

Salesforce Infrastructure and Sub-processors

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Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to the services and managed packages listed in the [Infrastructure and Sub-processors Table](#) below (collectively, for the purposes of this document only, the “**Covered Services**”). Capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#) and/or [Data Processing Addendum](#).

Some Covered Services are hosted on Salesforce’s own first-party infrastructure. Many of the Covered Services are fully or partly hosted on third-party infrastructures, which operate as Salesforce’s sub-processors. Many of the Covered Services run across multiple infrastructures as identified in the [Infrastructure and Sub-processors Table](#) below. Our Services are interconnected in order to provide more features to Customers within a single service. This can happen in a few different ways. For instance:

- Some Services run primarily on one infrastructure, but have some features that run partly or entirely on different infrastructures. For example, for many Customers, most Sales Cloud features run on the Salesforce’s first-party infrastructure, but Sales Cloud also includes Einstein¹ Features that run on the Einstein Platform infrastructure. Similarly, the Marketing Cloud — ExactTarget Services are based primarily on the ExactTarget infrastructure, but some features of Marketing Cloud run partially on Einstein Platform or Marketing Cloud Einstein infrastructure. If these features are enabled, Customer Data will be processed by these additional infrastructures.
- Some Services may inherently copy data from one infrastructure onto another infrastructure for processing to function. For example, this happens when Sales Cloud Customer Data is copied into the Sales Cloud Einstein-specific infrastructure, for artificial intelligence analytics, before the scores and predictions are written back into the original Sales Cloud infrastructure. Another example is Datorama Reports for Marketing Cloud may pull a copy of Customer Data from ExactTarget onto its own infrastructure to provide reporting functionality.

If a Covered Service includes features which run across multiple infrastructures using different sub-processors or hosted in different locations, the [Infrastructure and Sub-processors Table](#) will list each infrastructure involved in running the Service as a separate row, either directly under the main row or hyperlinked within the document from the main row.

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Sub-processor Notifications

Salesforce Customers may subscribe to notifications of new sub-processors for those Covered Services for which Customer has a then-current active subscription by filling out this [form](#).

Sub-processors Storing Customer Data

Currently, the Salesforce and third-party production systems used to provide the Covered Services are located in facilities in the Americas, EMEA, and the Asia Pacific regions. Customer accounts are established in one of these three regions based on where the customer subscribes to the Covered Services. Except as set forth in the “Additional Details” column in the [Infrastructure and Sub-processors Table](#), if a sub-processor for a Covered Service or feature is located in your region, your Customer Data for that sub-processor will be stored within your region.² Otherwise, your Customer Data for that Covered Service or feature will be stored in the United States. You may also request to have your Customer Data for a Covered Service or feature hosted in a different region, which may be accommodated, subject to availability. If your Customer Data is hosted in a different region for one Covered Service, this may also affect where your data is hosted in other related services (e.g., hosting data in Europe for Service Cloud will cause your Service Cloud Einstein data to be hosted in Europe). If you have any questions about where your data is stored that this Documentation does not answer, please contact Customer Support.

In addition to the locations identified in the [Infrastructure and Sub-processors Table](#), Salesforce may store across its data storage locations identifying information about Customer’s instance(s) and identifying information about Users for the purpose of operating the Services, such as facilitating the login process and the provision of customer support. For the Government Cloud Plus Services, identifying information about Users will be limited to the Users’ business address, name, email address, username, and phone number, and this data (except for business address) will be obfuscated with one-way hash encryption before it leaves the Government Cloud Plus-specific data centers, rendering it unreadable to Salesforce and its cloud providers.

Support Service Providers

Salesforce’s third-party customer support providers only have access to Customer Data to the extent a User grants such access as described in the Documentation or User Guide for the applicable Covered Service. Such service providers may also have access to the following Personal Data

² Sandbox copies are created at a data center level; any instance can refresh to any sandbox within a data center. Sandbox copies in a Salesforce-operated data center may be redirected to another Salesforce-operated data center in the same region, if necessary, to maintain performance levels. As an example, an EMEA-based sandbox instance could redirect to another EMEA data center. Temporary developer testing environments branded as “Scratch Orgs” may be provisioned in a different Salesforce-operated data center from a Customer’s instance of the Covered Services, but within the same region as such instance. Scratch Orgs created by public cloud Customers reside within the Public Cloud Infrastructure.

about Users for the purpose of routing and facilitating customer support requests: first and last name, email address, username, phone number, and physical business address.

Content Delivery Networks (“CDNs”)

CDNs are utilized to optimize content delivery for certain Covered Services as listed in the [Infrastructure and Sub-processors Table](#). CDNs are commonly used systems of distributed services that expedite the transmission of content. Note that if a CDN is described as “Global” in the Table, it may process data in any country, regardless of the Customer’s location, to better support end-users of the applicable Covered Services.

Related Services

Salesforce offers highly customizable software used by Salesforce Customers across a variety of industries and businesses. Salesforce sells functionality to Customers in many packages, which we call SKUs.

Sometimes these SKUs only include functionality from one or more Services. But often, these SKUs can bundle functionality from one or more Services, along with additional, industry-specific functionality to customize the Service to an industry or business need.

One particular example of this is the “Salesforce Services”: (Chatter, Experience Cloud (formerly Community Cloud), Database.com, Lightning Platform (including Force.com), Sales Cloud, Service Cloud, and Site.com). Because the Salesforce Services functionality is bundled in so many different ways in different SKUs, the [Infrastructure and Sub-processors Table](#) cannot tell you whether or not the SKU you purchase contains a particular feature within the Salesforce Services. Instead, the table lists all features that appear in any packaging of the Salesforce Services. If you have a question about whether the SKU you purchase contains a particular feature, consult the Help and Training Documentation or your Account Executive.

