

Infrastructure and Sub-processors for the MuleSoft 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 MuleSoft or the Anypoint Platform or MuleSoft Composer (“MuleSoft Services”). The MuleSoft Services consist of the MuleSoft Cloud Offerings and the Mulesoft Software as set forth in an Order Form, excluding the services branded as API Community Manager which are subject to the Community Cloud documentation as applicable. For purposes of this Documentation, all terms applicable to the MuleSoft Cloud Offerings shall also apply to MuleSoft Composer. All capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#), Data Processing Addendum, and/or the applicable ordering documents or Documentation.

Sub-processors — Customer Data Storage

The infrastructure used by Salesforce to host the processing of Customer Data submitted to the MuleSoft Cloud Offerings is provided by a third-party provider, Amazon Web Services, Inc. (“AWS”). Currently, the infrastructure hosted by AWS in the provisioning of the MuleSoft control plane services is located in the United States and Germany. MuleSoft runtime plane services can further be deployed to the following AWS regions: US (East), US (West), Canada, South America (Brazil - Sao Paulo), Europe (Ireland, Frankfurt), UK (London), and Asia-Pacific (Sydney, Tokyo, Singapore). Administrators can set the default region for runtimes services on the Anypoint platform Organization tab in Account Settings, but that region can be adjusted when the application is deployed, if necessary.

The following describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the MuleSoft Cloud Offerings.

Entity Name	Entity Type	Country
Amazon Web Services, Inc.	Third-party hosting provider for the Cloud Offerings branded as “MuleSoft”	<ul style="list-style-type: none">● United States● Canada● Brazil● Ireland● Germany● United Kingdom● Australia● Japan● Singapore

The Cloud Offerings branded as API Community Manager are hosted in Salesforce data centers. Information on the Infrastructure and Sub-processors used by API Community Manager is available in the Community Cloud [Trust and Compliance Documentation](#).

Sub-processors — Customer Data Processing

The following legal entities are engaged in processing Customer Data for non-storage purposes.

Entity Name	Entity Type	Country
<p>salesforce.com, inc., and the 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 ● Argentina ● Austria ● Australia ● Brazil ● Canada ● France ● Germany ● India ● Ireland ● Israel ● Italy ● Japan ● Netherlands ● Singapore ● Spain ● Sweden ● Switzerland ● United Kingdom
Amplitude, Inc.	Third-party user analytics provider for the Cloud Offerings branded as "MuleSoft"	<ul style="list-style-type: none"> ● United States
Segment.io, Inc.	Third-party user analytics provider for the Cloud Offerings branded as "MuleSoft"	<ul style="list-style-type: none"> ● United States
Sumo Logic, Inc.	Third-party log aggregator for the Cloud Offerings branded as "MuleSoft"	<ul style="list-style-type: none"> ● United States ● United Kingdom
The Rocket Science Group LLC d/b/a MailChimp (formerly known as Mandril)	Third-party email provider for the Cloud Offerings branded as "MuleSoft"	<ul style="list-style-type: none"> ● United States
Cognizant Technology Solutions India Pvt. Ltd.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● India
Cognizant Technology Solutions Philippines, Inc.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● Philippines
Accenture, Inc.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● Philippines
Epidata S.A.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● Argentina

Gravitational, Inc.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> ● United States ● Canada ● Germany ● Italy
InfluxData Inc.	Third-Party Service Provider: Customer Support for Anypoint Monitoring	<ul style="list-style-type: none"> ● United States ● United Kingdom
ModusBox, Inc.	Third-Party Service Provider: Customer Support for Anypoint Partner Manager, FTPS Connector, and AS2 Connector*	<ul style="list-style-type: none"> ● United States ● India

*For clarity, MuleSoft Anypoint Partner Manager, FTPS Connector for Mule, and AS2 Connector for Mule are supported by MuleSoft.

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.

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

Content Delivery Networks

Salesforce may use content delivery networks (“CDNs”) to provide the MuleSoft Cloud Offerings for security purposes, to support user authentication, and 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 Cloud Offerings, 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 MuleSoft Cloud Offerings.

Service Using CDN	CDN Used	Location	Description of CDN Services
MuleSoft Cloud Offerings	Amazon Web Services, Inc	Global	Salesforce may use AWS to provide the MuleSoft Cloud Offerings and to optimize content delivery via the MuleSoft Cloud Offerings.