

Infrastructure and Sub-processors for the Pardot 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 Pardot (known collectively as the “Pardot Services”). Customers may choose to use related products and features branded as (a) Pardot Einstein, which runs across two infrastructures, the infrastructure described by this Documentation, and the infrastructure described by the Einstein Platform Documentation, as further described in the Einstein Platform Documentation; or (b) Einstein Send Time Optimization for Pardot, which runs across two infrastructures, the infrastructure described by this Documentation and the infrastructure described by the Marketing Cloud Einstein section of the Marketing Cloud 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

Except in the scenarios described below, Salesforce owns or controls access to the infrastructure that Salesforce uses to store data submitted by customers to the Pardot Services (“Customer Data”). Currently, the infrastructure hosted by Salesforce in the provisioning of the Pardot Services is located in the United States.

The feature for sending email campaigns via the Pardot Services uses the email delivery services of the services branded by Salesforce as Marketing Cloud/ExactTarget. Data such as email message content and individual contacts may be accessed and stored in order to operate this feature. The Security, Privacy and Architecture and Infrastructure and Sub-processors documentation for ExactTarget is available in the Marketing Cloud [Trust and Compliance Documentation](#).

Entity Name	Entity Type	Entity Country
salesforce.com, inc.	Salesforce Affiliate	● United States
Amazon Web Services, Inc. (“AWS”)	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 Pardot Services and identifying information about Users for the purposes of operating the Pardot 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	Entity 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</i>	Salesforce Affiliate	● United States ● Austria ● Australia ● Brazil ● Canada

<p>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</p>		<ul style="list-style-type: none"> ● France ● Germany ● India ● Ireland ● Israel ● Italy ● Japan ● Netherlands ● Singapore ● Spain ● Sweden ● Switzerland ● UK
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

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

Content Delivery Networks

The Pardot Services utilize content delivery networks ("CDNs") to optimize content delivery. CDNs are commonly-used systems of distributed services that expedite the transmission of content. The following describes the use of CDNs by certain features of the Pardot Services.

CDN Used	Location	Description of CDN Services
AWS	United States	<p>Content items to be served to subscribers or end-users, such as images or attachments uploaded to the Pardot Services, may be stored with such AWS to expedite transmission. Information transmitted across AWS may be accessed by AWS to enable these functions.</p> <p>Further information about security provided by AWS is available from the AWS Security Website, including AWS's overview of security processes.</p>