Salesforce Notices and License Information
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Services Covered
This documentation is applicable to the services branded as Chatter, Communities, Database.com, Financial Services Cloud, Lightning Platform (including Force.com), Health Cloud, Sales Cloud, Service Cloud, Site.com and the managed packages branded as Salesforce CPQ and Salesforce Billing (together formerly branded as Salesforce Quote-to-Cash) Work.com, Salesforce Maps, Salesforce Order Management, Consumer Goods Cloud, Manufacturing Cloud, Sustainability Cloud, and the Salesforce.org services branded as Salesforce Advisor Link and foundationConnect (provisioned on or after August 19, 2019), collectively, the “Covered Services” provided by salesforce.com, inc. and its affiliates (“Salesforce”). Customers may choose to use related products and features branded as Sales Cloud Einstein, Salesforce Inbox, High Velocity Sales, Service Cloud Einstein, Einstein Prediction Builder, Einstein Activity Capture, Einstein Opportunity Scoring, Einstein Bots, Einstein Case Classification, Einstein Article Recommendations, and Einstein Object Detection; use of these services is subject to both this documentation and the Einstein Platform documentation; the products and features branded as Messaging and LiveMessage are subject to the Messaging and LiveMessages Notices and Licenses Information documentation. Einstein Analytics and IoT Cloud are not part of the Covered Services.

Purpose of this Documentation
This documentation describes features, restrictions and notices associated with any:
- information sourced from third parties and provided to users via the Covered Services;
- Covered Services functionality that allows users to interact with third-party products, services or platforms; and
- desktop and mobile device software applications provided in connection with the Covered Services.

See your Order Form(s) for additional terms that may apply to your use of the Covered Services.

Customer Data
This documentation does not modify Salesforce’s obligations with respect to Customer Data as defined in Salesforce’s Master Subscription Agreement.

Acceptable Use and External-Facing Services Policy
The Covered Services are subject to the Acceptable Use and External-Facing Services Policy, as applicable.

Third-Party Platforms
The Covered Services allow users to interact with third-party products, services and platforms, including Non-SFDC Applications, Content, websites, products, services and platforms operated by or on behalf of a customer of the Covered Services (collectively “Third-Party Platforms”).

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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 is applicable to the version of Salesforce 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.
● Customers must enable the Covered Services as may be required to access their Third Party-Platform accounts.
● The Covered Services may access, collect, process, and/or store information or content from Third-Party Platform accounts (including information otherwise classified as Customer Data under a customer’s agreement with Salesforce).
● Customers are solely responsible for any content their users provide to any Third-Party Platform.
● Customers are solely responsible for any information accessed by their users or any third party from any Third-Party Platform.
● Customers are solely responsible for their users’ interactions or communications with third parties through any Third-Party Platforms.
● Customers are solely responsible for any transactions relating to a separate agreement or arrangement between customers or their users and any Third-Party Platform provider or website and otherwise complying with such agreements.
● Customers are solely responsible for ensuring they have the necessary rights from any Third-Party Platform provider to enable the integration between Covered Services and the Third-Party Platform.

Social Accounts, Contacts and Leads Feature
Content from the following third parties may be available to Customer through use of the Social Accounts, Contacts and Leads features. Customer’s use of such third party content must comply with the additional terms and policies as noted below:
● Twitter: Customer’s use of Twitter content must comply with the Twitter Terms of Service, the Twitter privacy policy, and the Twitter Public API terms.
● Facebook: Customer’s use of Facebook content must comply with the Facebook Terms of Service, and the Facebook Public API terms.
● Klout: Customer’s use of Klout content must comply with the Klout Platform Terms of Service.
● YouTube: Customer’s use of YouTube content must comply with the YouTube Terms of Service and the YouTube Public API terms.

Chatter Third Party Integrations
Customer’s use of the integration with the Google Translation API must comply with the Google Cloud Platform Terms, found here: https://cloud.google.com/terms/ or with any other applicable terms Customer has agreed to with Google.

