

Infrastructure and Sub-processors for the Sales Cloud, Service Cloud, Experience Cloud (formerly Community Cloud), Chatter, Lightning Platform (including Force.com), Salesforce Private Connect, IoT Explorer (including IoT Plus), Site.com, Database.com, Tableau CRM (including Einstein Discovery and Salesforce Data Pipelines), Einstein Relationship Insights, WDC, Intelligent Form Reader, Messaging, Employee Productivity, Financial Services Cloud, Health Cloud, IT Service Center - IT Agent, Sustainability Cloud, Consumer Goods Cloud, Manufacturing Cloud, Loyalty Management, Emergency Program Management, Public Sector Solutions, Privacy Center, Service Cloud Voice, Salesforce CPQ and Salesforce Billing, Salesforce Maps, Salesforce Order Management, Workplace Command Center, Shift Management, B2B Commerce on Lightning Experience, and the Salesforce.org LLC (“Salesforce.org”) services branded as Salesforce Advisor Link, foundationConnect, Accounting Subledger, Salesforce.org Insights Platform: Data Integrity, Nonprofit Cloud Case Management, Grants Management, and Admissions Connect, and Student Success Hub

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Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to the following services and managed packages (collectively, for the purposes of this document only, the “Covered Services”):

(1) Salesforce Services branded as:

- Chatter,
- Database.com,
- Experience Cloud (formerly Community Cloud),
- Lightning Platform (including Force.com)¹,
- Sales Cloud,
- Salesforce Private Connect,
- Service Cloud,
- Site.com; and

(2) the services branded as:

- B2B Commerce on Lightning Experience²,
- Consumer Goods Cloud,

¹ This documentation does not apply to Lightning Platform Developer Edition and its associated products and services that are provided for free.

² This documentation only applies to B2B Commerce on Lightning Experience on or after July 20, 2020.

- Einstein Relationship Insights³,
 - Emergency Program Management,
 - Intelligent Form Reader,
 - IoT Explorer (including IoT Plus),
 - Loyalty Management,
 - Manufacturing Cloud,
 - Messaging,
 - Public Sector Solutions⁴,
 - Service Cloud Voice,
 - Tableau CRM⁵,
 - WDC⁶; and
- (3) the managed packages branded as:
- Employee Productivity,
 - Financial Services Cloud,
 - Health Cloud,
 - IT Service Center - IT Agent,
 - Privacy Center,
 - Salesforce CPQ and Salesforce Billing (together formerly branded as Salesforce Quote-to-Cash),
 - Salesforce Maps,
 - Salesforce Order Management⁷,
 - Shift Management,
 - Sustainability Cloud,
 - Workplace Command Center; and
- (4) the Salesforce.org LLC (“Salesforce.org”) services branded as:
- Accounting Subledger,
 - Admissions Connect,
 - foundationConnect⁸,
 - Grants Management,
 - Nonprofit Cloud Case Management,
 - Salesforce Advisor Link,
 - Salesforce.org Insights Platform: Data Integrity (“Insights Platform”), and
 - Student Success Hub.

For purposes of clarification, this documentation also applies to the foregoing services and managed packages when sold as part of the packages branded as Employee Apps or App Cloud.

³ Rights of ALBERT EINSTEIN are used with permission of The Hebrew University of Jerusalem. Represented exclusively by Greenlight.

⁴ Some purchases of Public Sector Solutions may include a license for Emergency Program Management, Vlocity, or both. Emergency Program Management is included in this documentation. Vlocity licenses are governed by the Vlocity Trust and Compliance Documentation.

⁵ Tableau CRM refers to Services formerly branded as Einstein Analytics. It includes the Einstein Discovery and Salesforce Data Pipelines features.

⁶ WDC refers to Services formerly branded as Work.com provisioned before May 1, 2020.

⁷ Any reference to Salesforce Order Management in this Documentation describes the Infrastructure and Sub-processors for the version of Order Management released on February 19, 2020 (“Salesforce Order Management”). For versions of Order Management released prior to the release of Salesforce Order Management (“B2C Commerce Order Management”), such version shall continue to be governed by the B2C Commerce Documentation.

