

# Infrastructure and Sub-processors for the IoT Cloud 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 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.

Entity Name	Entity Type	Country
Heroku, Inc.	Salesforce Affiliate	● United States
Amazon Web Services, Inc.	Third-party hosting provider	● United States

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.

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 States Securities and Exchange Commission</i>	Salesforce Affiliate	● United States ● Austria ● Australia ● Brazil ● Canada ● France ● Germany ● India ● Ireland

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