Account Intelligence Features
● The Account Autofill, Account Logos, and Account News features (collectively, the “Account Intelligence features”) in Sales Cloud use information provided by third parties on the internet. Any such Account Intelligence information is Content, not part of the Services, and is provided "As Is", with no warranties whatsoever.

SOS Feature
The SOS feature integrates with certain video and audio chat functionality ("OpenTok Service") which is powered by TokBox, Inc. and provided by Salesforce to Customer pursuant to an agreement between Salesforce and TokBox, Inc. Customer’s use of the TokBox Service must comply with the TokBox Acceptable Use Policy, found here: https://tokbox.com/support/AUP.

CMS Connect
CMS Connect integrates with Adobe Experience Manager. Customer’s use of this integration must also comply with all applicable terms provided by Adobe.

**Files Connect Feature**
Customer may integrate the Covered Services with certain Third Party Platforms through use of the Files Connect feature. Customers are solely responsible for ensuring they have the necessary rights from any Third Party Platform provider to enable the integration between Files Connect and the Third Party Platform, and to allow the use of Files Connect by Customer or their users. Customer’s use of Files Connect with Third Party Platforms must comply with any separate agreement or arrangement between Customer or their users and the applicable Third Party Platform provider(s), and the additional terms and policies as noted below:

- **Google Drive**: Customer’s use of Google Drive must comply with the [Google Terms of Service](#) and the [Google Privacy Policy](#);
- **Microsoft SharePoint**: Customer’s use of SharePoint must comply with the [Microsoft Services Agreement](#);
- **Box**: Customer’s use of Box must comply with the [Box Terms of Service](#).

**foundationConnect**
foundationConnect integrates with the [Consolidated Screening List API](#), jointly from the U.S. Departments of Commerce, State and the Treasury, to assist in electronically screening potential parties to regulated transactions. Customer’s use of the Consolidated Screening List API must comply with the [International Trade Administration’s Terms of Service](#).

**Google Analytics**
Customer’s use of the integration with Google Analytics must comply with the [Google Analytics Terms of Service](#) and the [Google Analytics Public API terms](#) or with any other applicable terms Customer has agreed to with Google.

**Google Maps**
Customers using any Google Maps feature or integration as part of the Covered Services use such feature, integration and related content subject to all of the following terms, which salesforce.com is obligated to pass through to its customers.

- Customer is not allowed and will not allow any third party to:
  - Use Google Maps for any uses such as the operation of emergency services, nuclear facilities, air traffic control or life support systems, where the use of failure of Google Maps could lead to death, personal injury, or environmental damage.
  - Use Google Maps to create a service whose stand-alone functionality is substantially similar to Google Maps.
  - Extract any content from Google Maps to be used outside of Google Maps.
  - Use Google Maps to store or transfer data that is controlled for export under any and all applicable export and re-export laws and regulations, including the Export Administration Regulation (“EAR”) maintained by the U.S. Department of Commerce, trade and economic sanctions maintained by the U.S. Treasury Department’s Office of Foreign Assets Control, and the International Traffic in Arms Regulations (“ITAR”) maintained by the U.S. Department of State.
  - Use Google Maps directly or indirectly in connection with nuclear activities, biological or
chemical weapons, missile technology, or end users prohibited by any export and re-export control laws.

- Customer’s use of Google Maps must comply with the Google Maps Legal Notices, Google Maps Terms, and Google’s Acceptable Use Policy.
- Customer grants to Google, Inc. a sublicensable, non-transferable, non-exclusive, perpetual, irrevocable, royalty-free license to use any data customer submits to Google, Inc. through customer’s use of any Google Maps feature or integration provided via the Covered Services for the sole purpose of providing the Google Maps feature or integration.
- Customer shall not use any Google Maps feature or integration in any country where Google is restricted by applicable law or regulatory agency from providing Google Maps. Please refer to Google’s “Prohibited Territory” list for a list of restricted countries.

**Lightning Sync**
Customers using any Lightning Sync feature or integration as part of the Covered Services must ensure they have all applicable license rights from Microsoft to use and enable the Lightning Sync feature, integration and related content.