Infrastructure and Sub-processor Table				
Name of Service	Sub-processors	Purpose of Processing	Location of Sub-processors	Additional Details
All Services	<ul style="list-style-type: none"> salesforce.com, inc. Salesforce.org Salesforce Argentina S.R.L. 	Support services	<ul style="list-style-type: none"> United States Argentina 	

	<ul style="list-style-type: none"> ● SFDC Australia Pty. Ltd. ● SFDC Austria GmbH ● Salesforce Tecnologia, Ltda. ● salesforce.com Canada Corporation ● salesforce.com France S.A.S. ● salesforce.com Germany GmbH ● salesforce.com Hong Kong Limited ● salesforce.com India Private Limited ● SFDC Ireland Limited ● salesforce.com Israel Ltd. ● Salesforce.com Italy S.r.l ● Kabushiki Kaisha salesforce.com ● SFDC Netherlands B.V. ● salesforce.com Singapore Pte. Ltd. ● Salesforce.com Korea Limited ● Salesforce Systems Spain S.L ● SFDC Sweden AB ● salesforce.com Sarl ● Salesforce UK Limited ● Salesforce.org EMEA Limited 		<ul style="list-style-type: none"> ● Australia ● Austria ● Brazil ● Canada ● France ● Germany ● Hong Kong ● India ● Ireland ● Israel ● Italy ● Japan ● The Netherlands ● Singapore ● South Korea ● Spain ● Sweden ● Switzerland ● United Kingdom 	
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	Cognizant Technology Solutions India Pvt. Ltd.	Third-party customer support service provider	<ul style="list-style-type: none"> ● India 	
	Cognizant Technology Solutions Philippines, Inc.	Third-party customer support service provider	<ul style="list-style-type: none"> ● Philippines 	
	Accenture, Inc.	Third-party customer support service provider	<ul style="list-style-type: none"> ● Philippines 	
Audience Studio & Data Studio (formerly branded as Salesforce DMP and Salesforce Data Studio and prior to that as Krux), or services sold under a Krux Order Form	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Ireland 	
	Fastly, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	
B2B Commerce (from Version 3.97 or higher) (formerly branded as CloudCraze)	See infrastructure details for Salesforce Services .			Salesforce may route the transmission of Customer Data to Users through any of its data centers, but the storage of Customer Data will be limited to the data centers for the Customers' org.
B2B Commerce on Lightning Experience	See infrastructure details for Salesforce Services .			
B2B2C Commerce	See infrastructure details for Salesforce Services .			

B2B2C Commerce	Akamai	CDN	Global	<p>When a Customer has enabled the Communities CDN option for custom domains, all traffic will flow through the Akamai edge servers, including both static and dynamic content. HTTPS will be supported by a single certificate. Akamai honors the HTTP Cache-Control header, caching items that are allowed, and not caching those items that are disallowed. This is true whether the user is authenticated (logged in) or un-authenticated (i.e., guest user or not logged in). There are some circumstances where we will honor cache-control from origin and then remove cache-control to the browser and downstream proxies in order to ensure uniqueness of assets that are cached.</p> <p>Please see the following for further information: https://help.salesforce.com</p>
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				/articleView?id=community_builder_cdn.htm&type=5
	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> • United States 	
Chatter	See infrastructure details for Salesforce Services .			
Commerce Cloud/B2C Commerce: <ul style="list-style-type: none"> ○ Digital (which may include Managed Runtime) ○ B2C Commerce Order Management ○ Commerce Cloud Einstein 	salesforce. com, inc.	Hosting Provider	<ul style="list-style-type: none"> • United States 	Any reference to "B2C Commerce Order Management" refers to the version of Order Management released prior to February 19, 2020.
	salesforce.com France S.A.S.	Hosting Provider	<ul style="list-style-type: none"> • France 	
	salesforce.com Germany GmbH	Hosting Provider	<ul style="list-style-type: none"> • Germany 	
	Salesforce UK Limited	Hosting Provider	<ul style="list-style-type: none"> • UK 	
	SFDC Australia Pty. Ltd.	Hosting Provider	<ul style="list-style-type: none"> • Australia 	
	salesforce.com Co., Ltd.	Hosting Provider	<ul style="list-style-type: none"> • Japan 	
	Cloudflare	CDN	<ul style="list-style-type: none"> • Global 	Cloudflare’s services are used for purposes that include a content distribution network, a

				domain name system network, web content optimization, web application firewall, internet protocol reputation filtering, and distributed denial of service attack prevention.
	Akamai Technologies, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	Public website content served to website visitors may be stored with Akamai, and transmitted by Akamai to website visitors, to expedite transmission.
Commerce Cloud/B2C Commerce: ○ Digital (which may include Managed Runtime)	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	
	CloudFront (Amazon Web Services, Inc.)	Third-party hosting provider; CDN	<ul style="list-style-type: none"> ● Global 	The Dynamic Imaging Service feature within Digital uses the Amazon CloudFront content delivery network to store and deliver images, which flow through CloudFront and then the customer's CDN.
Commerce Cloud/B2C Commerce:	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	

○ On-Demand Sandboxes				
Commerce Cloud/B2C Commerce: ○ B2C Commerce ○ B2C Commerce Order Management	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	
Commerce Cloud/B2C Commerce: ○ Commerce Cloud Einstein	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Ireland ● Singapore 	
	CloudFront (Amazon Web Services, Inc.)	Third-party hosting provider	<ul style="list-style-type: none"> ● Global 	Einstein features use CloudFront to deliver JavaScript assets to Customer websites.
Consumer Goods Cloud	See infrastructure details for Salesforce Services .			Consumer Goods Cloud is a configuration of functionality from the Salesforce Services, with additional functionality on the same infrastructure.
Consumer Goods Cloud: ○ Einstein Object Detection	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Ireland ● Germany 	Customers who enabled Object Detection functionality before February 15, 2020 have their data hosted in the United States.

