

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

Published: May 7, 2021

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 Management¹ (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.

Entity Name	Entity Type	Entity Country
Demandware, LLC. / salesforce.com, inc.	Salesforce Affiliates overseeing the operations of data centers for the Services branded “B2C Commerce” or “Salesforce Commerce Cloud” (“Digital”, “B2C Commerce Order Management”, and “Einstein”)	<ul style="list-style-type: none">● United States● 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”)	<ul style="list-style-type: none">● Australia

¹ Any reference to “B2C Commerce Order Management” in this documentation refers to the version of Order Management released prior to February 19, 2020. For versions of Order Management released on or after February 19, 2020 (“Salesforce Order Management”), please see the Salesforce Services documentation [here](#).

Amazon Web Services, Inc.	Third-party hosting provider for the Services branded “B2C Commerce” or “Salesforce Commerce Cloud” (“Digital”, “Einstein”, and “B2C Commerce Order Management”), as well as for Salesforce’s own analytics and benchmarking tools.	<ul style="list-style-type: none"> ● United States (Digital, Einstein, On-Demand Sandboxes, and B2C Commerce Order Management) ● Germany (B2C Commerce Order Management) ● Ireland (Einstein) ● Singapore (Einstein)
---------------------------	---	--

In addition, Salesforce may store across its data storage locations identifying information about Customer’s instance(s) of the Services and identifying information about Users for the purposes of operating the 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 Personal Data for non-storage purposes.

Entity Name	Entity Type	Entity Country
<p>salesforce.com, inc. and its Affiliates in the countries listed to the right*</p> <p>*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</p>	Salesforce Affiliates	<ul style="list-style-type: none"> ● France ● Germany ● Italy ● UK ● Ireland ● Israel ● Netherlands ● Spain ● Sweden ● Switzerland ● United States ● Canada ● Japan ● Hong Kong ● Singapore ● Australia ● India ● Brazil

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.

Service Using CDNs	CDNs Used	CDN Location	Description of CDN Services
All B2C Commerce Services	Cloudflare	Global	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.
All B2C Commerce Services	Akamai	Global	Public website content served to website visitors may be stored with Akamai, and transmitted by Akamai to website visitors, to expedite transmission.
Digital and Einstein	CloudFront (Amazon Web Services, Inc.)	Global	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.