Infrastructure and Sub-processors for the LiveMessage, Quip, myTrailhead, and Salesforce.org Elevate Services
Published: July 30, 2020

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), Quip, myTrailhead, and Salesforce.org Elevate (collectively, for the purposes of this document only, the “Covered Services”). The Salesforce.org Elevate service is subject to both the Salesforce Services and Heroku Services 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
The infrastructure used by Salesforce to host Customer Data as defined in Salesforce's Master Subscription Agreement 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.

<table>
<thead>
<tr>
<th>Covered Service</th>
<th>Entity</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>LiveMessage*</td>
<td>AWS</td>
<td>● United States ● Germany ● Ireland</td>
</tr>
<tr>
<td>Quip**</td>
<td>AWS</td>
<td>● United States</td>
</tr>
<tr>
<td>myTrailhead</td>
<td>AWS</td>
<td>● United States</td>
</tr>
<tr>
<td>Salesforce.org Elevate</td>
<td>AWS</td>
<td>● United States</td>
</tr>
</tbody>
</table>

*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 Quip is located in the United States. Customers who have purchased Quip 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.

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Entity Type</th>
<th>Entity Country</th>
</tr>
</thead>
</table>
| salesforce.com, inc. and its Affiliates in the countries listed to the right* | Salesforce Affiliate                  | • United States  
• Australia  
• Brazil  
• Canada  
• France  
• Germany  
• India  
• Ireland  
• Israel  
• Italy  
• Japan  
• Netherlands  
• Singapore  
• Spain  
• Sweden  
• Switzerland  
• UK |
| Coveo                                      | Third-Party Service Provider: Search Functionality | • United States  
• Canada  
• UK  
• European Union member states |
| Heroku, Inc.*                              | Salesforce Affiliate                  | • See the Heroku Trust and Compliance Documentation |
| Mailgun Technologies, Inc.                 | Third-Party Service Provider: Email Service | • United States |


Customers may subscribe to notifications of new sub-processors by filling out this [form](#).
<table>
<thead>
<tr>
<th>Service Using CDNs</th>
<th>CDNs Used</th>
<th>Location</th>
<th>Description of CDN Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>myTrailhead</td>
<td>Fastly, Inc.</td>
<td>Global</td>
<td>Salesforce may use Fastly to provide the myTrailhead Services, and to optimize content delivery via the myTrailhead Services.</td>
</tr>
</tbody>
</table>