

Infrastructure and Sub-processors for the Heroku 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 Heroku (“Heroku Services”). All 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 infrastructure used by Salesforce to host Customer Data submitted to the Heroku Services is provided by a third-party provider, Amazon Web Services, Inc. (“AWS”). Currently, the infrastructure hosted by AWS in the provisioning of the Heroku Services is located in the United States, Ireland, Germany, Japan, and Australia. Customer Data is stored in the United States and also, if selected by Customer, the country selected by Customer in its use of the Heroku Services.

The following describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the Heroku Services.

Entity Name	Entity Type	Country
Amazon Web Services, Inc.	Third-party hosting provider for the Heroku Services	<ul style="list-style-type: none">● United States● Ireland● Germany● Japan● Australia

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

Entity Name	Entity Type	Country
salesforce.com, inc. and its Affiliates in the countries listed to the right* <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</i>	Salesforce Affiliate	<ul style="list-style-type: none">● United States● Austria● Australia● Brazil● Canada● France● Germany● India● Ireland

<p>States Securities and Exchange Commission (SEC) available at http://investor.salesforce.com/about/investor/financials/default.aspx</p>		<ul style="list-style-type: none">● Israel● Italy● Japan● Netherlands● Singapore● Spain● Sweden● Switzerland● UK
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Salesforce customers may subscribe to notifications of new sub-processors by filling out this [form](#).