 2020

Infrastructure & Sub-processors

- **Scope:** Added Admissions Connect to the list of Covered Services. Added clarification on how using Salesforce Anywhere (including Quip) Services with Salesforce Services can replicate Customer Data onto Salesforce Anywhere's AWS-powered infrastructure.

Notices & License Information

- **Services Covered:** Added Admissions Connect to the list of Covered Services.
- **Admissions Connect:** Added new section detailing applicable terms and licensing for customer use of third-party applications in conjunction with the Service.

Security, Privacy & Architecture

- **Services Covered:** Added Admissions Connect to the list of Covered Services. Added clarification on how using Salesforce Anywhere (including Quip) Services with Salesforce Services can replicate Customer Data onto Salesforce Anywhere's AWS-powered infrastructure.
- **Audits and Certifications:** Noted which audits and certifications applied to Admissions Connect. Added Accounting Subledger, Insights Platform, and Nonprofit Cloud Case Management to the scope of Salesforce BCR for Processors.
- **Reliability and Backup:** Added Admissions Connect to the list of services for which customer data may not be restorable if Customer's administrator uninstalls the service during their subscription.

November 5, 2020

Infrastructure & Sub-processors

- **Scope:** Added Grants Management to the list of Covered Services.

Notices & License Information

- **Services Covered:** Added Grant Management to the list of Covered Services.
- **Restricted Uses of Information:** New section added to the document.

Security, Privacy & Architecture

- **Services Covered:** Added Grants Management to the list of Covered Services.
- **Audits and Certifications:** Noted which audits and certifications applied to Grants Management.
- **Reliability and Backup:** Added Grants Management to the list of services for which customer data may not be restorable if Customer's administrator uninstalls the service during their subscription.

October 19, 2020

Infrastructure & Sub-processors

- **Scope:** Added Privacy Center, and Public Sector Solutions to the list of Covered Services.
- **Sub-Processors – Customer Data Storage:** Added additional data centers in the APAC region for customers using services residing on the Salesforce Unified Computing Infrastructure. Added a section describing that a customer's configuration of Security Center can affect where certain customer data is stored.
- **Sub-Processors – Customer Data Processing:** Added Privacy Center to the list of services utilizing Heroku, Inc.'s data center.

Notices & License Information

- **Services Covered:** Added Privacy Center, and Public Sector Solutions to the list of Covered Services.

Security, Privacy & Architecture

- **Services Covered:** Added Privacy Center, and Public Sector Solutions to the list of Covered Services.
- **Audits and Certifications:** Privacy Center and Public Sector Solutions are excluded from some of the listed audits and certifications.

October 12, 2020

Security, Privacy & Architecture

- **Audits & Certifications:** Updated references to FS and FSMP.

October 7, 2020

Infrastructure & Sub-processors

- Rebranded all instances of Field Service Lightning as Field Service.

Notices & License Information

- Rebranded all instances of Field Service Lightning as Field Service.

Security, Privacy & Architecture

- Rebranded all instances of Field Service Lightning as Field Service. Replaced all "FSL" abbreviations with "FS", or for Field Service managed packages, "FSMP".

September 11, 2020

Infrastructure & Sub-processors

- **Scope:** "Covered Services" was amended to include both services and managed packages. Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation.

- **Sub-Processors** — Customer Data Processing: Changed “User Guide” to “Documentation”. Removed four sub-processors: Cognizant Technology Solutions U.S. Corporation, Cognizant Technology Solutions Hungary Kft, Environmental Systems Research Institute, Inc., and HERE Global B.V. Added Salesforce Private Connect (US only), Shift Management, and the services supported by ClickSoftware, Inc. to the list of services being processed by Amazon Web Services, Inc.

Notices & License Information

- **Services Covered:** Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation.
- **Salesforce Essentials:** Added notices for third-party applications which interoperate with this Service.
- **Distributed Software:** Added the End User License Agreement / Order Form Supplement for Salesforce Field Service Lightning Mobile App for Android.

