IoT Cloud Notices and License Information

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Services Covered

This Documentation is applicable to the services branded as the IoT Cloud (the "IoT Cloud Services") provided by salesforce.com, inc. ("Salesforce"). 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.

Purpose of This Documentation

This Documentation (which may be updated from time to time) may describe features, restrictions, and notices associated with any:

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

See your Order Form(s) for additional terms that may apply to your use of the IoT Cloud 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 IoT Cloud Services are subject to the Acceptable Use and External-Facing Services Policy, as applicable.

MFA Requirement for Using the IoT Cloud Services:

Starting February 1, 2022, Salesforce will begin requiring customers to enable Multi-Factor Authentication (MFA) for all IoT Cloud Services. Customer must satisfy the MFA requirement by either: (1) enabling Multi-Factor Authentication for all users who log in to Customer's IoT Cloud Services through the user interface or (2) ensuring MFA is enabled for all users who use Single Sign-On (SSO) to access Customer's IoT Cloud Services, by using the SSO provider's MFA services or, where supported, by turning MFA on in Salesforce products. Further information on MFA, including acceptable verification methods for MFA, can be found here.

Third-Party Platforms

The IoT Cloud Services allow users to interact with third-party products, services, and platforms, including Non-Salesforce.com Applications, websites, products, services, and platforms operated by or on behalf of a customer of the IoT Cloud Services (collectively, "Third-Party Platforms").

- Customers must configure connections between the IoT Cloud Services and their Third-Party Platform accounts.
- The IoT Cloud Services may access, collect, process, and/or store information or content from Third-Party Platform accounts (including information otherwise classified as Customer Data under a customer's agreement with Salesforce).
- Customers are solely responsible for any content their users provide to any Third-Party Platform.

- Customers are solely responsible for any information accessed by their users or any third party from any Third-Party Platform.
- Customers are solely responsible for their users' interactions or communications with third parties through any Third-Party Platforms.
- Customers are solely responsible for any transactions relating to a separate agreement or arrangement between customers or their users and any Third-Party Platform provider or website and otherwise complying with such agreements.
- Customers are solely responsible for ensuring they have the necessary rights from any Third-Party Platform provider to enable the integration between IoT Cloud Services and the Third-Party Platform.

AWS IoT

Customers may integrate the IoT Cloud Services with certain Amazon Web Services (AWS) IoT products and services. Customers are solely responsible for ensuring they have the necessary rights from AWS to enable the integration between the IoT Cloud Services and AWS IoT products and services. Customers' use of such integration must comply with any separate arrangement or agreement between Customers or their users and AWS.

Distributed Software

Please see the Open Source section of the Trust and Compliance Documentation website for notices required by licensors related to the IoT Cloud Services desktop and mobile applications and any other offline components associated with the IoT Cloud Services.

Interoperation with Other Services

The IoT Cloud 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.