Salesforce Notices and License Information

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Services Covered

This documentation is applicable to the following services and managed packages (collectively, for the purposes of this document only, the "Covered Services"), provided by salesforce.com, inc. and its affiliates ("Salesforce"):

(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 Experience[2],
- Consumer Goods Cloud,
- Einstein Relationship Intelligence[3],
- Emergency Program Management,
- Intelligent Form Reader,
- IoT Explorer (including IoT Plus),
- Loyalty Management,
- Manufacturing Cloud,
- Public Sector Solutions[4],
- Service Cloud Voice,
- Tableau CRM[5],
- WDC[6], and

(3) the managed packages branded as:
- Employee Productivity,
- Financial Services Cloud,
- Health Cloud,
- IT Service Center - IT Agent,
- Privacy Center,

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

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

[4] This documentation applies to the services branded or sold as Public Sector Solutions. 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.

- Salesforce CPQ and Salesforce Billing (together formerly branded as Salesforce Quote-to-Cash),
- Salesforce Maps,
- Salesforce Order Management[7],
- Shift Management,
- Sustainability Cloud,
- Workplace Command Center, and

(4) the Salesforce.org LLC ("Salesforce.org") services branded as:
- Accounting Subledger,
- Admissions Connect,
- foundationConnect[8],
- Grants Management,
- Nonprofit Cloud Case Management,
- Salesforce Advisor Link,
- Salesforce.org Insights Platform: Data Integrity ("Insights Platform"),
- Student Success Hub.

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

For the purposes of this Salesforce Notices and Licenses Documentation, the following are not part of the Covered Services: products and features branded as Messaging and LiveMessage, and IoT Cloud.

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.

Customers' Order Form(s) may include additional terms that apply to its 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.

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[7] 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.

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

MFA Requirement for Using the Covered Services

Starting February 1, 2022, Salesforce will begin requiring customers to enable Multi-Factor Authentication (MFA) for all Covered Services. Customer must satisfy the MFA requirement by either: (1) enabling Multi-Factor Authentication for all users who log in to Customer's Covered Services through the user interface or (2) ensuring MFA is enabled for all users who use Single Sign-On (SSO) to access Customer's Covered Services, by using the SSO provider's MFA services or, where supported, by turning MFA on in Salesforce products. Further information on MFA, including acceptable verification methods for MFA, can be found [here](#).

Restricted Uses of Information

A. **Important:** The Covered Services may not be used to generate, send or facilitate messages to third parties ("Messages") that are unsolicited. Customers shall be solely responsible for the creation, initiation and sending of Messages, including without limitation, complying with any laws, regulations, or rules applicable to the sending of Messages (including obtaining consent to send those Messages) and for the content of Messages.

The Covered Services may not be used for any purpose related to establishing an individual's eligibility for credit, employment or insurance, or for any other consumer-initiated transaction, as such terms are defined in the U.S. Fair Credit Reporting Act or any similar law.

B. The Covered Services may be used to send Messages only to those recipients who have given customers permission to send them such Messages in accordance with any legal requirements for obtaining such permission, or, for email messages governed by the U.S. CAN-SPAM Act, where the Message can be characterized as a "transactional or relationship message" as contemplated by the U.S. CAN-SPAM Act. Customers shall also be solely responsible for complying with the U.S. CAN-SPAM Act.

C. If a carrier, aggregator, industry group, government group, or other organization creates a list of email addresses, telephone numbers or other addresses whose status has changed – such as email addresses added to a "do not contact" list or telephone numbers that have been assigned to a new user – salesforce.com reserves the right to block Messages from being sent to those recipients. However, the responsibility for ensuring compliance with such lists rests solely with our customer and salesforce.com shall not be liable for any failure to block Messages to such addresses or phone numbers or for any failure for inadvertently opting out a user who should be opted-in.

D. The Covered Services enable customers to use pixels and/or other tracking technologies. Customers shall be solely responsible (i) for assessing whether such technologies can be used in compliance with applicable legal requirements, and (ii) for providing notice and/or obtaining consent, as may be required by law, for such use of pixels and/or other tracking technologies. Salesforce.com disclaims any liability to customers or any third parties arising from customers' use of any cookies and tracking technologies.

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").