Security, Privacy & Architecture

- **Services Covered:** Simplified the description of the Field Service Lightning Covered Service. Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation. Removed reference to Insights Platform running on both Heroku platform and AWS.
- **Third-Party Functionality:** More clearly defined the Account Intelligence feature in Sales Cloud.
- **Audits and Certifications:** Updated the Services covered or excluded by the listed audits and certifications. Updated the list of Services using Amazon Web Services, Inc.’s or Heroku’s infrastructures to host or process Customer Data.
- **Security Controls:** Updated the list of Services subject to Amazon Web Services, Inc.’s or Heroku’s security documentation.
- **Incident Management:** Updated the link to the Salesforce Trust website.
- **User Authentication:** Clarified that Community Cloud guest users are not required to authenticate with one of the listed methods when accessing that Service.
- **Disaster Recovery:** Clarified that this section does not apply to Shift Management.
- **Return of Customer Data:** Removed reference to derived data sourced from other Services in use by the Customer.
- **Deletion of Customer Data:** Clarified Salesforce Maps data retention duration.
- **Sensitive Data:** Clarified further the restriction on submission of Protected Health Information (defined under US HIPAA) by customers using covered services that are hosted on public cloud provider’s infrastructure

July 24, 2020

Notices & License Information

- Added entities and notices for Workplace Command Center.

July 21, 2020

Infrastructure & Sub-processors

- Updated to add Service Cloud Voice as a Covered Service.
- Updated to add Salesforce Private Connect as a Covered Service.
- Updated to add B2B Commerce on Lightning Experience as a Covered Service.
- **Sub-Processors — Customer Data Processing:** Added Amazon Web Services, Inc. as a processor with locations in the United States, Germany, Australia, Japan, and Ireland. Added Service Cloud Voice to the list of services being processed by Heroku, Inc. and Amazon Web Services, Inc. Added Amazon Web Services, Inc. as a sub-processor, supporting Salesforce Private Connect (US only) and Service Cloud Voice.

Notices & License Information

- Updated to add Service Cloud Voice as a Covered Service.
- Updated to add Salesforce Private Connect as a Covered Service.
- Updated to add B2B Commerce on Lightning Experience as a Covered Service.

- **Salesforce Private Connect:** Added notices for third-party applications which interoperate with this Service.
- **Service Cloud Voice with Amazon Connect:** Added notices for third-party applications which interoperate with this Service.

Security, Privacy & Architecture

- Updated to add Service Cloud Voice as a Covered Service.
- Updated to add Salesforce Private Connect as a Covered Service.
- Updated to add B2B Commerce on Lightning Experience as a Covered Service.
- **Audits and Certifications:** Updated the Services covered or excluded by the listed audits and certifications. Updated the list of Services using Amazon Web Services, Inc.'s or Heroku's infrastructures to host or process Customer Data.
- **Security Controls:** Updated the list of Services subject to Amazon Web Services, Inc's or Heroku's security documentation.

June 25, 2020

Notices & License Information

- Added International Energy Agency as Third-Party Platform for Sustainability Cloud.

May 29, 2020

Infrastructure & Sub-processors

- **Scope:** Added the following additional Covered Services to the scope of this document: Emergency Program Management, Accounting Subledger, Salesforce.org Insights Platform: Data Integrity, Nonprofit Cloud Case Management, Command Center, and Shift Management. Rebranded all instances of Work.com (provisioned before May 1, 2020) as WDC. References to Einstein Discovery Classic were removed. Clarified that document does not apply to B2C Order Management. Clarified that Insights Platform is also subject to the Trust and Compliance Documentation for Heroku. Added a link to Salesforce's Data Processing Addendum for further information on capitalized terms.
- **Sub-Processors - Customer Data Storage:** In the Americas, added a GSO (Trials only) Instance in two United States-based Data Centers, which are hosted by salesforce.com, inc. and Amazon Web Services.
- **Sub-Processors - Customer Data Processing:** Insights Platform was added to the list of services that use Heroku, Inc. as a sub-processor. Bugsnag Inc. was added as a sub-processor for Salesforce Maps. Shift Management was added to the list of features that use ClickSoftware, Inc. as a sub-processor.

Notices & License Information

- **Services Covered:** Added new services including: Salesforce Order Management, Emergency Program Management, Accounting Subledger, Salesforce.org Insights Platform: Data Integrity, Nonprofit Cloud Case Management, Workplace Command Center, and Shift Management. Differentiates Salesforce Order Management from B2C Commerce Order Management and the documentation that governs each. Rebranded all instances of Work.com (provisioned before May 1, 2020) as WDC.
- **Field Service Lightning:** Section removed.
- **Google Maps:** Simplified and clarified terms of use. Updated links to salient Google policies.
- **Insights Platform:** Added terms for integrating Insights Platform and Melissa Data.
- **Workplace Command Center:** Added Third-Party Platforms disclosure.
- **Distributed Software:** removed reference to former WDC mobile app.
- **External Resources:** Clarifies Salesforce's relationship with, and limits its liability in relation to, referenced sites or resources.

