Infrastructure and Sub-processors for the Desk.com, Einstein Discovery Classic, LiveMessage, Quip, myTrailhead and SalesforceIQ CRM 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 Desk.com, Einstein Discovery Classic1 (formerly known as BeyondCore), LiveMessage (formerly branded as HeyWire), Quip, myTrailhead, and SalesforceIQ CRM (collectively, for the purposes of this document only, the “Covered Services”). The Einstein Analytics Plus and Einstein Prediction services are subject to the Einstein Analytics, Einstein Discovery, and “Sales Cloud Einstein, Salesforce Inbox, Einstein Engagement Scoring, Einstein Bots, and Einstein Vision and Language” documentation. The Messaging product (available only in Lightning) is subject to the Salesforce Services Trust and Compliance Documentation.

For Customers who provisioned the Einstein Discovery Service before October 16, 2018, nothing has changed, and your Einstein Discovery Classic Services continue to be hosted on infrastructure described in this documentation. For Customers who provisioned the Einstein Discovery Service on or after October 16, 2018, your use of Einstein Discovery is subject to the new “Einstein Analytics and Einstein Discovery” documentation.

All capitalized terms used in this documentation is 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 entity 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>Desk.com</td>
<td>AWS</td>
<td>● United States</td>
</tr>
<tr>
<td>Einstein Discovery Classic</td>
<td>AWS</td>
<td>● United States</td>
</tr>
</tbody>
</table>
| LiveMessage*            | AWS     | ● United States  
|                         |         | ● Germany        |
|                         |         | ● Ireland        |
| SalesforceIQ CRM        | AWS     | ● United States  |

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*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).

**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 (for myTrailhead only) | Third Party Service Provider: Search Functionality | • United States  
• Canada  
• Ireland  
• UK  
• European Union |
| Heroku, Inc.          | Salesforce Affiliate used by myTrailhead       | • See the [Heroku Trust and Compliance Documentation](#) |

Customers may subscribe to notifications of new sub-processors by filling out this form.