- 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**: Interaction with Twitter services and use of Twitter content must comply with the Twitter Terms of Service, the Twitter Rules, the Twitter privacy policy, the Twitter Public API terms, the Twitter Developer Agreement, the Twitter Developer Policy, and the Twitter Display Requirements. Customer will not (and will not permit others to) use Twitter content to target, segment, or profile any individual user, based on health, negative financial status or condition, political affiliation or beliefs, racial or ethnic origin, religious or philosophical affiliation or beliefs, sex life or sexual orientation, trade union membership, data relating to any alleged or actual commission of a crime, or any other sensitive categories of personal information prohibited by law.
- **Twitter Terms Applicable to Public Sector Users:** Public sector Customers, including corporate entities managed or otherwise controlled (in full or in part) by such public sector entities, agree that you will not use Twitter content (including information derived from Twitter content), or display, distribute, or otherwise make available Twitter content (including information derived from Twitter content) to any person or entity that you reasonably believe will use Twitter content:
    - for surveillance purposes, including but not limited to: (a) investigating or tracking Twitter's users or their content; and (b) tracking, alerting, or other monitoring of sensitive events (including but not limited to protests, rallies, or community organizing meetings);
    - for use by any entity whose primary function or mission includes conducting surveillance or gathering intelligence;
    - for the purposes of conducting or providing surveillance, analyses or research that isolates a group of individuals or any single individual for any unlawful or discriminatory purpose or in a manner that would be inconsistent with Twitter's users' reasonable expectations of privacy; or
    - to target, segment, or profile individuals based on health (including pregnancy), negative financial status or condition, political affiliation or beliefs, racial or ethnic origin, religious or philosophical affiliation or beliefs, sex life or sexual orientation, trade

union membership, data relating to any alleged or actual commission of a crime, or any other sensitive categories of personal information prohibited by law.
- ○ in any manner that would have the potential to be inconsistent with Twitter's users' reasonable expectations of privacy.
- ○ to investigate, track or surveil Twitter's users or their Content, or to obtain information on Twitter users or their Content, in a manner that would require a subpoena, court order, or other valid legal process.
- ○ to violate the Universal Declaration of Human Rights (located at http://www.un.org/en/documents/udhr/), including without limitation Articles 12, 18, or 19.
- ○ to provide services to members of the Intelligence Community. The "Intelligence Community" is defined as the following entities: Air Force Intelligence, Army Intelligence, Central Intelligence Agency, Coast Guard Intelligence, Defense Intelligence Agency, Department of Energy, Department of Homeland Security, Department of State, Department of the Treasury, Drug Enforcement Administration, Marine Corps Intelligence, National Geospatial-Intelligence Agency, National Reconnaissance Office, National Security Agency, Navy Intelligence, Canadian Security Intelligence Service, Communications Security Establishment, Canadian Forces Intelligence Branch, Criminal Intelligence Service Canada, Financial Transactions and Reports Analysis Centre of Canada, Royal Canadian Mounted Police, Canada Border Services Agency.
- ● **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.
- ● **Google API:** Customer's use of the Google's API functionality must comply with the terms governing Customer's account, including the Google API Terms of Service.
- ● **Rollbar:** Customer's use of the Services is subject to Rollbar's Terms of Use and Privacy Policy.

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, which is a feature of Service Cloud, 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.

Admissions Connect

Customer's use of Admissions Connect in conjunction with data from the Common Application must comply with the Common Application Member Agreement or with any other applicable terms Customer has agreed to with the Common Application.

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

- The Covered Services include features, integrations, services, and content provided to Customers by Google Maps (for the purposes of this document, the "Google Maps Features"). The Google Maps Features include the display of addresses on a map, address auto-completion, and route map creation. For the managed package and scheduling optimization functionality associated with the Field Service[9] feature of Service Cloud, the Google Maps Features include route creation and optimization.
- Customer's use of the Google Maps Features is subject to the Google Maps Additional Terms of Service and the Google Privacy Policy. If Customer has end users in the European Economic Area, Customer must comply with Google's EU User Consent Policy. Customer's failure to comply with

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[9] The term Field Service refers to the feature formerly called Field Service Lightning.

the Google Maps Additional Terms of Service may result in suspension or termination of Customer's access to Google Maps within the Covered Services.
- By using the Google Maps Features, Customer is providing data, which may include Personal Data, directly to Google, and such submission of data is subject to Google's Privacy Policy.