**Lightning for Gmail or Outlook**
Customer may integrate the Covered Services with certain Google or Microsoft products and services through use of the Lightning for Gmail or Lightning for Outlook features. Customers are solely responsible for ensuring they have the necessary rights from Google or Microsoft to enable the integration between Lightning for Gmail or Lightning for Outlook and the Google or Microsoft products and services, and to allow the use of Lightning for Gmail or Lightning for Outlook by Customer or their users. Customer’s use of Lightning for Gmail or Lightning for Outlook must comply with any separate agreement or arrangement between Customer or their users and Google or Microsoft, and the additional terms and policies as noted below:

- **Microsoft**: Customer’s use of Lightning for Outlook must comply with the Microsoft Developer Services Agreement, as applicable.
- **Google**: Customer’s use of Lightning for Outlook must comply with the Google API terms and additional API terms here and here, as applicable.

**Lightning Dialer**
Lightning Dialer integrates with third party communications functionality (the “Twilio Service”) which is powered by Twilio, Inc. and provided by Salesforce to Customer pursuant to an agreement between Salesforce and Twilio, Inc. Customer’s use of the Twilio Service must comply with the Twilio Terms of Service, found here: https://www.twilio.com/legal/tos. Customer may solely use Lightning Dialer within the US and/or Canada to make and/or receive calls from the US and/or Canada, and certain features may be further limited geographically.

**Lightning Object Creator**
When using Lightning Object Creator, integrations with Google or Microsoft products and services may be available to Customers. Customers and their users are solely responsible for ensuring they have the necessary rights from Google or Microsoft to enable and use such integrations. Customers’ and their users’ use of such integrations must comply with any separate agreement(s) or arrangement(s) between Customers or their users and Google or Microsoft.

**Send Email through Gmail or Office365**
Customers using any Send Email through Gmail or Office365 feature or integration as part of the Covered Services must ensure they have all applicable license rights from Microsoft or Google to use and enable the Send Email through Gmail or Office365 feature, integration and related content.

**Service Cloud Snap-ins for Mobile**
Service Cloud Snap-ins for Mobile integrates with third party functionality, which is powered by Google. Customer’s use of Google APIs must comply with the Google API Terms of Service, found here: [https://developers.google.com/terms/](https://developers.google.com/terms/).

**Salesforce Maps**
The following notices apply to Third Party Platforms and other entities that interoperate with the Salesforce Maps services:

- **Atlassian (Jira):** Interaction with the Atlassian (Jira) services and use of Atlassian (Jira) Content is subject to the [Atlassian Terms of Service](https://developer.atlassian.com/add-ons/terms-and-conditions).

- **Australian Bureau of Statistics:** This product uses census data from the [Australian Bureau of Statistics, Australian Census.](https://www.abs.gov.au) Use of Australian Bureau of Statistics Content is subject to the [Creative Commons Attribution 4.0 International license](https://creativecommons.org/licenses/by/4.0/) and to the [ABS Copyright Terms of Service.](https://www.abs.gov.au/AboutUs/Legal/Legal-Notices/ABS-Copyright-Terms-of-Service)

- **Companies House (UK):** This product uses UK business data from the [United Kingdom Companies House.](https://www.companieshouse.gov.uk) Use of Companies House Content is subject to the [Companies House Service Information Terms.](https://www.companieshouse.gov.uk/terms-conditions)

- **Database USA:** This product uses U.S. and Canadian business data from [Database USA.](https://www.databaseusa.com) Use of Database USA Content is subject to the [Database USA Terms of Service.](https://www.databaseusa.com/terms)

- **Drift:** Interaction with the Drift services and use of Drift Content is subject to the [Drift Terms of Service.](https://developers.drift.com/terms)

- **Environmental Systems Research Institute (Esri):** This product uses Esri Basemaps, Esri Demographics, and other Living Atlas content from the [Environmental Systems Research Institute, Inc.](https://www.esri.com) (“Esri Content”). Use of the Esri Content is subject to the [Esri Product-Specific Terms of Use](https://www.esri.com/legal/esri-terms-of-use) and [Data Attributions and Terms of Use,](https://www.esri.com/data-attributions-and-terms-of-use) as well as the following terms:
  - To access Customer’s ArcGIS content or Customer’s Esri hosted subscriber and premium content in Salesforce Maps, Customer must use its own ArcGIS Online/Enterprise account.
  - The Esri Content is for use in Salesforce Maps only and may not be used in any other product or service. Without limiting the foregoing, Customer may not use any of the Esri Content for purposes of compiling, enhancing, verifying, supplementing, adding to, or deleting from a compilation of information that is sold, rented, published, furnished, or in any manner provided to a third party.

