

# Infrastructure and Sub-processors for the Audience Studio Services

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## Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to Salesforce’s provision of the services branded as Audience Studio and Data Studio (formerly branded as Salesforce DMP and Salesforce Data Studio and prior to that as Krux), or services sold under a Krux Order Form (the “Audience Studio Services”).

## Sub-processors — Customer Data Storage

The infrastructure used by Salesforce to host Customer Data (as defined in Salesforce's [Master Subscription Agreement](#)) submitted to the Audience Studio Services is provided by a third-party provider, Amazon Web Services, Inc. (“AWS”). Currently, the physical infrastructure hosted by AWS in the provisioning of the Audience Studio Services is located in the United States. The following describes the country and legal entity engaged in the storage of Customer Data by Salesforce for the Audience Studio Services.

Entity Name	Entity Type	Entity Country
Amazon Web Services, Inc.	Third-party hosting provider for the Audience Studio Services	<ul style="list-style-type: none"><li>United States</li></ul>

In addition, Salesforce may store across its data storage locations identifying information about Customer’s instance(s) of the Audience Studio Services and identifying information about Users for the purposes of operating the Audience Studio Services, such as facilitating the login process and the provision of customer support.

## Sub-processors — Customer Data Processing

The following legal entities are engaged in processing Customer Data for non-storage purposes.

Entity Name	Entity Type	Entity Country
salesforce.com, inc. and its Affiliates in the countries listed to the right*  <i>*A current list of salesforce.com, inc.’s Affiliates is set forth in salesforce.com, inc.’s most recent form 10-k (Exhibit titled “List of Subsidiaries”) with the United States Securities and Exchange Commission (SEC) available at <a href="http://investor.salesforce.com/about-us/investor/financials/default.aspx">http://investor.salesforce.com/about-us/investor/financials/default.aspx</a></i>	Salesforce Affiliate	<ul style="list-style-type: none"><li>United States</li><li>Australia</li><li>Brazil</li><li>Canada</li><li>France</li><li>Germany</li><li>India</li><li>Ireland</li><li>Italy</li><li>Japan</li><li>Netherlands</li><li>Singapore</li><li>Spain</li><li>Sweden</li><li>Switzerland</li></ul>

		<ul style="list-style-type: none"> <li>● Austria</li> <li>● UK</li> </ul>
Amazon Web Services, Inc.	Third-party provider of global, non-storage infrastructure support for the Audience Studio Services	<ul style="list-style-type: none"> <li>● United States</li> <li>● Ireland</li> </ul>

Salesforce customers may subscribe to notifications of new sub-processors by filling out this [form](#).

### Content Delivery Networks

The Audience Studio Services may use content delivery networks (“CDNs”) to provide the Audience Studio Services and to optimize content delivery. CDNs are commonly used systems of distributed services that deliver content based on the geographic location of the individual accessing the content and the origin of the content provider. Content items to be served to subscribers or end users, such as images or attachments uploaded to the Audience Studio Services, may be stored with a CDN to expedite transmission, and information transmitted across a CDN may be accessed by the CDN to enable its functions. The following describes the use of CDNs by the Audience Studio Services.

Service Using CDNs	CDNs Used	Location	Description of CDN Services
Audience Studio Services	Fastly, Inc.	Global	Salesforce may use Fastly to provide the Audience Studio Services, and to optimize content delivery via the Audience Studio Services.