Customer 360 Data Manager	salesforce.com, inc. Kabushiki Kaisha salesforce.com, also known as salesforce.com Co., Ltd.	Hosting provider	<ul style="list-style-type: none"> ● United States ● Japan 	
	Amazon Web Services, Inc.	Third-party service provider	<ul style="list-style-type: none"> ● United States ● Japan 	
Data Studio	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	
	Amazon Web Services, Inc.	Third-party provider of global, non-storage infrastructure support	<ul style="list-style-type: none"> ● United States ● Ireland 	
Data.com	salesforce.com, inc.	Hosting provider	<ul style="list-style-type: none"> ● United States 	
	Amazon Web Services, Inc.	Third-party provider of infrastructure support	<ul style="list-style-type: none"> ● United States 	
Database.com	See infrastructure details for Salesforce Services .			
Digital Process Automation	See infrastructure details for Salesforce Services .			
	Amazon Web Services, Inc.	Third-party service provider	<ul style="list-style-type: none"> ● United States 	When a Customer has enabled the Server-Side Document Generation feature, document generation data will be

				processed on AWS infrastructure.
Einstein Bots	Heroku, Inc. (on Amazon Web Service, Inc.) & Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> • United States • Germany • Ireland • Japan • Australia 	If a Customer with its region set to EMEA enables NLP functionality for Bots on or after February 15, 2020, then their NLP data will be stored and processed in EMEA. All other Customers will have NLP data stored in the United States in addition to their region.
Einstein Conversation Insights	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> • United States • Germany • France 	If Customer enables Einstein Conversations Insights, some related Customer Data will be stored in the United States regardless of where Customer is located.
Einstein Language and Vision	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> • United States 	
Einstein Relationship Insights	Amazon Web Services, Inc	Third-party hosting provider, data source	<ul style="list-style-type: none"> • United States 	
	Google, LLC	Data source used to process search queries	<ul style="list-style-type: none"> • United States 	
Emergency Program Management	See infrastructure details for Salesforce Services .			Emergency Program Management is a managed

				package that runs on top of the Salesforce Services.
Employee Productivity (included in the “Employee Service - Agent” and “IT Service Center - IT Agent” SKUs)	See infrastructure details for Salesforce Services .			Employee Productivity is a group of managed packages that run on top of the Salesforce Services.
Experience Cloud (formerly Community Cloud)	See infrastructure details for Salesforce Services .			
Financial Services Cloud	See infrastructure details for Salesforce Services .			Financial Services Cloud is an extension of the Salesforce Services and a managed package that runs on top of the Salesforce Services.
Government Cloud Plus	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> • United States 	Customer Data is stored on AWS US-GOV-WEST instance. Salesforce may route the transmission of encrypted Customer Data through various points, including any of its data centers, but the storage and processing of Customer Data will be limited to this data center.
Health Cloud	See infrastructure details for Salesforce Services .			Health Cloud is an extension of the Salesforce

				Services and a managed package that runs on top of the Salesforce Services.
Heroku	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Ireland ● Germany ● Japan ● Australia 	Customer Data will be stored in the United States and, if selected by Customer, in Customer's region. However, if a Customer uses Salesforce Functions, that data is only stored in the United States.
High Velocity Sales	See infrastructure details for Salesforce Services .			High Velocity Sales works as an add-on to Sales Cloud, and uses the Sales Cloud infrastructure.
	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● France 	If Customers enable Einstein Conversations Insights or Lead Scoring, some related Customer Data will be stored in the United States regardless of the Customer's set region.
Intelligent Form Reader	Amazon Web Services, Inc.	Third-party service provider providing optical character recognition (OCR)	<ul style="list-style-type: none"> ● United States ● United Kingdom ● Ireland ● India 	When a Customer has enabled the Intelligent Form Reader service, document scanning data will be processed on AWS infrastructure.

IoT Explorer	See infrastructure details for Salesforce Services .			IoT Explorer works with the Salesforce Services and runs on the same infrastructure.
Loyalty Management	See infrastructure details for Salesforce Services .			Loyalty Management is an extension of the Salesforce Services.
Lightning Platform/Force.com	See infrastructure details for Salesforce Services .			Security Center is an application built on Lightning Platform. Customers can configure the Security Center application in a way that may copy Customer Data from a child tenant in one data center location and store that copied data in the data center location of the parent tenant.
LiveMessage	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States (default) ● Germany (if selected by customer) ● Ireland (if selected by customer) 	
Manufacturing Cloud	See infrastructure details for Salesforce Services .			Manufacturing Cloud is an extension of the Salesforce Services.