- **Eurostat:** This product uses European Union census data from [Eurostat](https://ec.europa.eu/eurostat) but is not endorsed or certified by Eurostat. Use of Eurostat Content is subject to the [European Commission Legal Notice.](https://ec.europa.eu/eurostat/)

- **Federal Aviation Administration:** This product uses airports data from the U.S. Federal Aviation Administration (FAA) pursuant to the [Freedom of Information Act](https://www.faa.gov) (FOIA), but is not endorsed or certified by FAA.

- **Here:** This product uses geographic data, including routing, geographic boundary, geocoding, map image, and speed limit data, obtained from [Here Technologies, Inc.](https://www.here.com) (“Here Content”). Use of Here Content is subject to the [Here Terms and Conditions.](https://www.here.com/terms) as well as any additional end user terms (including a privacy policy) appropriate for Customer’s use of Salesforce Maps in compliance with applicable laws.
● **Mexico National Institute of Statistics and Geography (INEGI):** This product uses Mexican Demographic data from INEGI. Use of INEGI Content is subject to the INEGI Terms of Use.

● **Pitney Bowes/Maponics:** This product uses auto dealership, colleges & universities, and public & private schools data provided from Pitney Bowes/Maponics (“Pitney Bowes Content”). Use of Pitney Bowes Content is subject to the following terms:
  ○ (1) Neighborhoods are not subject to a generally accepted definition, but are subject to individual interpretation. Neighborhoods are not necessarily “subdivisions” and neighborhoods are not available for every city in the U.S. Customer may find deviations between what is in the Pitney Bowes Content and what Customer might personally expect.
  ○ (2) Postal information changes frequently and certain delivery route types may not be captured. Customer may find deviations between what is in the Pitney Bowes Content and what Customer might personally expect.
  ○ (3) +Residential boundaries are not subject to a generally accepted definition, but are subject to individual interpretation. +Residential boundaries are not necessarily “subdivisions” and are not available for every city in the United States. Customer may find deviations between what is in the Pitney Bowes Content and what Customer might personally expect.
  ○ (4) Information regarding school boundaries, attendance and other demographics change frequently. This content is compiled from various sources and is for general informational purposes only. School attendance zone information is subject to change throughout the year. None of this content is appropriate for use in determining the legal eligibility of any individual or resident of a particular structure to attend any particular school or school system, or to use or benefit from any other services provided by or on behalf of any city, town, county, state or other governmental entity, or any other service dependent upon residence within a given geographical area. Pitney Bowes and its third-party content providers expressly disclaim any obligation or liability to Customer or any third party with respect to claims related to definition, delineation, or determination of school district boundaries.
  ○ (5) The various scores available in Maponics Context are compiled using multiple sources and complex algorithms, are for general information purposes only, and should not serve as a sole basis for decision-making. These scores are not intended to be representative of any particular property or exact location within the defined area. It is historically based and is not intended to predict any current or future conditions, events or outcomes. The underlying data change frequently and becomes less reliable over time. These scores are not subject to any generally accepted definition or metric, but are subject to individual interpretation. Customers must make their own decisions around the subject matter. These scores are not available for every area. Customer may find deviations between what is in the Pitney Bowes Content and what Customer might personally expect.

● **Statistics Canada:** This product uses census and national household survey data from Statistics Canada, Census Profile 2016, 06/15/17. This does not constitute an endorsement by Statistics Canada of this product. Use of Statistics Canada Content is subject to the Statistics Canada Open License and Statistics Canada General Terms and Conditions.