Security, Privacy & Architecture

- **Services Covered:** Added new services including: Emergency Program Management, Salesforce Order Management, Accounting Subledger, Salesforce.org Insights Platform: Data Integrity, Nonprofit Cloud Case Management, Workplace Command Center, and Shift Management. Differentiates Salesforce Order Management from B2C Commerce Order Management and the documentation that governs each.

Clarified which sections of the document apply to Scratch Orgs. Clarifies additional governing documentation for Field Service Lighting feature, the Insights Platform, and services which integrate with the Covered Services. Clarified which versions of Einstein Discovery are included in Covered Services. Rebranded all instances of Work.com (provisioned before May 1, 2020) as WDC.

- **Third-Party Functionality:** Added WhatsApp to the list of over-the-top messaging services.
- **Audits and Certifications:** Updated list of services excluded from each referenced certification. Updated location where customers can access SOC reports. Removed Industry Cloud from the list of products certified by Japan CS Gold. Updated list of services whose data is hosted or processed on AWS infrastructure. Added a section describing Insights Platform use of Heroku's architecture for hosting or processing data.
- **Security Controls:** Updated list of services using AWS. Added Insights Platform's use of Heroku, and a link to Heroku's security documentation.
- **Security Policies and Procedures:** Salesforce will only provide log entry records to assist customers in forensic analysis, when available.
- **Reliability and Backup:** Clarifies which Services' data may be unrecoverable, if uninstalled by customers.
- **Disaster Recovery:** Clarified that this section does not apply to Click FSL Optimizer.
- **Data Encryption:** Clarifies data transmission methods between data centers.
- **Deletion of Customer Data:** Clarifies duration of data retention for Insights Platform on AWS and Heroku servers.
- **Sensitive Data:** Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
- **Interoperation with Other Services:** Added description of metadata that may be captured by Salesforce when third-party systems are connected to Covered Services. Addresses protection and use of that data.

Salesforce Spiff

May 14, 2024

Infrastructure & Sub-processors

- Initial publication of Slack Infrastructures & Sub-processors section.

Notices & License Information

- Initial publication of Slack Notices & License Information document.

Security, Privacy & Architecture

- Initial publication of Slack Security, Privacy & Architecture document.

Slack

June 24, 2024

Security, Privacy & Architecture

- Distinguished Slack Free Services from the Covered Services for certain sections.
- Clarified deletion of data for Free Slack Services..

April 16, 2024

Notices & License Information

- Added Tenor as a Non-SFDC Application.

Security, Privacy & Architecture

- Added information on the prohibition of processing criminal justice information and federal tax information.

February 13, 2024

Infrastructure & Sub-processors

- Added information around Slack AI functionality subprocessors.

Notices & License Information

- Added Slack AI to Covered Services.
- Added notices applicable to Slack AI.

Security, Privacy & Architecture

- Added Slack AI to Covered Services.

December 19, 2023

Notices & License Information

- Added Third-Party notices section to include conditions through Slack Platform Third-Party connectors.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

June 12, 2023

Infrastructure & Sub-processors

- Removed Fastly as a content delivery network for Slack.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 24, 2023

Notices & License Information

- Added clarification of inclusions of Slack workflows and apps to covered services.
- Added Platform Usage Guidelines.

Security, Privacy & Architecture

- Added clarification of inclusions of Slack workflows and apps to covered services.
- Added language explaining Slack may conduct security scans and testing of workflows and apps to detect abusive behavior.

April 7, 2023

Infrastructure & Sub-processors

- Added subprocessor information for Slack Huddles and Clips functionality.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- Slack's Privacy Shield certification transitioned to be under Salesforce's.

November 15, 2022

Infrastructure & Sub-processors

- Added South Korea as a data residency location for Slack Services' sub-processor.

September 8, 2022

Infrastructure & Sub-processors

- Added India as a data residency location for Slack Services' sub-processor.

