

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 within Virtual Private Clouds (VPCs) in the AWS GovCloud (West) region. 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.

Customer Region	Instance Type	Data Center Countries and Operators
Americas	US-GOV-WEST	<ul style="list-style-type: none">Amazon Web Services, Inc., United States

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 the data centers listed in the [Salesforce Services “Infrastructure and Sub-](#)

[processors” documentation](#) identifying information about a Customer’s instance(s) of Government Cloud Plus, Obfuscated Personal Data (as defined below), and physical business addresses of Users for the purposes of operating the Government Cloud Plus service, such as facilitating the login process and the provision of Customer support. Such Obfuscated Personal Data shall only include, as provided by the Customer in its provision of User accounts: first and last name, email address, username, and phone number. (“Obfuscated Personal Data”). Before Salesforce transmits Obfuscated Personal Data to the data centers referenced above, Salesforce obfuscates such data with one-way hash encryption, and this Obfuscated Personal Data is unreadable to Salesforce or its cloud providers.

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.

Entity Name	Entity Type	Entity Country
Amazon Web Services, Inc*	US-GOV-WEST	● United States

* 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](#).