Heroku Notices and License Information
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Services Covered
This Documentation is applicable to the services branded as Heroku and the Heroku API (the “Heroku Services”) provided by salesforce.com, inc. and /or its affiliates (collectively, “Salesforce”).

Purpose of This Documentation
This Documentation describes certain features, restrictions, policies, and notices associated with any:

- information sourced from third parties or public sources and provided to customers via the Heroku Services;
- Heroku Services;
- Heroku Service functionality that allows customers to interact with social media and other websites; and
- desktop and mobile device software applications provided in connection with the Heroku Services.

See your Order Form(s) for additional terms that may apply to your use of the Heroku Services.

Customer Data
This documentation does not modify Salesforce’s obligations with respect to Customer Data as defined in Salesforce’s Master Subscription Agreement.

Acceptable Use and External Facing Services Policy
The Heroku Services are subject to the Acceptable Use and External-Facing Services Policy, as applicable.

Restricted Uses

- **Limits**: Salesforce has certain soft and hard limits in using the Heroku Services. Hard limits are automatically enforced by the Heroku Service. Soft limits are consumable resources that you agree not to exceed.

  The Heroku Services do not permit you to exceed the hard usage limits. Salesforce reserves the right to enforce soft usage limits in its sole discretion, which may result in Salesforce serving a “quota exceeded” page to you or users to whom you serve web pages via the Heroku Services (“End Users”). Repeated exceeding of the hard or soft usage limits may lead to termination of your account.

  Certain Heroku Services may be provided to you without charge up to certain limits. Usage over this limit requires your purchase of additional resources or services. The pricing for additional resources and services can be found at http://heroku.com/pricing (or such URL as Salesforce may provide).

- **Applications**: You may not access the Heroku Services in a manner intended to avoid incurring fees.

Heroku Elements

- The Heroku Services make available the Heroku add-ons, buttons, and buildpack catalogs (“Heroku Elements”), which are located at https://elements.heroku.com.
● Services and applications purchased or obtained by customers from the Heroku Add-ons catalog may be Non-SFDC Applications and provided by third parties.

● The terms of a customer’s agreement with an Add-on provider are solely as agreed between the Customer and Add-on provider. Salesforce does not warrant or support Add-ons provided by third parties and such Add-ons are Non-SFDC Applications. However, Salesforce may provide technical infrastructure to facilitate customer access to third-party support.

● Buttons and buildpacks purchased or obtained by customers from Elements catalog are generally provided by third parties, are Content and/or Non-SFDC Applications, and are provided as-is and as available, exclusive of any warranty whatsoever.

Heroku Dev Center
The Heroku Services’ documentation “Dev Center” (https://devcenter.heroku.com/) includes Content and information submitted by third parties regarding the Heroku Services and is provided “as is,” exclusive of any warranty whatsoever.

Distributed Software

● Notices and license terms applicable to the Heroku Command Line Interface (which is a free, open source tool made available under the MIT license) and its plugins may be found here: https://github.com/heroku/heroku and https://cli.heroku.com. Salesforce may make other developer tools available under separate legal terms or license agreements that supersede the terms of your governing agreement or your Master Services Agreement with Salesforce.

● Salesforce also offers various libraries, examples, and demos at https://github.com/heroku. Each component there may be offered under the terms of its own license; please check each repository for details.

● Salesforce makes available various buttons and buildpack catalogs at https://elements.heroku.com. Each such Heroku Element may be offered under the terms of its own license, including open source software licenses. Please check the relevant listings and repositories for details.

● Open source software licenses for developer tools, components of the Heroku Services, and certain Heroku Elements released under an open source license constitute separate written agreements. To the extent that the open source software licenses expressly supersede the terms of your governing agreement or your Master Services Agreement with Salesforce, as applicable, the open source licenses govern your use of the components of the Heroku Services or such Heroku Elements released under an open source license.

External Resources

● The Heroku Services may include Content, such as buttons, buildpacks, hyperlinks to other websites or content. Salesforce may have no control over any websites or resources which are provided by companies or persons other than Salesforce.

● You acknowledge and agree that Salesforce is not responsible for the availability of any such external sites or resources, and does not endorse any advertising, products or other materials on or available from such websites or resources.

● You acknowledge and agree that Salesforce is not liable for any loss or damage which may be incurred by you or your End Users as a result of the availability of those external sites or resources, or as a result of any reliance placed by you on the completeness, accuracy or existence of any advertising, products or other materials on, or available from, such websites or resources.
Heroku Services Policies

- Charges for Heroku Services are solely based on Salesforce's measurements of your use of the Heroku Services, unless otherwise agreed to in writing.
- You may not access the Heroku Services in a manner intended to avoid incurring fees.
- The Heroku Services shall be subject to the privacy policy for the Heroku Services available at https://www.salesforce.com/company/privacy/. You agree to the use of your data in accordance with Salesforce's privacy policies.

Quota & Limits

Heroku has certain soft and hard limits in using its service. Hard limits are automatically enforced by the Service. Soft limits are consumable resources that you agree not to exceed.

- Network Bandwidth: 2TB/month - Soft
- Shared DB processing: Max 200msec per second CPU time - Soft
- Dyno RAM usage: Determined by Dyno type - Hard
- Slug Size: 500MB - Hard
- Request Length: 30 seconds - Hard

Each User shall have unique login credentials to Heroku Services, however where permitted in the Documentation multiple users may access specified Heroku Services using the same login credentials.

Interoperation with Other Services

The Heroku Services may interoperate or integrate with other services provided by Salesforce or third parties. The Notices and License Information documentation for such services provided by Salesforce is available in the Trust and Compliance Documentation.