● **Stats NZ:** This product uses New Zealand census data and is based on/includes Stats NZ’s data which are licensed by Stats NZ for reuse under the Creative Commons Attribution 4.0 International license. Use of Stats NZ Content is subject to the Stats NZ Terms and Conditions.

● **United Kingdom (UK) Office for National Statistics:** This product uses UK census data from the UK Office for National Statistics (ONS) and the National Records of Scotland. Use of ONS Content is
subject to the ONS Copyright Terms, which permits use of ONS data under the terms of the Open Government License (OGL) and UK Government Licensing Framework. Use of National Records of Scotland Content is subject to the National Records of Scotland Copyright and Disclaimer Terms, which permits use of National Records of Scotland data under the terms of the Open Government License (OGL).

- **United States Census Bureau:** This product uses U.S. census data from the Census Bureau Data API but is not endorsed or certified by the Census Bureau. Use of Census Bureau Content is subject to the Census Bureau API Terms of Service.

- **United States Energy Information Administration (EIA):** This product uses energy rate data from the U.S. Energy Information Administration (EIA) but is not endorsed or certified by EIA. Use of EIA Content is subject to the EIA Copyrights and Reuse Terms.

**Sustainability Cloud**

The following notices apply to Third-Party Platforms used in Sustainability Cloud:

- **BEIS Emission Conversion Factors:** This product uses data about emission conversion factors for greenhouse gas company reporting from the U.K. Department for Business, Energy & Strategy (BEIS), but is not endorsed or certified by the BEIS. Use of this BEIS dataset is subject to the U.K. Open Government License v1.0.

- **Commercial Buildings Energy Consumption Survey (CBECS):** This product uses data on U.S. regional building energy consumption and efficiency from the U.S. Energy Information Administration (EIA), but is not endorsed or certified by the EIA. Use of this EIA dataset is subject to the EIA Copyrights and Reuse Terms.

- **Emissions & Generation Resource Integrated Database (eGRID):** This product uses data on the environmental characteristics of electric power generated in the United States from the U.S. Environmental Protection Agency (EPA), but is not endorsed or certified by the EPA. Use of this EPA dataset is subject to the EPA Data License information.

- **Global Warming Potential Values:** This product uses certain numerical values from the Greenhouse Gas Protocol’s Global Warming Potential Values Table, but is not endorsed or certified by the Greenhouse Gas Protocol.

**Salesforce.org Open Source Products**

Certain Salesforce.org managed packages rely on other proprietary open source products. Salesforce.org proprietary open source products are licensed under the BSD-3 license, available at [https://opensource.org/licenses/BSD-3-Clause](https://opensource.org/licenses/BSD-3-Clause).

**Interoperation with Other Services**

The Covered Services may interoperate or integrate with other services provided by Salesforce or third parties. The Notices and License Information documentation for services provided by Salesforce is available in the Trust and Compliance Documentation.

**Distributed Software**

- The End User License Agreement and/or Order Form Supplement for the Covered Services desktop and mobile applications listed below can be found on the Agreements and Terms page of the salesforce.com legal website.
Salesforce for iOS
Salesforce for Android
Salesforce1 for Windows
SalesforceA for iOS
SalesforceA for Android
Salesforce Classic for Android
Salesforce Mobile for Blackberry
Salesforce Mobile for iPhone
Chatter Desktop
Salesforce Chatter for iPhone/iPad
Salesforce Chatter for Blackberry
Salesforce for Outlook
Salesforce Authenticator for iOS
Salesforce Authenticator for Android
Lightning for Outlook
Salesforce Field Service Lightning Mobile App for iOS
Order Form Supplement for Salesforce Work.com for iPhone/iPad
Salesforce Maps Live Tracking: GM
Salesforce Maps Live Tracking: Mobile for iOS
Salesforce Maps Live Tracking: Mobile for Android
Salesforce Maps Live Tracking: Connected Device

- Please see the Open Source section of the Trust and Compliance Documentation website for any notices required by licensors related to the Covered Services, Salesforce CPQ and Salesforce Billing, and Work.com.