Marketing Cloud: ○ Advertising Studio <ul style="list-style-type: none"> ■ Advertising Audiences ■ Journey Builder Advertising 	See infrastructure details for Marketing Cloud — ExactTarget Services .			Advertising Studio interoperates with and runs partially on ExactTarget infrastructure.
	salesforce.com, inc.	Hosting provider	<ul style="list-style-type: none"> ● United States 	For Customers hosted on first-party infrastructure.
	SFDC Germany Data Center GmbH	Hosting provider	<ul style="list-style-type: none"> ● Germany 	Certain ancillary Customer Data will also be hosted on salesforce.com, inc first-party infrastructure in the United States or Amazon Web Services, Inc. infrastructure in the United States (if the Customer has consented to their data being hosted on Hyperforce (formerly Salesforce Unified Cloud)).
	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	For a limited number of Customers that have consented to their data being hosted on Hyperforce (formerly Salesforce Unified Cloud).
Marketing Cloud: ○ Datorama	Amazon Web Service, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	Default hosting provider If a Customer is using the Marketing Cloud connector in Datorama to import data

				<p>from the Customer's ExactTarget account into the Customer's Datorama account, the data will temporarily be stored in an AWS S3 bucket in the same region as the Customer's ExactTarget account even if the Customer's Datorama account is in a different region.</p>
	<p>Microsoft Corporation (Microsoft Azure)</p>	<p>Third-party hosting provider</p>	<ul style="list-style-type: none"> ● United States ● Ireland 	<p>Available on request as alternative to AWS</p> <p>If a Customer is using the Marketing Cloud connector in Datorama to import data from the Customer's ExactTarget account into the Customer's Datorama account, the data will temporarily be stored in an AWS S3 bucket in the same region as the Customer's ExactTarget account before being stored in the Customer's Datorama account.</p> <p>Additionally, limited account information, such</p>

				as admin contact details and Datorama products purchased by the Customer, used for provisioning accounts may still be processed, but not stored, in AWS.
	Google, LLC	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Belgium ● Finland ● Ireland ● The Netherlands ● Denmark 	Only applicable to Customers that use Azure
	Snowflake, Inc.	Third-party service provider for data warehousing	<ul style="list-style-type: none"> ● United States ● Germany ● The Netherlands 	
	Bulpros Consulting AD	Third-party service provider for global customer support	<ul style="list-style-type: none"> ● Bulgaria 	
	Freshworks, Inc. (hosted by Amazon Web Services, Inc.)	Third-party service provider of customer support tools	<ul style="list-style-type: none"> ● United States 	
	Akamai Technologies, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	
Marketing Cloud: ○ Datorama Reports for Marketing Cloud	See infrastructure details for Datorama .			Datorama Reports runs on the Datorama infrastructure.

	See infrastructure details for Marketing Cloud — ExactTarget Services .			Unless your Order Form for the ExactTarget Services expressly excludes Datorama Reports, Datorama Reports is included with a purchase of the ExactTarget Services and can be accessed through the ExactTarget Services.
	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	Default hosting provider
	Microsoft Corporation (Microsoft Azure)	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Ireland 	May be available upon request in the future
	Freshworks, Inc. (hosted on Amazon Web Services, Inc.)	Third-party provider of customer support	<ul style="list-style-type: none"> ● United States 	
	Akamai, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	
Marketing Cloud: <ul style="list-style-type: none"> ○ Evergage <ul style="list-style-type: none"> ■ Data Science Workbench ■ Data Warehouse ■ Evergage 	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	

Marketing Cloud: ○ ExactTarget <ul style="list-style-type: none"> ■ Audience Builder ■ Automation Studio, Content Builder ■ Email Studio ■ ExactTarget ■ Journey Builder ■ Mobile Studio ■ Web Studio 	salesforce.com, inc.	Hosting provider	<ul style="list-style-type: none"> ● United States 	
	SFDC Germany Data Center GmbH SFDC France Data Centre Sarl	Hosting provider	<ul style="list-style-type: none"> ● Germany ● France 	Customers who purchased ExactTarget on or before November 28, 2019, have Customer Data stored in the United States. In the event of a disaster in an EMEA facility, Customer Data will be restored to an ExactTarget salesforce.com, inc. facility located within the United States.
	Google, LLC	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● Belgium 	
	Softvision, LLC, a subsidiary of Cognizant Technology Solutions U.S. Corp.	Third-party customer support service provider	<ul style="list-style-type: none"> ● Romania 	
	Akamai Technologies, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	
	CloudFront (on Amazon Web Services, Inc.)	CDN	<ul style="list-style-type: none"> ● Global 	
Marketing Cloud: ○ Interaction Studio	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Australia ● Germany 	Customers based in the APAC region who signed up for Interaction Studio before November 1, 2020,

				may have Customer Data stored in the United States.
Marketing Cloud: ○ Interaction Studio (Legacy) ³	Thunderhead (One) Ltd. (on Microsoft Azure)	Third-party service provider	<ul style="list-style-type: none"> ● United States ● Ireland ● The Netherlands ● United Kingdom ● Australia 	
	Heroku, Inc. (on Amazon Web Service, Inc.)	Third-party service provider supplying integration between Interaction Studio (Legacy) and Automation Studio	<ul style="list-style-type: none"> ● United States ● Germany ● Ireland ● Japan ● Australia 	
Marketing Cloud: ○ Marketing Cloud Einstein	See infrastructure details for Marketing Cloud — ExactTarget Services.			
	<ul style="list-style-type: none"> ■ Behavioral Triggers ■ Einstein Email Recommendations ■ Einstein Recommendations ■ Einstein Web Recommendations ■ Live Weather Block ■ Personalization Builder 	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Ireland ● Australia ● Canada

³ Applicable to Customers purchasing or renewing subscriptions to Interaction Studio (Legacy) on or after October 18, 2018. Customers purchasing Interaction Studio prior to October 18, 2018, purchased Interaction Studio as a Non-Salesforce Application subject to the Terms of Use of Thunderhead (One) Ltd.

