

## **Salesforce's Notice of Certification Under the EU-U.S. Data Privacy Framework and Swiss-U.S. Data Privacy Framework**

Effective as of July 17, 2023

For all Services (except those Services listed as out of scope below) Salesforce and our U.S. subsidiaries Demandware, LLC, Heroku, Inc., Krux Digital LLC, Mulesoft, LLC, Quip LLC, Salesforce, Inc., Slack Technologies, LLC, and Tableau Software, LLC, comply with the EU-U.S. Data Privacy Framework and the Swiss-U.S. Data Privacy Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal data transferred from the European Union, and Switzerland, as applicable, to the United States in reliance on the Data Privacy Framework. Salesforce has certified to the Department of Commerce that it adheres to the Data Privacy Framework Principles with respect to such data. If there is any conflict between the terms in this notice and the Data Privacy Framework Principles, the Data Privacy Framework Principles shall govern. To learn more about the Data Privacy Framework program, and to view our certification, please visit <https://www.dataprivacyframework.gov/s/>.

**Out of Scope** (not covered by EU-U.S. or Swiss-U.S. Data Privacy Frameworks): Philanthropy Cloud.

**Data processed:** Salesforce provides online tools that our customers use to communicate and operate aspects of their businesses. These include tools for customer relationship management, customer service, social engagement, community building, data analytics, internal employee management, communications and file management, and platforms for building websites and applications, among others. In providing these tools, Salesforce processes data our customers submit to our services or instruct us to process on their behalves. While Salesforce's customers decide what data to submit, it typically includes information about their customers, sales leads, prospects, employees, and users of online tools, such as contact information, purchases, and billing information.

**Purposes of data processing:** Salesforce processes data submitted by customers for the purpose of providing Salesforce's online services to our customers. To fulfill these purposes, Salesforce may access the data to provide the services, to correct and address technical or service problems, to respond to customer support matters, or to follow instructions of the Salesforce customer who submitted the data, or in response to contractual requirements.

**Inquiries and complaints:** If you believe Salesforce maintains your personal data in one of the services within the scope of our Data Privacy Framework certification, you may direct any inquiries or complaints concerning our Data Privacy Framework compliance to [privacy@salesforce.com](mailto:privacy@salesforce.com). Salesforce will respond within 45 days. If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>. If neither Salesforce nor our dispute resolution provider resolves your complaint, you may have the possibility to engage in binding arbitration through the Data Privacy Framework Panel. For more information on this option, please see [Annex I](#) of the EU-U.S. Data Privacy Framework Principles.

**Third parties who may receive personal data:** Salesforce uses a limited number of third-party service providers to assist us in providing our services to customers. These third party providers offer customer support to our customers, perform database monitoring and other technical operations, assist with the transmission of data, and provide data storage services. These third parties may access, process, or store personal data in the course of providing their services. Salesforce maintains contracts with these third parties restricting their access, use and disclosure of personal data in compliance with our Data Privacy Framework obligations, including the onward transfer provisions, and Salesforce remains liable if they fail to meet those obligations and we are responsible for the event giving rise to damage.

**Your rights to access, to limit use, and to limit disclosure:** EU individuals and Swiss individuals have rights to access personal data about them, and to limit use and disclosure of their personal data. With our Data Privacy Framework self-certification, Salesforce has committed to respect those rights. Because Salesforce personnel have limited ability to access data our customers submit to our services, if you wish to request access, to limit use, or to limit disclosure, please provide the name of the Salesforce customer who submitted your data to our services. We will refer your request to that customer, and will support them as needed in responding to your request.

**U.S. Federal Trade Commission enforcement:** Salesforce's commitments under the Data Privacy Framework are subject to the investigatory and enforcement powers of the United States Federal Trade Commission.

**Compelled disclosure:** Salesforce may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.