⁸ This documentation only applies to foundationConnect provisioned on or after August 19, 2019.

Certain products and features run on multiple infrastructures. For further information please see the [Salesforce Services Security, Privacy, and Architecture Documentation](#).

This documentation does not apply to other Salesforce services that may be associated with or integrate with the Covered Services, including, without limitation, B2C Commerce, IoT Cloud, LiveMessage⁹, and Marketing Cloud.

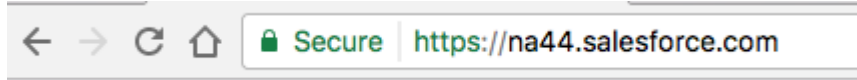
Capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#) and/or [Data Processing Addendum](#).

Sub-processors — Customer Data Storage

The Covered Services are hosted in enterprise-class data centers and are divided into a modular architecture based on “instances.” Except in the scenarios described below, Salesforce owns or controls access to the infrastructure that Salesforce uses to store Customer Data. In general, Customer Data is stored in data centers in the region from which a customer subscribes to the Covered Services as outlined in the table below; however, Customers can request at the time of sign-up to be hosted in a different region.

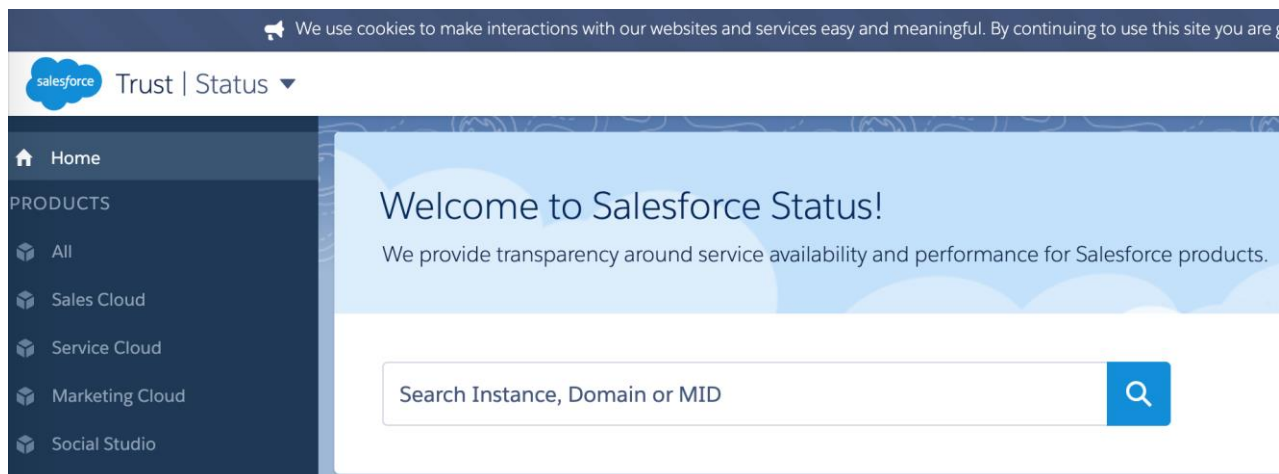
Each instance (for example, NA10 or CS2) of the Covered Services contains many servers and other elements to make it run. Copies of each instance are located in two data centers, unless otherwise indicated below; one data center serves as the primary location from which data is served, and the second data center serves as a back-up. The primary location will switch between the two data centers periodically. Salesforce uses vendor-supplied technologies to optimize the accuracy and integrity of replication between primary and secondary systems and to continuously monitor the data replication process.

The instance your organization uses is indicated in the browser's address bar, shown highlighted below.



Alternatively, if your organization uses the My Domain feature, you can determine what instance your organization is on by accessing the My Domain lookup feature available at <https://status.salesforce.com>. At the top of the page there is a search box where you can input your My Domain, click search, then navigate to the detail page for your Salesforce instance.

⁹ For clarity, Messaging and LiveMessage are different services. This documentation does apply to Messaging.



