

Infrastructure and Sub-processors for the LiveMessage, Salesforce Anywhere (including Quip), and myTrailhead, Salesforce.org Philanthropy Cloud and Salesforce.org Elevate 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 provided by Salesforce that are branded as LiveMessage (formerly branded as HeyWire), Salesforce Anywhere (including Quip), myTrailhead, Salesforce.org Philanthropy Cloud, and Salesforce.org Elevate (collectively, for the purposes of this document only, the “Covered Services”).

Salesforce also uses infrastructure provided by Heroku to host or process Customer Data submitted to Salesforce.org Philanthropy Cloud and Elevate. It also uses infrastructure provided by the Salesforce Services to host or process Customer Data submitted to: (a) Salesforce.org Philanthropy Cloud and (b) Salesforce.org Elevate if a Customer chooses to connect Elevate to its CRM. Additionally, Salesforce uses infrastructure provided by Heroku to host or process Customer Data submitted to myTrailhead. Information on the Infrastructure and Sub-processors used by Heroku, Inc. and the Salesforce Services is available in the [Trust and Compliance Documentation](#), as applicable to Heroku and the Salesforce Services respectively.

All capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#) and/or Data Processing Addendum.

Salesforce Anywhere (including Quip) Accessed Through Other Services

If Customer accesses the Salesforce Anywhere (including Quip) Services through another Salesforce Service, the Salesforce Anywhere (including Quip) Services runs across two different infrastructures, as described in this Documentation and the Salesforce Services Documentation. Currently, Salesforce Anywhere (including Quip) can be accessed from Salesforce Services and as such runs across the infrastructure as described in this Documentation and as described in the Salesforce Services Documentation. This Documentation describes the back-end infrastructure used by the Salesforce Services to store and process Customer Data for Salesforce Anywhere (including Quip). The Salesforce Service, including the data stored on the Salesforce Service, the functionality and integration presented back to the Salesforce Service, and User’s login to the Underlying Service, remains subject to the [Salesforce Services Documentation](#).

Sub-processors — Customer Data Storage

The infrastructure used by Salesforce to host Customer Data is provided by a third-party hosting provider, Amazon Web Services, Inc. (“AWS”). The following table describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the Covered Services. In addition, Salesforce may store across its data storage locations identifying information about Customer’s instance(s) of the Services and identifying information about Users for the purposes of operating the Services, such as facilitating the login process and the provision of customer support.

Covered Service	Entity	Country
LiveMessage*	AWS	<ul style="list-style-type: none"> • United States • Germany • Ireland
Salesforce Anywhere**	AWS	<ul style="list-style-type: none"> • United States
myTrailhead	AWS Heroku (on AWS)	<ul style="list-style-type: none"> • United States
Salesforce.org Elevate	AWS Heroku (on AWS)	<ul style="list-style-type: none"> • United States
Salesforce.org Philanthropy Cloud	AWS Heroku (on AWS)	<ul style="list-style-type: none"> • United States

*Currently, the architecture hosted by AWS in provisioning of LiveMessage is located in the United States, or, if selected by Customer, Europe (Ireland and Germany).

**Currently, the architecture hosted by AWS in provisioning of Salesforce Anywhere is located in the United States. Customers who have purchased Salesforce Anywhere Virtual Private Cloud may request hosting in Europe (Ireland and Germany).

Sub-processors — Customer Data Processing

The following legal entities are engaged in processing Customer Data submitted to the Covered Services for non-storage purposes.

Entity Name	Entity Type	Entity Country
<p>salesforce.com, inc. and its Affiliates in the countries listed to the right*</p> <p><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 (SEC) available at http://investor.salesforce.com/about-us/investor/financials/default.aspx</i></p>	Salesforce Affiliate	<ul style="list-style-type: none"> • United States • Austria • Australia • Brazil • Canada • France • Germany • India • Ireland • Israel • Italy • Japan • Netherlands • Singapore • Spain • Sweden • Switzerland • UK
Coveo	Third-Party Service Provider: Search Functionality	<ul style="list-style-type: none"> • United States • Canada

	Used by: <ul style="list-style-type: none"> myTrailhead 	<ul style="list-style-type: none"> UK European Union member states
Heroku, Inc.*	Salesforce Affiliate Used by: <ul style="list-style-type: none"> myTrailhead Salesforce.org Elevate Salesforce.org Philanthropy Cloud 	<ul style="list-style-type: none"> United States
Mailgun Technologies, Inc.	Third-Party Service Provider: Email Service Used by: <ul style="list-style-type: none"> Salesforce.org Elevate Salesforce.org Philanthropy Cloud 	<ul style="list-style-type: none"> United States
AWS**	Third-Party Service Provider: Payment Processing and Management, and Non-Storage Infrastructure Support Used by: <ul style="list-style-type: none"> Salesforce.org Elevate Third-Party Service Provider: Non-Storage Infrastructure Support Used by: <ul style="list-style-type: none"> Salesforce.org Philanthropy Cloud 	<ul style="list-style-type: none"> United States

* The services provided by Heroku, Inc. are processed by AWS. Information on the Infrastructure and Sub-processors used by Heroku, Inc. is available in the [Trust and Compliance Documentation](#). Further information about security provided by AWS is available from the [AWS Security Website](#), including [AWS’s overview of security processes](#).

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Customers may subscribe to notifications of new sub-processors by filling out this [form](#).

Content Delivery Networks

The Covered Services may use content delivery networks (“CDNs”) to provide the Services, for security purposes, to support user authentication, and/or to optimize content delivery. CDNs are commonly used systems of distributed services that deliver content based on the geographic location of the individual accessing the content and the origin of the content provider. Content items to be served to subscribers or end users, such as images or attachments uploaded to the Services, may be stored with a CDN to expedite transmission, and information transmitted across a CDN may be accessed by the CDN to enable its functions. The following describes the use of CDNs by the Covered Services.

Service Using CDNs	CDNs Used	Location	Description of CDN Services
myTrailhead Salesforce.org Elevate Salesforce.org	Fastly, Inc.	Global	Salesforce may use Fastly to provide the myTrailhead, Salesforce.org Elevate, and Salesforce.org Philanthropy Cloud Services, and to

Philanthropy Cloud			optimize content delivery via the myTrailhead, Salesforce.org Elevate, and Salesforce.org Philanthropy Cloud Services.
Salesforce.org Elevate Salesforce.org Philanthropy Cloud	Cloudinary Ltd.	Global	Salesforce may use Cloudinary to provide the Salesforce.org Elevate and Philanthropy Cloud Services, and to optimize content delivery via the Salesforce.org Elevate and Philanthropy Cloud Services.