August 26, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

June 30, 2022

Infrastructure & Sub-processors

- Sub-processor information added for GovSlack as a Slack service.

Notices & License Information

- GovSlack added as a Slack service throughout.

Security, Privacy & Architecture

- GovSlack added as a Slack service throughout.
- **Audits:** Clarification to audits regarding GovSlack added.

- **Security logs:** Information regarding accessibility of logs for GovSlack and qualifications thereof.
- **Incident Management:** Information added to explain who performs incident management for GovSlack.

May 23, 2022

Security, Privacy & Architecture

- Updates to Deletion of Customer Data section regarding exclusions.

May 6, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No material changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- Information added about transmitting data though edge regions to provide better services.

Notices & License Information

- No material changes.

Security, Privacy & Architecture

- EU-U.S. and Swiss-U.S. Privacy Shield certification added.

November 16, 2021

Infrastructure & Sub-processors

- Updated storage locations for International Data Residency customers.
- Incorporated additional details from Slack’s data residency help article regarding backups and data residency.

August 27, 2021

Infrastructure & Sub-processors

- Initial publication of Slack Infrastructures & Sub-processors section.

Notices & License Information

- Initial publication of Slack Notices & License Information document.

Security, Privacy & Architecture

- Initial publication of Slack Security, Privacy & Architecture document.

Tableau Cloud

June 18, 2024

Infrastructure & Sub-processors

- Updates to subprocessors for Tableau AI.

April 16, 2024

Notices & License Information

- Clarified what is included in “Tableau AI.”

March 19, 2024

Infrastructure & Sub-processors

- Added Microsoft Azure as a provider of generative artificial intelligence services for Tableau AI, including features in Pulse for Tableau.

November 14, 2023

Infrastructure & Sub-processors

- Added subprocessor information for Tableau AI.

Notices & License Information

- Added information about Tableau AI.

September 15, 2023

Security, Privacy & Architecture

- Replaced Privacy Shield with Data Privacy Framework Certifications and outlined the scope of coverage.

May 5, 2023

Infrastructure & Sub-processors

- Added subprocessor for Messaging service used to process and route emails.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

August 26, 2022

Infrastructure & Sub-processors

- “Tableau Online” updated to “Tableau Cloud” throughout.

Notices & License Information

- “Tableau Online” updated to “Tableau Cloud” throughout.

Security, Privacy & Architecture

- “Tableau Online” updated to “Tableau Cloud” throughout.
- Sensitive Data: Government issued identification numbers removed from the list of data that may not be submitted or copied to the Covered Services.

May 6, 2022

Infrastructure & Sub-processors

- Added note that certain Tableau SKUs have “Broadcast” features for which the I&S does not apply.

Notices & License Information

- **Maps:** Added disclaimer regarding Salesforce Maps encuring that is only for reference.
- **Email -Based Functionality** Added notice emails to those included in Email-based functionality.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- Note excluding Tableau Broadcast and similar functionality from the I&S added.

Notices & License Information

- Exclusion of Tableau Broadcast and similar functionality from the NLI added.

Security, Privacy & Architecture

- **Audits and Certifications:** ISO 27001/27017/27018 added.
- **Personal Data and Sensitive Data:** PGSSI-S certification added.
- Exclusion of Tableau Broadcast and similar functionality from the SPARC added.

August 27, 2021

Infrastructure & Sub-processors

- Added Canada as a hosting location for Amazon Web Services, Inc.

Notices & License Information

- Slack App section added clarifying that any use of Slack must comply with governance of the Customer’s Slack account.

Security, Privacy & Architecture

- Updated link to Amazon Web Service, Inc.’s current security processes.

June 15, 2021

Security, Privacy & Architecture

- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Storage:** Added an Amazon Web Services, Inc. data center in the United Kingdom. Content Delivery Networks: Clarified the name of the CDN in use on Amazon Web Services.

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- No changes.

January 8, 2021

Infrastructure & Sub-processors

- **Sub-processors – Customer Data Storage:** Added Australia to the list of Amazon Web Services data center locations.
- **Sub-processors – Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- **Third-Party Platforms – Maps:** Updated the list of partners providing map data to Tableau Maps and geocoding features. Updated the version of U.S. congressional district boundaries in use by the Service. Added attribution information for customers reproducing Mapbox maps.
- **Third-Party Platforms – Email-Based Functionality:** Updated and broadened the Subscriptions section to cover additional features focused on email-based functionality.
- **Third-Party Platforms – Tableau APIs:** Clarified that integrations may be built with Tableau APIs and SDKs. Added a definition of Extensions.