The following describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the Covered Services. New instances may not yet be included in the table below; please reference the [Where is my Salesforce Instance Located?](#) article for a complete list of instances and their data center locations.

Customer Region	Instance Type	Data Center Countries and Operators
Americas	NA92, NA99, NA146, NA154, NA155, NA196	<ul style="list-style-type: none"> Canada (Amazon Web Services, Inc.)*
	Sandbox CS98, CS99, CS138, CS142, CS148	<i>*For customers based in Canada using Public Cloud Infrastructure</i>
	All NA instances not listed elsewhere in this table.	<ul style="list-style-type: none"> United States (salesforce.com, inc.)
	All Sandboxes not listed elsewhere in this table.	
	Salesforce Maps	<ul style="list-style-type: none"> United States (Amazon Web Services, Inc.)
USA1, USA5	<ul style="list-style-type: none"> United States (Amazon Web Services, Inc.) * 	
	Sandbox USA2s, USA3s, USA4s, USA6s	<i>*For customers of Einstein Relationship Intelligence using Salesforce Unified Cloud (Hyperforce). Redundancy for these instances is distributed among three availability zones within one of the US regions.</i>
APAC	AP0, AP3, AP4, AP5, AP6, AP7, AP8, AP10, AP11, AP12, AP13 AP15, AP16, AP17, AP18, AP19, AP24, AP26, AP25, AP27	<ul style="list-style-type: none"> Japan (Kabushiki Kaisha salesforce.com, also known as salesforce.com Co., Ltd.)

	Sandbox CS5, CS6, CS31, CS57, CS58, CS72, CS73, CS74, CS75, CS76, CS111, CS112, CS113, CS114, CS117	
	AP9, AP14, AP20, AP21, AP22, AP28 Sandbox CS115, CS116, CS137, CS151, CS152	<ul style="list-style-type: none"> ● Australia (Amazon Web Services, Inc.) * <p><i>*For customers based in Australia using Public Cloud Infrastructure</i></p>
	AUS1, AUS3, AUS5, AUS7, AUS9, AUS11 Sandbox AUS2s, AUS4s, AUS6s	<ul style="list-style-type: none"> ● Australia (Amazon Web Services, Inc.) * <p><i>* For customers based in Australia using Salesforce Unified Cloud (Hyperforce). Redundancy for these instances is distributed among three availability zones within the Australia region.</i></p>
	IND1, IND5, IND7, IND9 Sandbox IND2s, IND3s	<ul style="list-style-type: none"> ● India (Amazon Web Services, Inc.)* <p><i>*For customers based in India using Salesforce Unified Cloud (Hyperforce). Redundancy for these instances is distributed among three availability zones within the India region.</i></p>
EMEA	UM1, UM2, UM3, UM4, UM5, UM6, UM7 Sandbox CS80, CS81, CS86, CS87, CS110, CS119, CS121, CS122, CS126, CS127	<ul style="list-style-type: none"> ● United Kingdom (SFDC EMEA Data Center Limited)
	EU16, EU17, EU18, EU19, EU25, EU26, EU27, EU28, EU29, EU30, EU31, EU32, EU33, EU34, EU35, EU36, EU37, EU38, EU39, EU40, EU41, EU42, EU43, EU44, EU45, EU46, EU47, EU48 Sandbox CS84, CS88, CS89, CS100, CS101, CS102, CS105, CS106, CS107, CS108, CS109, CS128, CS129, CS160, CS162, CS173, CS174, CS189	<ul style="list-style-type: none"> ● Germany (SFDC Germany Data Center GmbH) ● France (SFDC France Data Centre Sarl)
	Salesforce Maps	<ul style="list-style-type: none"> ● Germany (Amazon Web Services, Inc.)

Salesforce may store in all data centers identifying information about a Customer’s instance(s) of the Covered Services and Personal Data about Users for the purposes of operating the Covered Services, such as facilitating the login process and the provision of Customer support. Such Personal Data shall only include, as provided by the Customer in its provision of User accounts: first and last name, email address, username, phone number, and physical business address.

Security Center is an application built on the Lightning Platform infrastructure. 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.

