

Infrastructure and Sub-processors for B2B Commerce

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Scope

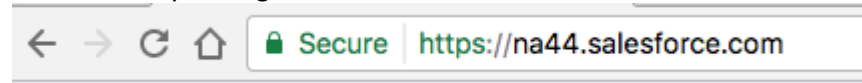
This documentation describes the infrastructure environment, sub-processors and certain other entities material to Salesforce’s provision of Version 3.97 (Release 3.8) or higher of the services branded as B2B Commerce (the “B2B Commerce Services”) (formerly branded as CloudCraze).

Sub-processors — Customer Data Storage

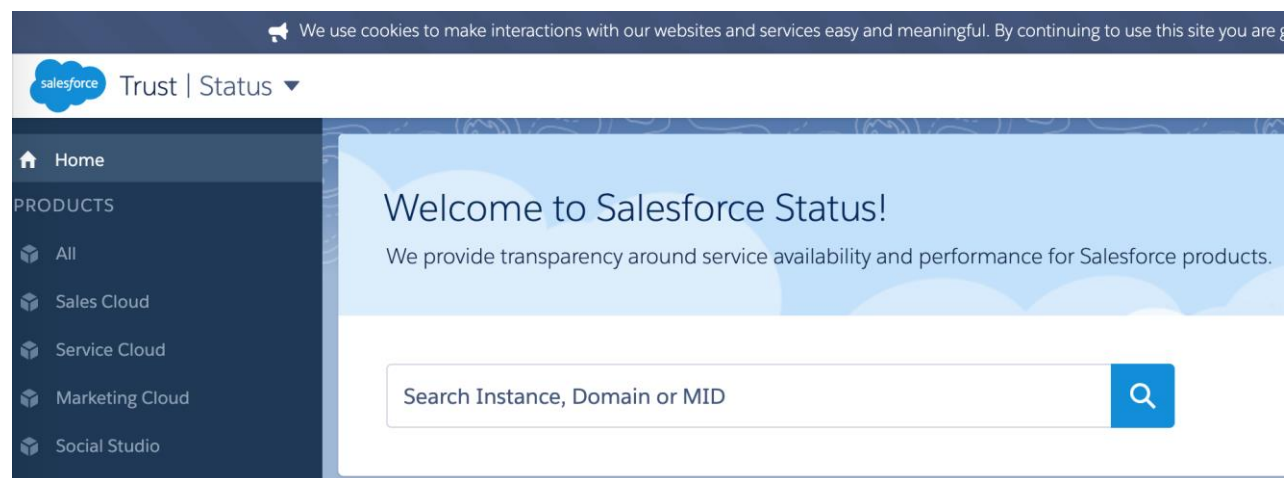
The B2B Commerce Services are hosted in enterprise-class data centers and are divided into a modular architecture based on “instances.” Except in the scenarios described below, Salesforce owns or controls access to the infrastructure that Salesforce uses to store Customer Data, as defined in Salesforce’s [Master Subscription Agreement](#). In general, Customer Data is stored in data centers in the region from which a Customer subscribes to the B2B Commerce Services as outlined in the table below; however, Customers can request at the time of sign-up to be hosted in a different region.

Each instance (for example, NA10 or CS2) of the B2B Commerce Services contains many servers and other elements to make it run. Copies of each instance are located in two data centers. One data center serves as the primary location from which data is served, and the second data center serves as a back-up. The primary location will switch between the two data centers periodically. Salesforce uses vendor-supplied technologies to optimize the accuracy and integrity of replication between primary and secondary systems and to continuously monitor the data replication process.

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



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



The following describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the B2B Commerce Services. New instances may not yet be included in the table below; please reference the [Where is my Salesforce Instance Located?](#) article for a complete list of instances and their data center locations.

Customer Region	Instance Type	Data Center Countries and Operators
Americas	All NA instances other than NA99	<ul style="list-style-type: none"> United States (salesforce.com, inc.)
	All Sandboxes not listed below	
	NA92, NA99, NA146, NA155, NA196	<ul style="list-style-type: none"> Canada (Amazon Web Services, Inc.) * <p><i>* For Customers based in Canada using Public Cloud Infrastructure</i></p>
	Sandbox CS98, CS99, CS138	
APAC	AP0, AP1, AP3, AP4, AP5, AP6, AP7, AP8, AP9, AP15	<ul style="list-style-type: none"> Japan (Kabushiki Kaisha salesforce.com, also known as salesforce.com Co., Ltd.) United States (salesforce.com, inc.)
	Sandbox CS5, CS6, CS31, CS57, CS58, CS72, CS73, CS74, CS75, CS76	
	AP9, AP14, AP20, AP21, AP22, AP28	<ul style="list-style-type: none"> Australia (Amazon Web Services, Inc.) * <p><i>* For Customers based in Australia using Public Cloud Infrastructure</i></p>
	Sandbox CS115, CS116, CS137, CS151, CS152	
EMEA	EU0, EU1, EU4, EU6	<ul style="list-style-type: none"> United Kingdom (SFDC EMEA Data Center Limited)
	Sandbox CS80, CS81, CS86, CS87, CS110	
	EU7, EU8, EU9, EU10, EU12, EU13, EU14, EU15, EU16, EU17, EU18, EU19, EU25, EU26	<ul style="list-style-type: none"> Germany (SFDC Germany Data Center GmbH) France (SFDC France Data Centre Sarl)
	Sandbox CS82, CS83, CS84, CS85, CS88, CS89, CS100, CS101, CS102, CS103, CS104, CS105, CS106, CS107, CS108, CS109	

Salesforce may route the transmission of Customer Data to Users through any of its data centers but the storage of Customer Data will be limited to the data centers as described above.