Security, Privacy & Architecture

- **Audits & Certifications:** Added EU and UK BCR. Updated SOC report reference to include SOC 3 and a link to download the reports.

September 11, 2020

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits & Certifications:** Added APEC Privacy Recognition for Processors

July 15, 2020

Initial publication of Tableau Trust & Compliance Documentation

VLOCITY

As of July 18, 2023, VLOCITY Trust and Compliance Documentation has been removed. This page is being retained for historical value.

July 18, 2023

Notices & License Information

- Information around VLOCITY as a Covered Service moved to Salesforce Services documentation.

Security, Privacy & Architecture

- Information around VLOCITY as a Covered Service moved to Salesforce Services documentation.

May 5, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

January 6, 2023

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

November 15, 2022

Infrastructure & Sub-processors

- Clarified which packages include the Server-side Document Generation feature that utilizes Amazon Web Services, Inc. for document generation processing. Added additional locations for this sub-processor.
- Clarified that SumoLogic, Inc. is a sub-processor specifically for the Digital Commerce and Order Management Plus packages.

August 26, 2022

Infrastructure & Sub-processors

- AWS added as sub-processor for the TMForum APIs powered by MuleSoft add-on to VLOCITY Communications package.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

May 6, 2022

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- No changes.

April 4, 2022

Notices & License Information

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

Security, Privacy & Architecture

- “Master Services Agreement” updated to “MSA” throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

Infrastructure & Sub-processors

- Information added regarding where information will be processed if enabling Server-Side Document Generation feature.
- Iscale Solutions Ptc Ltd. sub-processor was removed.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits and Certifications:** APEC Privacy Recognition for Processors (PRP) added.
- **EU-U.S. and Swiss-U.S. Privacy Shield certification:** Link to Privacy Shield Notice updated.
- **Personal Data and Sensitive Data:** PGSSI-S certification added.

October 1, 2021

Infrastructure & Sub-processors

- Added several regions to Vlocity Managed Packages’ locations of sub-processors.

August 27, 2021

Infrastructure & Sub-processors

- Brazil and Ireland added as locations for Amazon Web Services, Inc. hosting Digital Commerce and Order Management Plus data.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- Updated link to Infrastructure & Sub-processors document.

June 15, 2021

Notices & License Information

- Added section on Google Ad Manager
- **Distributed Software:** Updated the location of licensor-required open-source notices.

Security, Privacy & Architecture

- **Audits and Certifications:** Reworded third-party hosting provider information.
- **Return of Customer Data:** Deleted “for Customer Data” phrases.

- **Sensitive Data:** Added Server-Side Document Generation personal health data limitation and moved paragraph on financial information restrictions.

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Processing:** Added row to table for Amazon Web Services, Inc., and asterisk with links to website and security processes.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

- Document renamed, removing “...Managed Packages and Digital Commerce Gateway...” from the title.

Notices & License Information

- Document renamed, removing “...Managed Packages and Digital Commerce Gateway...” from the title.
- **PDFTron:** New section added.

Security, Privacy & Architecture

- Document renamed, removing “...Managed Packages and Digital Commerce Gateway...” from the title.
- **Deletion of Customer Data:** Clarified the number of days after which Order Management Plus Customer Data is overwritten or deleted.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 14, 2021

Infrastructure & Sub-processors

- **Sub-Processors – Customer Data Storage:** Updated the list of Services for which Customer Data is stored in APAC and EMEA data centers.

January 8, 2021

Infrastructure & Sub-processors

- No changes.

Notices & License Information

- No changes.

Security, Privacy & Architecture

- **Audits and Certifications:** Reference to UK BCR added.

December 1, 2020

Infrastructure & Sub-processors

- **Scope:** Updated to include Order Management Plus Services.
- **Sub-Processors – Customer Data Storage:** Amazon Web Service, Inc. updated to include Order Management Plus Services.
- **Sub-Processors – Customer Data Processing:** Sumo Logic updated to include Order Management Plus Services.

Notices & License Information

- **Services Covered:** Updated to include Order Management Plus Services.