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.

Customer Data submitted to Tableau CRM may be transferred to other data centers within the same geographical region (i.e., Americas, EMEA, APAC) for processing, but will only be stored in your primary and secondary data centers within the same geographical region.

Sub-processors — Customer Data Processing

The following legal entities are engaged in Processing Customer Data for non-storage purposes. 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. Such service providers may also have access to the following Personal Data 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.

Entity Name	Entity Type	Entity Country
salesforce.com, inc.	Salesforce Affiliate	● United States
SFDC Australia Pty. Ltd.	Salesforce Affiliate	● Australia
salesforce.com Canada Corporation	Salesforce Affiliate	● Canada
salesforce.com France S.A.S.	Salesforce Affiliate	● France
Salesforce UK Limited (formerly SFDC UK Ltd.)	Salesforce Affiliate	● United Kingdom
SFDC Netherlands B.V.	Salesforce Affiliate	● The Netherlands
salesforce.com Germany GmbH	Salesforce Affiliate	● Germany

salesforce.com Sarl	Salesforce Affiliate	<ul style="list-style-type: none"> Switzerland
salesforce.com India Private Limited	Salesforce Affiliate	<ul style="list-style-type: none"> India
SFDC Ireland Limited	Salesforce Affiliate	<ul style="list-style-type: none"> Ireland
Kabushiki Kaisha salesforce.com (salesforce.com Co., Ltd.)	Salesforce Affiliate	<ul style="list-style-type: none"> Japan
salesforce.com Singapore Pte. Ltd.	Salesforce Affiliate	<ul style="list-style-type: none"> Singapore
Salesforce.org	Salesforce Affiliate	<ul style="list-style-type: none"> United States
Salesforce.org EMEA Limited	Salesforce Affiliate	<ul style="list-style-type: none"> United Kingdom
Salesforce Systems Spain S.L.	Salesforce Affiliate	<ul style="list-style-type: none"> Spain
Salesforce.com Italy S.r.l	Salesforce Affiliate	<ul style="list-style-type: none"> Italy
SFDC Austria GmbH	Salesforce Affiliate	<ul style="list-style-type: none"> Austria
Accenture, Inc.	Third-Party Service Provider: Customer Support	<ul style="list-style-type: none"> Philippines
Amazon Web Services, Inc.**	<p>Third-Party Service Provider: Used for transmission services by:</p> <ul style="list-style-type: none"> Salesforce Private Connect (United States only) Insights Platform Service Cloud Voice Microsoft Teams Integration (a feature of Sales Cloud and/or Service Cloud) <p>Used for transmission services by ClickSoftware, Inc. to support scheduling and optimization functionality for:</p> <ul style="list-style-type: none"> Service Cloud (Field Service⁷) Shift Management 	<ul style="list-style-type: none"> United States Germany Australia Japan Ireland
Amazon Web Services, Inc.**	<p>Third Party Service Provider: Used for navigation services to</p>	<ul style="list-style-type: none"> United States India

	<p>calculate routes for:</p> <ul style="list-style-type: none"> ● Service Cloud (Field Service¹⁰) 	
Amazon Web Services, Inc.**	<p>Third-Party Service Provider: Provides optical character recognition for:</p> <ul style="list-style-type: none"> ● Intelligent Form Reader 	<ul style="list-style-type: none"> ● United States ● United Kingdom ● Ireland ● India
AppExtremes, LLC dba Conga*	<p>Third-party Service Provider: Provides invoice PDF generator for customers who subscribed to services branded as “SteelBrick Billing” prior to August 16, 2016</p>	<ul style="list-style-type: none"> ● United States
ClickSoftware, Inc.*	<p>Salesforce Affiliate: Provides scheduling and optimization functionality for customers for:</p> <ul style="list-style-type: none"> ● Service Cloud (Field Service¹¹) ● Shift Management 	<ul style="list-style-type: none"> ● United States ● Germany ● Australia
Cognizant Technology Solutions India Pvt. Ltd.	<p>Third-Party Service Provider: Customer Support</p>	<ul style="list-style-type: none"> ● India
Cognizant Technology Solutions Philippines, Inc.	<p>Third-Party Service Provider: Customer Support</p>	<ul style="list-style-type: none"> ● Philippines
Heroku, Inc.*	<p>SFDC Affiliate used by:</p> <p>The following Covered Services:</p> <ul style="list-style-type: none"> ● Messaging ● Privacy Center ● Salesforce CPQ ● Salesforce Order Management 	<ul style="list-style-type: none"> ● United States ● Australia ● Japan ● Ireland ● Germany
Heroku, Inc.*	<p>SFDC Affiliate used by:</p> <p>The following Covered Services:</p> <ul style="list-style-type: none"> ● Insights Platform 	<ul style="list-style-type: none"> ● United States ● Germany
Heroku, Inc.*	<p>SFDC Affiliate used by:</p> <p>The following features of Lightning Platform:</p> <ul style="list-style-type: none"> ● Lightning Experience 	<ul style="list-style-type: none"> ● United States

