

Infrastructure and Sub-processors for Data.com 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 Data.com (the “Data.com Services”) and accessed via the Salesforce services branded as Sales Cloud, Service Cloud or Force.com. This documentation does not apply to the “Data.com Connect” product or the product branded “Jigsaw for Salesforce” or “JFS,” which is no longer generally available. Capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#) and/or Data Processing Addendum.

Sub-processors — Customer Data Storage

Salesforce owns or controls access to the infrastructure that Salesforce uses to store Customer Data (as defined in Salesforce’s [Master Subscription Agreement](#)) submitted to the Data.com Services. The infrastructure hosted by Salesforce in the provisioning of the Data.com Services is located in the United States (“Data.com Infrastructure”). The following describes the country and legal entity engaged in the storage of Customer Data by SFDC for the Data.com Services.

Entity Name	Entity Type	Entity Country
United States (salesforce.com, inc.)	SFDC Affiliate operating data centers for the Services branded as “Data.com”	• United States

In addition, SFDC 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.

To the extent the Data.com Services are accessed and used through the Salesforce Services (as defined in the [Trust and Compliance Documentation](#)), certain Customer Data may be transferred to the Data.com Infrastructure, and accordingly, is subject to this “Infrastructure and Sub-processors for Data.com, Services” documentation. To the extent that Customer Data remains in the Salesforce Services, the applicable “Salesforce Security, Privacy and Architecture Documentation” and “Infrastructure and Sub-processors” documentation will apply. For example, controls around access and user authentication are governed by the Salesforce Services documentation.

Currently, the Customer Data transferred from the Salesforce Services to the Data.com Infrastructure is limited to contact records and company records designated by customers, except where the customer is using the Data.com APIs, in which case customer may, in its discretion, designate additional information and records for transfer in its customization and integration of the Data.com Services. Such contact and company records, and any information designated or submitted by the customer through the Data.com APIs, are only temporarily transferred to the Data.com Infrastructure to perform the requested functionality and are not stored within the Data.com Infrastructure after processing.

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
<p>salesforce.com, inc. and its Affiliates in the countries listed to the right*</p> <p><i>*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://investor.salesforce.com/about-us/investor/financials/default.aspx</i></p>	Salesforce Affiliate	<ul style="list-style-type: none"> ● United States ● Austria ● Australia ● Canada ● France ● Germany ● India ● Ireland ● Italy ● Japan ● Netherlands ● Singapore ● Spain ● Sweden ● Switzerland ● UK
Amazon Web Services, Inc.	Third-party provider of infrastructure support for the Data.com Services	<ul style="list-style-type: none"> ● United States
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

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