<ul style="list-style-type: none"> ■ Predictive Email ■ Predictive Intelligence ■ Predictive Web, Web & Mobile Analytics ■ Web Personalization 				
Marketing Cloud: <ul style="list-style-type: none"> ○ Marketing Cloud Einstein <ul style="list-style-type: none"> ■ Einstein Content Selection, ■ Einstein Content Tagging, ■ Einstein Copy Insights, ■ Einstein Engagement Frequency, ■ Einstein Engagement Scoring for Mobile, ■ Einstein Messaging Insights, ■ Live Weather Block 	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Ireland 	For the feature branded as Einstein Copy Insights, see infrastructure details for Einstein Language and Vision
	Google, LLC	Third-party processor	<ul style="list-style-type: none"> ● Global 	Used only for Einstein Content Tagging. Data may be hosted in any location provided by Google, listed at Global Locations - Regions & Zones
Marketing Cloud: <ul style="list-style-type: none"> ○ Marketing Cloud Einstein <ul style="list-style-type: none"> ■ Engagement Scoring for Email 	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● Ireland 	

<ul style="list-style-type: none"> ■ Send Time Optimization 				
Marketing Cloud: <ul style="list-style-type: none"> ○ Social Studio 	salesforce.com Canada Corporation	Hosting provider	<ul style="list-style-type: none"> ● Canada 	
	Amazon Web Services, Inc.	Third-party hosting provider for images and videos submitted before January 21, 2016	<ul style="list-style-type: none"> ● United States 	
	Akamai Technologies, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	
Marketing Cloud: <ul style="list-style-type: none"> ○ Social Studio <ul style="list-style-type: none"> ■ Email functionality 	See infrastructure details for Marketing Cloud — ExactTarget Services .			The features of Social Studio involving email functionality (such as emails relating to post approvals, failed posts, and notices of downloaded data) use the Salesforce email delivery services branded as ExactTarget. Data such as email message content and individual contacts may be accessed and stored in ExactTarget in order to operate this feature.

Marketing Cloud: ○ Social Studio ■ Einstein Vision for Social Studio	Amazon Web Services, Inc.	Third-party hosting provider	● United States	
Marketing Cloud: ○ Marketing Cloud for Nonprofits	See infrastructure details for Marketing Cloud – ExactTarget Services .			Marketing Cloud for Nonprofits contains functionality from Marketing Cloud – ExactTarget.
	See infrastructure details for Marketing Cloud Einstein .			Marketing Cloud for Nonprofits contains functionality from Marketing Cloud Einstein.
	See infrastructure details for Salesforce Services .			Marketing Cloud for Nonprofits includes a managed package containing templates, which uses the Sales Cloud infrastructure.
Messaging	See infrastructure details for Salesforce Services .			Messaging works as an add-on to Sales Cloud and Service Cloud, and uses the Sales Cloud and Service Cloud infrastructure.
	Heroku, Inc. (on Amazon Web Services, Inc.)	Messaging Gateway Server used to process	● United States ● Germany ● Ireland	Customer Data can be processed in any region to deliver messages,

		and route inbound and outbound messages	<ul style="list-style-type: none"> ● Japan ● Australia 	regardless of Customer location.
MuleSoft: <ul style="list-style-type: none"> ○ MuleSoft ○ Anypoint Platform ○ MuleSoft Composer 	Amazon Web Services, Inc.	Third-party hosting provider	Runtime and control plane services: <ul style="list-style-type: none"> ● United States ● Germany Only runtime services: <ul style="list-style-type: none"> ● Canada ● Brazil ● Ireland ● UK ● Australia ● Japan ● 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.
	Amplitude, Inc.	Third-party user analytics provider	<ul style="list-style-type: none"> ● United States 	
	Segment.io, Inc.	Third-party user analytics provider	<ul style="list-style-type: none"> ● United States 	
	Sumo Logic, Inc.	Third-party log aggregator	<ul style="list-style-type: none"> ● United States ● UK 	
	The Rocket Science Group LLC d/b/a MailChimp (formerly known as Mandril)	Third-party email provider	<ul style="list-style-type: none"> ● United States 	

	Epidata S.A.	Third-party customer support service provider	<ul style="list-style-type: none"> ● Argentina 	
	Gravitational, Inc.	Third-party customer support service provider	<ul style="list-style-type: none"> ● United States ● Canada ● Germany ● Italy 	
	InfluxData Inc.	Third-party customer support service provider for Anypoint Monitoring	<ul style="list-style-type: none"> ● United States ● UK 	
	ModusBox, Inc.	Third-party customer support service provider for Anypoint Partner Manager, FTPS Connector, and AS2 Connector	<ul style="list-style-type: none"> ● United States 	
	Mailgun Technologies, Inc.	Third-party email service provider	<ul style="list-style-type: none"> ● United States 	
	Cloudfront (on Amazon Web Services, Inc.)	CDN	<ul style="list-style-type: none"> ● Global 	
MuleSoft: ○ API Community Manager	See infrastructure details for Salesforce Services .			Mulesoft API Community Manager runs on Experience Cloud.
myTrailhead	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	

	Coveo	Service provider for search functionality	<ul style="list-style-type: none"> ● United States ● Canada ● UK ● France ● Germany ● Italy ● Netherlands ● Ireland 	
	Fastly, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	
	Heroku, Inc. (on Amazon Web Services, Inc.)	Hosting provider	<ul style="list-style-type: none"> ● United States 	
Pardot	salesforce.com, inc.	Hosting provider	<ul style="list-style-type: none"> ● United States 	
	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	
	Cloudfront on Amazon Web Services, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	
Pardot: ○ Einstein Send Time Optimization	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Ireland ● Germany 	
Privacy Center	See infrastructure details for Salesforce Services .			Privacy Center works as an add-on to the Salesforce Services, and uses the Salesforce Services infrastructure.