¹⁰ The term Field Service refers to the feature formerly called Field Service Lightning.

¹¹ The term Field Service refers to the feature formerly called Field Service Lightning.

	<ul style="list-style-type: none"> Configuration Converter Lightning Experience Readiness Check Lightning Experience Welcome Mat Salesforce Optimizer Visualforce Check <p>The following features of Sales Cloud:</p> <ul style="list-style-type: none"> Sales Cloud Einstein Readiness Assessor 	
New Relic, Inc.	<p>Third-Party Service Provider: Provides application, database, and machine monitoring</p> <p>Used by:</p> <ul style="list-style-type: none"> Salesforce Maps 	<ul style="list-style-type: none"> United States
Pendo.io, Inc.	<p>Third-Party Service Provider: Used to capture usage data</p> <p>Used by:</p> <ul style="list-style-type: none"> Salesforce Maps 	<ul style="list-style-type: none"> United States

* The services provided by Heroku, Inc., AppExtremes, LLC, and ClickSoftware, Inc., are processed by AWS. Information on the Infrastructure and Sub-processors used by Heroku, Inc. is available in the [Trust and Compliance Documentation](#). Further information about security provided by AWS is available from the [AWS Security Website](#), including [AWS’s overview of security processes](#).

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

Content Delivery Networks

Certain Covered Services use content delivery networks (“CDNs”) 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. Salesforce uses CDNs to cache a common web app framework that assists in rendering web pages. In addition, the following describes the use of CDNs by certain features of the Covered Services.

Service Using CDNs	CDNs Used	Location	Description of CDN Services
Site.com Force.com Sites	Akamai	Global	Customer web pages rendered by Site.com and Force.com Sites, including webpage content and data tables to be served to visitors of such websites, as well

			<p>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. Akamai is not used for Customer web pages rendered by Site.com and Force.com Sites using HTTPS protocols unless separately enabled by Customers.</p> <p>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.</p> <p>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: https://help.salesforce.com/apex/HTViewHelpDoc?id=siteforce_communities_caching.htm&language=en_US.</p> <p>Additionally, in order to facilitate site operation and optimize content delivery, Salesforce operates SitesRuntime pods in certain of its data centers that contain identifying information about, and static resources for, Site.com and Force.com Sites.</p>
Experience Cloud, Commerce Cloud, DXP, and CMS.	Akamai	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 shared 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 unauthenticated (i.e., guest user or not logged in).</p> <p>Please see the following for further information: https://help.salesforce.com/articleView?id=community_builder_cdn.htm&type=5</p>
Lightning CDN	Akamai	Global	<p>Allows users to load Lightning Experience and other apps faster by enabling Akamai's content delivery network (CDN) to serve the static content for Lightning Component framework. A CDN generally speeds up page load time, but it also changes the</p>

			<p>source domain that serves the files. If your company has IP range restrictions for content served from Salesforce, test thoroughly before enabling this setting.</p> <p>Please see the following for further information: https://developer.salesforce.com/docs/atlas.en-us.lightning.meta/lightning/perf_cdn.htm</p>
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