Security, Privacy & Architecture

- **Services Covered:** Updated to include Order Management Plus Services.
- **Architecture and Data Segregation:** Added a description of the Order Management Plus Services.
- **Audits and Certifications:** Added Order Management Plus Services to the Binding Corporate Rules. Added SOC report details for Order Management Plus Services. Amazon Web Services, Inc. added as a Customer Data host for Order Management Plus Services, with reference to that host's audits, certifications, and reports.
- Intrusion Detection, Security Logs, Security Policies and Procedures, Incident Management, Physical Security, Reliability and Backup, Disaster Recovery, Return of Customer Data, Deletion of Customer Data, Viruses, Data Encryption, Sensitive Data, Analytics, and Interoperation with Other Services: Order Management Plus Services have been added.

September 17, 2020

Infrastructure & Sub-processors

"Covered Services" renamed to "Managed Package Services" throughout the document.

- **Scope:** Updated to include Digital Commerce Gateway.
- **Sub-Processors – Customer Data Storage:** Amazon Web Services, Inc. added as a host for Digital Commerce Services.
- **Sub-Processors – Customer Data Processing:** Sumo Logic added as a processor for Digital Commerce Services only.

Notices & License Information

"Covered Services" renamed to "Managed Package Services" throughout the document.

- **Services Covered:** Updated to include Digital Commerce Gateway.

Security, Privacy & Architecture

"Covered Services" renamed to "Managed Package Services" throughout the document.

- **Services Covered:** Updated to include Digital Commerce Gateway.
- **Architecture and Data Segregation:** Added a description of the Digital Commerce Services architecture.
- **Third-Party Functionality:** New section added to describe service functionality provided by third parties.
- **Audits and Certifications:** Added SOC report details for Digital Commerce services. Amazon Web Services, Inc. added as a Customer Data host for Digital Commerce Services, with reference to that host's audits, certifications, and reports.
- **Disaster Recovery, Return of Customer Data, and Deletion of Customer Data:** This section has been broken into three separate sections within the document, and descriptions for the Digital Commerce Services have been added.
- **Additional Security, Privacy, and Architecture Information:** This section has been broken out into a number of more detailed sections within the document. Sections with additional detail, including added descriptions for the Digital Commerce Services, include: Intrusion Detection, Security Logs, Security Policies and Procedures, Incident Management, Physical Security, Reliability and Backup, Viruses, Data Encryption, Sensitive Data, Analytics, and Interoperation with Other Services.

September 1, 2020

Initial Publication of Vlocity Elevate Trust & Compliance Documentation

Salesforce Infrastructure and Sub-processors

This document consolidates the information previously contained in the individual Infrastructure and Sub-processor documents for each Service.

This section of the Change Log **only** addresses changes made to the document's introductory paragraphs as well as the infrastructure and sub-processors used by All Services.

For changes to the infrastructure and sub-processors used by specific Services, see [those Services' pages](#).

June 28, 2024

- Removed "Additional Details" section for Microsoft Azure OpenAI disclosures since it is no longer applicable.

May 16, 2024

- Updated location information for all AWS subprocessors.

December 19, 2023

- Added language to clarify that some changes to this document are prospective to provide Customers with advanced notice, and as such that not all listed features/subprocessors/locations are generally available at time of publication.

November 14, 2023

- Updated legal name of Akamai Technologies, Inc. throughout.

July 31, 2023

- Added disclosure for Salesforce Starter (fka Self-Service CRM), including Marketing Email Sends.

July 18, 2023

- Updated information about how customer support is provided.

May 5, 2023

- No changes.

February 14, 2023

- Clarification around support-related data processing for Services on the EU Operating Zone Infrastructure.

February 9, 2023

- **Customer Support for All Services:** Removed two sub-processors, Accenture Inc. and Cognizant Technology Solutions Philippines, Inc.

January 6, 2023

- No changes.

April 4, 2022

- "Master Services Agreement" updated to "MSA" throughout.
- Salesforce.com, inc. updated to Salesforce, Inc. throughout.

January 7, 2022

- **Sub-processors Storing Customer Data:** Further explanation added to explain the locations where data is stored, to clarify when data is stored within a single country or within a region for each service/processing activity/feature disclosed.

August 27, 2021

Initial publication of Salesforce Infrastructure and Sub-processors document