	Heroku, Inc. (on Amazon Web Services, Inc.)	Third-party service provider used for transmission services	<ul style="list-style-type: none"> ● United States ● Australia ● Japan ● Ireland ● Germany 	
Public Sector Solutions	See infrastructure details for Salesforce Services .			Some purchases of Public Sector Solutions may include a license for Emergency Program Management, Vlocity, or both, which are listed separately.
Sales Cloud	See infrastructure details for Salesforce Services .			
Sales Cloud Einstein	See infrastructure details for Salesforce Services .			Sales Cloud Einstein works as an add-on to Sales Cloud, and uses the Sales Cloud infrastructure.
Sales Cloud Einstein: <ul style="list-style-type: none"> ○ Einstein Activity Capture ○ Salesforce Inbox 	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● France 	Customers, who activated Einstein Activity Capture or Salesforce Inbox before May 8, 2017, may have Customer Data stored in the United States.
Sales Cloud Einstein: <ul style="list-style-type: none"> ○ Account Insights ○ Einstein Automated Contacts 	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	

<ul style="list-style-type: none"> ○ Einstein Forecasting ○ Einstein Lead Scoring ○ Opportunity Insights ○ Opportunity Scoring ○ Account Intelligence 				
Quip ⁴	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	For Quip Virtual Private Cloud only: Customers may request hosting in Ireland or Germany.
Salesforce CDP (formerly branded as Customer 360 Audiences)	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	Customers who subscribed to Salesforce CDP before January 4, 2021 have their data hosted in the United States.
	Akamai, Inc.	CDN	<ul style="list-style-type: none"> ● Global 	
	Cognizant Technology Solutions U.S.	Third-party customer support service provider	<ul style="list-style-type: none"> ● United States 	
	Cognizant Technology Solutions Hungary Kft.	Third-party customer support service provider	<ul style="list-style-type: none"> ● Hungary 	
Salesforce Quote to Cash (Salesforce CPQ and Salesforce Billing)	See infrastructure details for Salesforce Services .			Salesforce CPQ is a managed package that runs on top of the Salesforce Services.

⁴ Quip includes Services formerly branded as Salesforce Anywhere.

	Heroku, Inc. (on Amazon Web Service, Inc.)	Third-party quote calculation service provider	<ul style="list-style-type: none"> ● United States ● Australia ● Japan ● Ireland ● Germany 	
Salesforce Inbox	See infrastructure details for Salesforce Services .			Salesforce Inbox works as an add-on to Sales Cloud, and uses the Sales Cloud infrastructure.
	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● France 	Customers, who activated Salesforce Inbox before May 8, 2017, may have Customer Data stored in the United States.
Salesforce Maps	See infrastructure details for Salesforce Services .			Salesforce Maps works as an add-on to Salesforce Services, and uses the Salesforce Services infrastructure.
	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	
	New Relic, Inc.	Third-party service provider provides application, database, and machine monitoring	<ul style="list-style-type: none"> ● United States 	

	Pendo.io, Inc.	Third-party service provider used to capture usage data	<ul style="list-style-type: none"> • United States 	
Salesforce Order Management	See infrastructure details for Salesforce Services .			
	Heroku, Inc. (on Amazon Web Service, Inc.)	Third-party service provider	<ul style="list-style-type: none"> • United States • Australia • Japan • Germany 	Only for versions of Order Management released on or after February 19, 2020.
Salesforce Private Connect	See infrastructure details for Salesforce Services .			
	Amazon Web Services, Inc.	Third-party provider used for transmission services	<ul style="list-style-type: none"> • United States 	
Salesforce.org Elevate & Philanthropy Cloud	Amazon Web Services, Inc.	Third-party hosting provider and non-storage infrastructure support	<ul style="list-style-type: none"> • United States 	Also used for Payment Processing and Management for Salesforce.org Elevate
	Heroku, Inc. (on Amazon Web Service, Inc.)	Hosting provider	<ul style="list-style-type: none"> • United States 	
	Mailgun Technologies, Inc.	Third-party email service provider	<ul style="list-style-type: none"> • United States 	
	Fastly, Inc.	CDN	<ul style="list-style-type: none"> • Global 	
	Cloudinary Ltd.	CDN	<ul style="list-style-type: none"> • Global 	

Salesforce.org LLC: <ul style="list-style-type: none"> ○ Accounting Subledger ○ Admissions Connect ○ foundationConnect (provisioned on or after August 19, 2019) ○ Grants Management ○ Nonprofit Cloud Case Management ○ Salesforce Advisor Link ○ Salesforce.org Insights Platform: Data Integrity ○ Student Success Hub 	See infrastructure details for Salesforce Services .			Salesforce.org LLC Services are managed packages that run on top of the Salesforce Services.
Salesforce.org LLC: <ul style="list-style-type: none"> ○ Insights Platform 	Amazon Web Services, Inc.	Third-party service provider used for transmission services	<ul style="list-style-type: none"> ● United States ● Germany 	
	Heroku, Inc. (on Amazon Web Services, Inc.)	Third-party service provider used for transmission services	<ul style="list-style-type: none"> ● United States ● Germany 	
	SFDC Germany Data Center GmbH SFDC France Data Centre Sarl	Hosting provider	<ul style="list-style-type: none"> ● Germany ● France 	
	SFDC EMEA Data Center Limited	Hosting provider	<ul style="list-style-type: none"> ● UK 	

