Infrastructure and Sub-processors Authorized to Process Personal Data for B2C Commerce/Commerce Cloud Services

Last Updated: March 6, 2020

Scope
This documentation describes the infrastructure environment, sub-processors and certain other entities material to Salesforce’s provision of the services branded as B2C Commerce or Salesforce Commerce Cloud (formerly “Demandware”), which includes Commerce Cloud Digital (B2C Commerce GMV or B2C Commerce PPO), Commerce Cloud Einstein (including services formerly branded Predictive Email), and B2C Commerce Order Management\(^1\) (collectively, the “B2C Commerce Services”), provided by salesforce.com, inc. or Demandware, LLC, a salesforce.com, inc. company (“Salesforce”), but excluding those services branded as Retail.net and/or Tomax.

Sub-processors – Customer Data Storage
Except in the scenarios described below, Salesforce owns or controls access to the infrastructure that Salesforce uses to host Customer Data (as defined in Salesforce’s Master Subscription Agreement). Currently, the Salesforce production systems for the B2C Commerce Services owned or controlled by Salesforce are located in facilities in the United States, Europe and Asia Pacific and Customer accounts are established in one of these three regions based on where the customer is located. Except in the scenarios described below, the customer’s Customer Data subsequently remains in that region unless agreed between customer and Salesforce, but may be shifted among data centers within a region to ensure performance and availability of the B2C Commerce Services. The following table describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the B2C Commerce Services.

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Entity Type</th>
<th>Entity Country</th>
</tr>
</thead>
</table>
● Germany  
● United Kingdom  
● Netherlands  
● Hong Kong  
● Australia  
● Japan  
● Ireland  
● Sweden  
● France |
| Demandware Australia Pty Limited     | Salesforce Affiliate overseeing the operations of data centers for the Services branded “B2C Commerce” or “Salesforce Commerce Cloud” (“Digital”, “B2C Commerce Order Management”, and “Einstein”) | ● Australia        |

\(^1\) For Salesforce Order Management, please see the Salesforce Services documentation [here](#).
“Salesforce Commerce Cloud” ("Digital", “Einstein”, and “B2C Commerce Order Management”), as well as for Salesforce’s own analytics and benchmarking tools.

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Entity Type</th>
<th>Entity Country</th>
</tr>
</thead>
</table>
| salesforce.com, inc. and its Affiliates in the countries listed to the right* | Salesforce Affiliates | • France  
• Germany  
• Italy  
• UK  
• Ireland  
• Israel  
• Netherlands  
• Spain  
• Sweden  
• Switzerland  
• United States  
• Canada  
• Japan  
• Hong Kong  
• Singapore  
• Australia  
• India  
• Brazil |

*A 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 [http://www.salesforce.com/company/investor/sec.jsp](http://www.salesforce.com/company/investor/sec.jsp)

Salesforce customers may subscribe to notifications of new sub-processors by filling out this form.

Content Delivery Networks
The B2C Commerce Services may use content delivery networks ("CDNs"), in part, to provide the Services for purposes of security, and optimizing 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. Website content served to website visitors and domain name information may be stored with a CDN provider to expedite transmission of data, and information transmitted across a CDN may be accessed by that CDN to enable its functions. The following describes
use of CDNs by the B2C Commerce Services.

<table>
<thead>
<tr>
<th>Service Using CDNs</th>
<th>CDNs Used</th>
<th>CDN Location</th>
<th>Description of CDN Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>All B2C Commerce Services</td>
<td>Cloudflare</td>
<td>Global</td>
<td>Cloudflare’s services are used for purposes that include a content distribution network, a domain name system network, web content optimization, web application firewall, internet protocol reputation filtering, and distributed denial of service attack prevention.</td>
</tr>
<tr>
<td>All B2C Commerce Services</td>
<td>Akamai</td>
<td>Global</td>
<td>Public website content served to website visitors may be stored with Akamai, and transmitted by Akamai to website visitors, to expedite transmission.</td>
</tr>
<tr>
<td>Digital and Einstein</td>
<td>CloudFront (Amazon Web Services, Inc.)</td>
<td>Global</td>
<td>The Dynamic Imaging Service feature within Digital uses the Amazon CloudFront content delivery network to store and deliver images, which flow through CloudFront and then the customer’s CDN. Einstein features use CloudFront to deliver javascript assets to Customer websites, and to host images for Einstein Predictive Email.</td>
</tr>
</tbody>
</table>