Infrastructure and Sub-processors for the IoT Cloud Services
Published: September 11, 2020

Scope
This documentation describes the infrastructure environment, sub-processors and certain other entities material to Salesforce’s provision of the services branded as IoT Cloud (the “IoT Cloud Services”). The IoT Cloud Services do not include the service branded as IoT Explorer (including IoT Plus), which is addressed in the Salesforce Services documentation available in the Trust and Compliance Documentation. 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
Part of the infrastructure used by Salesforce to host Customer Data (as defined in Salesforce’s Master Subscription Agreement) in the IoT Cloud Services is provided by Salesforce services branded as Heroku. The Security, Privacy and Architecture documentation for Heroku is available in the Trust and Compliance Documentation. Part of the infrastructure used by Salesforce to host Customer Data submitted to the IoT Cloud Services is provided by a third-party provider, Amazon Web Services, Inc. (“AWS”). Further information about security provided by AWS is available from the AWS Security Website, including AWS’s overview of security processes. Currently, the infrastructure hosted by AWS in the provisioning of the IoT Cloud Services is located in the United States.

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Entity Type</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heroku, Inc.</td>
<td>Salesforce Affiliate</td>
<td>● United States</td>
</tr>
<tr>
<td>Amazon Web Services, Inc.</td>
<td>Third-party hosting provider</td>
<td>● United States</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Entity Type</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>salesforce.com, inc. and its Affiliates in the countries listed to the right*</td>
<td>Salesforce Affiliate</td>
<td>● United States</td>
</tr>
</tbody>
</table>

* 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
• Italy  
• Japan  
• Netherlands  
• Singapore  
• Spain  
• Sweden  
• Switzerland  
• UK |

Salesforce customers may subscribe to notifications of new sub-processors by filling out this [form](http://investor.salesforce.com/about-us/investor/financials/default.aspx).