Salesforce Services: ⁵ ○ Chatter ○ Database.com ○ Experience Cloud (formerly Community Cloud) ○ Lightning Platform (including Force.com) ○ Sales Cloud ○ Service Cloud ○ Site.com	Salesforce.com Inc.	Hosting provider	● United States	
	Kabushiki Kaisha salesforce.com, also known as salesforce.com Co., Ltd.	Hosting provider	● Japan	
	Amazon Web Services, Inc.	Third-party hosting provider	● Australia	
	Amazon Web Services, Inc.	Third-party hosting provider	● India	
	Amazon Web Services, Inc.	Third-party hosting provider	● Canada	
	Amazon Web Services, Inc.	Third-party hosting provider	● Japan	
	Amazon Web Services, Inc.	Third-party hosting provider	● United States	
Salesforce Services: ○ Experience Cloud (formerly Community Cloud) ○ Sales Cloud ○ Service Cloud	Amazon Web Services, Inc.	CDN	● Global	For customers with orgs that use the My Domain feature
Salesforce Services: ○ Site.com sites	Akamai	CDN	● Global	Customer web pages rendered by Site.com and

⁵ Salesforce offers many packages that include some or all of the features in the Salesforce Services. See [The Salesforce Services and Related CRM Services](#) for more information.

<ul style="list-style-type: none"> ○ Force.com sites 				<p>Force.com Sites, including webpage content and data tables to be served to visitors of such websites, as well as static resources like images, files, JavaScript code, and CSS code, may be stored with Akamai to expedite transmission. Information transmitted across Akamai may be accessed to enable these functions. Force.com Sites Customers can control the cache duration for Akamai by using Apex/VisualForce markup to indicate the cache lifetime. Please see the following for further information: https://help.salesforce.com/HTViewHelpDoc?id=sites_caching.htm&language=en_US Site.com Customers can control the cache duration for Akamai by setting the "Cache duration" property while editing within Site.com studio. Please see the following for further information:</p>
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				https://help.salesforce.com/apex/HTViewHelpDoc?id=siteforce_communities_caching.htm&language=en_US Additionally, in order to facilitate site operation and optimize content delivery, Salesforce operates Salesforce infrastructure in certain of its data centers that contain identifying information about, and static resources for, Site.com and Force.com sites.
Salesforce Services: <ul style="list-style-type: none"> ○ Experience Cloud ○ Commerce Cloud ○ DXP ○ CMS 	Akamai	CDN	<ul style="list-style-type: none"> ● Global 	When a Customer has enabled the Communities CDN option for custom domains, all traffic will flow through the Akamai edge servers, including both static and dynamic content. HTTPS will be supported by a shared or dedicated certificate. Akamai honors the HTTP Cache-Control header, caching items that are allowed, and not caching those items that are disallowed. This is true whether the user is

				<p>authenticated (logged in) or un-authenticated (i.e., guest user or not logged in). There are some circumstances where we will honor cache-control from origin and then remove cache-control to the browser and downstream proxies in order to ensure uniqueness of assets that are cached in downstream cache. Please see the following for further information:</p> <p>https://help.salesforce.com/articleView?id=community_builder_cdn.htm&type=5</p>
<p>Salesforce Services:</p> <ul style="list-style-type: none"> ○ Lightning CDN 	Akamai	CDN	<ul style="list-style-type: none"> ● Global 	
<p>Salesforce Services:</p> <ul style="list-style-type: none"> ○ Lightning Experience Configuration Converter ○ Lightning Experience Readiness Check ○ Lightning Experience Welcome Mat ○ Salesforce Optimizer ○ VisualForce Check feature 	Heroku, Inc. (on Amazon Web Services, Inc.)	Third-party service provider used for transmission services	<ul style="list-style-type: none"> ● United States 	

○ Sales Cloud Einstein Readiness Assessor				
Salesforce Services: ○ Account Intelligence <ul style="list-style-type: none"> ■ Account News ■ Lightning News ■ Account Logos ■ Account Autofill ○ Einstein Opportunity Scoring ○ Einstein Deal Insights	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States 	Account Intelligence feature is on by default for all new Customers.
Salesforce Services: ○ Einstein Prediction Builder ○ Einstein Recommendation Builder ○ Einstein Case Classification ○ Einstein Case Wrap Up	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	
Salesforce Services: ○ Einstein Activity Capture	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● France 	
Salesforce Services: ○ Einstein Article Recommendations	Heroku, Inc. (on Amazon Web Service, Inc.) & Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● Ireland ● Japan ● Australia 	Customers in the APAC region may also have data stored in the United States in addition to their region.

