Infrastructure and Sub-processors for Government Cloud Plus

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Scope
This documentation describes the infrastructure environment, sub-processors and any other entities material to Salesforce’s provision of the services branded and sold as Government Cloud Plus. This documentation does not apply to other Salesforce services that may be associated with or integrated with Government Cloud Plus. The Infrastructure and Sub-processors documentation for other services is available in the Trust and Compliance Documentation.

Capitalized terms used in this documentation are defined in Salesforce’s Master Subscription Agreement or Data Processing Addendum.

Sub-processors – Customer Data Storage
Government Cloud Plus is hosted in enterprise-class data centers that are divided into a modular architecture based on “instances.” 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 as explained below; however, Customers may request at the time of sign-up to be hosted in a different region, if available.

Each instance of Government Cloud Plus may contain several servers and other elements to make it run. Copies of each instance are located in two virtual private clouds (VPCs) located in separate AWS Availability Zones (AZs). Generally, each VPC replicates data to the other, and both VPCs may have active production instances running simultaneously to allow each VPC to support production workloads in a highly fault tolerant manner. A VPC can act as a primary site for some instances and a secondary (alternate) site for others.

The primary location may switch between the two data centers periodically. Salesforce may use 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 locations and legal entities engaged in the storage of Customer Data by Salesforce for the Government Cloud Plus. 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.

<table>
<thead>
<tr>
<th>Customer Region</th>
<th>Instance Type</th>
<th>Data Center Countries and Operators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>US-GOV-WEST-1A and US-GOV-WEST-1C</td>
<td>● Amazon Web Services, Inc., United States</td>
</tr>
</tbody>
</table>

Salesforce may route the transmission of encrypted Customer Data through various points, including any of its data centers, but the storage and processing of Customer Data will be limited to the data centers as described above.
Salesforce may store in all data centers above identifying information about a Customer’s instance(s) of Government Cloud Plus and Personal Data about Users for the purposes of operating the Government Cloud Plus 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.

All transactions are written to the primary database and replicated to two standby databases within the instance. Transactions are also replicated to the primary databases within the secondary VPC. The primary database at the secondary VPC then replicates the data to its two standby databases, mirroring the primary VPC.

Sub-Processors – Customer Data Processing
The following legal entities are engaged in Processing Customer Data for non-storage purposes.

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Entity Type</th>
<th>Entity Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amazon Web Services, Inc*</td>
<td>US-GOV-WEST-1A and US-GOV-WEST-1C</td>
<td>United States</td>
</tr>
</tbody>
</table>

* Information about security provided by AWS is available from the AWS Security Website, including AWS’s overview of security processes.

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