

Infrastructure and Sub-processors for Customer 360 Data Manager

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Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to Salesforce’s provision of the service branded as Customer 360 Data Manager (the “Covered Service”).

For purposes of clarification, this documentation does not apply to those services that will be used in connection with Customer 360 Data Manager, such as Sales Cloud, Service Cloud, B2C Commerce/Commerce Cloud, Salesforce Shield, Salesforce Connect, and Tableau CRM¹. To those services the respective Infrastructure and Sub-processor documentation applies.

Capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#) and/or [Data Processing Addendum](#).

Sub-processors — Customer Data Storage

The Covered Service is hosted in enterprise-class data centers and is divided into a modular architecture. 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](#). Customer Data is stored in data centers in the region from which a Customer subscribes to the Covered Service as outlined in the table below.

Each instance of the Covered Service 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 following describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the Covered Service.

Entity Name	Entity Type	Entity Country
salesforce.com, inc.	Salesforce Affiliate	<ul style="list-style-type: none">● United States● France● Germany● Japan

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.

¹ Tableau CRM refers to Services formerly branded as Einstein Analytics.

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

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
Amazon Web Services, Inc. (“AWS”)	Third-party service provider	<ul style="list-style-type: none"> ● United States ● Japan ● Germany
<p>salesforce.com, inc. and its Affiliates in the countries listed to the right***</p> <p>***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 http://www.salesforce.com/company/investor/sec.jsp</p>	Salesforce Affiliate	<ul style="list-style-type: none"> ● United States ● Austria ● Australia ● Brazil ● Canada ● France ● Germany ● India ● Ireland ● Italy ● Japan ● Singapore ● Spain ● Sweden ● Switzerland ● The Netherlands ● United Kingdom
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](#).