				This row only applies if Customer has enabled customized models for Article Recommendations.
Salesforce Services: ○ Einstein Bots	Heroku, Inc. (on Amazon Web Service, Inc.) & Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● Ireland ● Japan ● Australia 	If Customer located in EMEA enables NLP functionality for Bots on or after February 15, 2020, then their NLP data will be stored and processed in EMEA. All other Customers will have NLP data stored in the United States in addition to their region.
Salesforce Services: ○ Microsoft Teams Integration	Amazon Web Services, Inc.	Third-party service provider used for transmission services	<ul style="list-style-type: none"> ● United States ● Germany ● Ireland ● Japan ● Australia 	Microsoft Teams Integration is a feature available to Sales Cloud and Service Cloud.
	Microsoft Corporation (Microsoft Azure)	Third-party service provider	<ul style="list-style-type: none"> ● United States 	
Salesforce Services: ○ Field Service (formerly Field Service Lightning)	ClickSoftware, Inc.	Salesforce Affiliate provides scheduling and optimization functionality	<ul style="list-style-type: none"> ● United States ● Germany ● Australia 	
	Amazon Web Services, Inc.	Third-party service provider	<ul style="list-style-type: none"> ● United States ● Germany 	Used by Salesforce affiliate ClickSoftware, Inc. to

			<ul style="list-style-type: none"> ● Australia 	support scheduling and optimization functionality.
	Amazon Web Services, Inc.	Third-party service provider used to calculate routes	<ul style="list-style-type: none"> ● United States ● India 	
Service Cloud Einstein	See infrastructure details for Salesforce Services .			Service Cloud Einstein is an add-on Service to Service Cloud, and runs partially on the Service Cloud infrastructure.
Service Cloud Einstein: <ul style="list-style-type: none"> ○ Einstein Reply Recommendations 	Heroku, Inc. (on Amazon Web Service, Inc.) & Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany ● Ireland ● Japan ● Australia 	Customers in the APAC region may also have data stored in the United States in addition to their region.
Service Cloud Einstein: <ul style="list-style-type: none"> ○ Einstein Case Classification ○ Einstein Case Wrap Up 	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	
Service Cloud Voice	See infrastructure details for Salesforce Services .			Service Cloud Voice is an add-on to Service Cloud, and runs partially on Service Cloud infrastructure.
	Amazon Web Services, Inc.	Third-party service provider used for transmission services	<ul style="list-style-type: none"> ● United States ● Germany ● Ireland ● Japan 	

			<ul style="list-style-type: none"> • Australia 	
Shift Management	See infrastructure details for Salesforce Services .			Shift Management is a managed package that runs on top of the Salesforce Services.
	ClickSoftware, Inc.	Salesforce Affiliate provides scheduling and optimization functionality	<ul style="list-style-type: none"> • United States • Germany • Australia 	
	Amazon Web Services, Inc.	Third-party service provider	<ul style="list-style-type: none"> • United States • Germany • Australia 	Used Salesforce affiliate ClickSoftware, Inc. to support scheduling and optimization functionality.
Site.com	See infrastructure details for Salesforce Services .			
Sustainability Cloud	See infrastructure details for Salesforce Services .			Sustainability Cloud is a managed package that runs on top of the Salesforce Services.
Steelbrick Billing	AppExtremes, LLC dba Conga	Third-party service provider providing invoice PDF generator	<ul style="list-style-type: none"> • United States 	Only applicable for Customers who subscribed to SteelBrick Billing prior to August 16, 2016
Tableau	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> • United States • Canada • Ireland 	A list of Tableau Online Services sites and data center locations is available

			<ul style="list-style-type: none"> ● Japan ● Australia ● United Kingdom 	here . Administrators can set the region for Tableau Online Services using Tableau’s platform Account Settings.
	Cloudfront (Amazon Web Services, Inc.)	CDN	<ul style="list-style-type: none"> ● Global 	
Tableau CRM Services (formerly Einstein Analytics): <ul style="list-style-type: none"> ○ Tableau CRM ○ Einstein Discovery ○ Salesforce Data Pipeline 	See infrastructure details for Salesforce Services .			Tableau CRM runs on the same infrastructure as the Salesforce Services
	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Germany 	This infrastructure powers Einstein Prediction Builder, which is included in the: <ul style="list-style-type: none"> ○ Customer Lifecycle Analytics ○ Tableau CRM for Consumer Goods ○ Tableau CRM for ERM ○ Tableau CRM for Financial Services, ○ Tableau CRM for Healthcare, ○ Tableau CRM for Manufacturing Cloud, and ○ Tableau CRM Plus SKUs. This infrastructure also powers Einstein Referral

				Scoring in the Tableau CRM for Financial Services SKU.
Vlocity: <ul style="list-style-type: none"> ○ Vlocity Communications package ○ Vlocity Media and Entertainment package ○ Vlocity Energy & Utilities or Vlocity Commodity package ○ Vlocity Insurance package ○ Vlocity Health package ○ Vlocity Government package 	See infrastructure details for Salesforce Services .			These Vlocity Services are managed packages that run on top of the Salesforce Services.
	Amazon Web Services, Inc.	Third-party service provider used for generating documents for Server-Side Document Generation	<ul style="list-style-type: none"> ● United States 	
	iScale Solutions Singapore Pte. Ltd	Third-party customer support service provider	<ul style="list-style-type: none"> ● Philippines 	
Vlocity: <ul style="list-style-type: none"> ○ Digital Commerce ○ Order Management Plus 	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> ● United States ● Australia ● Brazil ● Germany ● Ireland ● United Kingdom 	These Vlocity Services run on AWS infrastructure.
	iScale Solutions Singapore Pte. Ltd	Third-party customer support service provider	<ul style="list-style-type: none"> ● Philippines 	
	SumoLogic, Inc.	Third-party service provider used to process application, database, and system log files	<ul style="list-style-type: none"> ● United States 	

WDC (WDC refers to Services formerly branded as Work.com provisioned before May 1, 2020)	See infrastructure details for Salesforce Services .			
Workforce Engagement Management	See infrastructure details for Salesforce Services .			
Workforce Engagement Management: o Intelligent Forecasting Machine Learning	Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none"> • United States 	
Workplace Command Center	See infrastructure details for Salesforce Services .			Workplace Command Center is a managed package that runs on top of the Salesforce Services.