Salesforce may store in all data centers identifying information about a Customer’s instance(s) of the B2B Commerce Services and Personal Data about Users for the purposes of operating the B2B Commerce Services, such as facilitating the login process and the provision of Customer support. Such Personal Data shall only include the following, as provided by the Customer in its provision of User accounts: first and last name, email address, username, phone number, and physical business address.

Sandbox copies are created at a data center level; any instance can refresh to any sandbox within a data center. Sandbox copies in a Salesforce-operated data center may be redirected to another Salesforce-operated data center in the same region if necessary, to maintain performance levels. As an example, an EMEA-based sandbox instance could redirect to another EMEA data center. Temporary developer testing environments branded as “Scratch Orgs” may be provisioned in a different Salesforce-operated data center from a Customer’s instance of the B2B Commerce Services, but within the same region as such instance. Scratch Orgs created by public cloud customers reside within the Public Cloud Infrastructure.

Sub-processors — Customer Data Processing

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

Entity Name	Entity Type	Entity Country
salesforce.com, inc.	Salesforce Affiliate	● United States
CloudCraze Software LLC	Salesforce Affiliate	● United States
SFDC Australia Pty. Ltd.	Salesforce Affiliate	● Australia
salesforce.com Canada Corporation	Salesforce Affiliate	● Canada
salesforce.com France S.A.S.	Salesforce Affiliate	● France
Salesforce UK Limited	Salesforce Affiliate	● United Kingdom
SFDC Netherlands B.V.	Salesforce Affiliate	● The Netherlands
salesforce.com Germany GmbH	Salesforce Affiliate	● Germany
salesforce.com Sarl	Salesforce Affiliate	● Switzerland
salesforce.com India Private Limited	Salesforce Affiliate	● India

SFDC Ireland Limited	Salesforce Affiliate	<ul style="list-style-type: none"> ● Ireland
Kabushiki Kaisha salesforce.com (salesforce.com Co., Ltd.)	Salesforce Affiliate	<ul style="list-style-type: none"> ● Japan
salesforce.com Singapore Pte. Ltd.	Salesforce Affiliate	<ul style="list-style-type: none"> ● Singapore
Salesforce Systems Spain S.L.	Salesforce Affiliate	<ul style="list-style-type: none"> ● Spain
Salesforce.com Italy S.r.l	Salesforce Affiliate	<ul style="list-style-type: none"> ● Italy
SFDC Austria GmbH	Salesforce Affiliate	<ul style="list-style-type: none"> ● Austria
Cognizant Technology Solutions India Pvt. Ltd.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● India
Cognizant Technology Solutions Philippines, Inc.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● Philippines
Accenture, Inc.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● Philippines

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

Content Delivery Networks

Certain B2B Commerce Services use content delivery networks (“CDNs”) to optimize content delivery. CDNs are commonly used systems of distributed services that deliver content based on the geographic location of the individual accessing the content and the origin of the content provider. The following describes the use of CDNs by certain features of the B2B Commerce Services.

Service Using CDNs	CDNs Used	Location	Description of CDN Services
Site.com Force.com Sites	Akamai	Global	<p>Web pages rendered by Site.com and Force.com Sites, including webpage content and data tables to be served to visitors of such websites, as well as static resources like images, files, JavaScript code, and CSS code, may be stored with Akamai to expedite transmission. Information transmitted across Akamai may be accessed to enable these functions. Akamai is not used for Site.com and Force.com Sites using HTTPS protocols unless separately enabled by Customers.</p> <p>Force.com Sites Customers can control the cache duration</p>

			<p>for Akamai by using Apex/VisualForce markup to indicate the cache lifetime. Please see the following for further information: https://help.salesforce.com/HTViewHelpDoc?id=sites_caching.htm&language=en_US.</p> <p>Site.com Customers can control the cache duration for Akamai by setting the "Cache duration" property while editing within Site.com studio. Please see the following for further information: https://help.salesforce.com/apex/HTViewHelpDoc?id=siteforce_communities_caching.htm&language=en_US.</p> <p>Additionally, in order to facilitate site operation and optimize content delivery, Salesforce operates SitesRuntime pods in certain of its data centers that contain identifying information about, and static resources for, Site.com and Force.com Sites.</p>
Community Cloud	Akamai	Global	<p>When a Customer has enabled the Communities CDN option for custom domains, all traffic will flow through the Akamai edge servers, including both static and dynamic content. HTTPS will be supported by a shared certificate. Akamai honors the HTTP Cache-Control header, caching items that are allowed, and not caching those items that are disallowed. This is true whether the user is authenticated (logged in) or un-authenticated (i.e., guest user or not logged in).</p>