Grants Management
Content from GuideStar is available to Grants Management Customers. Portions © 2020, GuideStar USA, Inc. (www.guidestar.org)

Insights Platform
Insights Platform includes features, integrations, services, and content provided to Customers by Melissa Data (for the purposes of this document, the "Melissa Data Features"). Customer's use of the Melissa Data Features must comply with the Melissa Data terms, found here: https://www.melissa.com/terms; http://wiki.melissadata.com/index.php?title=Global_Address_Verification (global address verification); http://wiki.melissadata.com/index.php?title=Global_Express_Entry (address auto-complete); and http://wiki.melissadata.com/index.php?title=Personator_Consumer (address standardization), and with any other applicable terms Customer has agreed to with Melissa Data.

Intelligent Form Reader
Intelligent Form Reader integrates with third-party artificial intelligence functionality, the AWS Textract services (the "AWS AI Service''), which is powered by AWS and provided by Salesforce to Customer pursuant to an agreement between Salesforce and AWS. When enabled, Customer's use of the AWS AI Service must comply with the applicable terms from the AWS Service Terms, including section 50.2 of the AWS Service Terms, found here: https://aws.amazon.com/service-terms/.

Learning Paths

- Learning Paths allow learning resources to be accessible from your Org. Learning Paths may include learning resources that are considered Non-SFDC Applications under your Master Subscription Agreement, and such learning resources will be subject to terms of use between Salesforce and your Users in their individual capacity and/or terms of use between Customer and a third party.
- Additionally, content from the following Service(s) may be made available through the use of Learning Paths for Customers who are subscribed to such Service(s). Use of such Service(s) via Learning Paths is subject to the Documentation and terms and conditions which apply to such Service(s).
  - myTrailhead

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 certain 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.

LinkedIn Sales Navigator Integration

Customer may integrate certain Covered Services with LinkedIn products and services through use of the LinkedIn Sales Navigator Integration. Customers are solely responsible for ensuring they have the necessary rights from LinkedIn to enable the integration between the LinkedIn Sales Navigator Integration and LinkedIn products and services, and to allow the use of the LinkedIn Sales Navigator Integration by Customer or their users. Customer's use of the LinkedIn Sales Navigator Integration must comply with any separate agreement or arrangement between Customer or their users and LinkedIn, including the LinkedIn Subscription Agreement (which includes other agreements incorporated by reference therein, e.g., Service Specific Terms, Data Protection Agreement, Code of Business Conduct and User Agreement).

Microsoft Teams Integration

Customer may integrate certain Covered Services (such as Sales Cloud and Service Cloud) with Third-Party Platforms. Customers are solely responsible for ensuring they have the necessary rights from each such Third-Party Platform provider to enable the integration between Covered Services and such Third-Party Platform, and to allow the use of such Covered Services and such Third-Party Platform by Customer or their users. Customer's use of any Third-Party Platform 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:

- **Microsoft Teams**: Customer's use of Microsoft Teams must comply with the Microsoft Services Agreement and the Microsoft Privacy Statement.

PDFTron

Certain Covered Services include Document Generation and Contract Management features incorporating PDFTron technology. The following notice applies to such features: Document technology powered by PDFTron WebViewer and PDFTron PDF SDK copyright © PDFTron™ Systems Inc., 2001-2021 (www.pdftron.com), and distributed by salesforce.com, Inc. under license. All rights reserved.

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/.

Salesforce Essentials

Customers may integrate Salesforce Essentials with certain Third-Party Platform(s). Customers are solely responsible for ensuring they have the necessary rights from each such Third-Party Platform provider to enable the integration between Salesforce Essentials and such Third-Party Platform, and to allow the use of Salesforce Essentials and such Third-Party Platform by Customer or their users. Customer's use of any Third-Party Platform 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:

- **Zapier:** Customer's use of Zapier must comply with the Zapier Terms of Service, Zapier Privacy Policy and Zapier Acceptable Use Policy. Customer's use of any other Third Party Platform(s) in connection with Zapier and Salesforce Essentials must comply with any separate agreement or arrangement between Customer or their users and the applicable Third-Party Platform provider(s).

Salesforce Field Service[10]

The following notices apply to Third-Party Platforms and other entities that interoperate with the Field Service:

- **Here**: This product uses geographic data, including routing and speed limit data, obtained from Here Technologies, Inc. ("Here Content"). Use of Here Content is subject to the Here Terms and Conditions and the Here Supplier Terms and Conditions, as well as any additional end user terms (including a privacy policy) appropriate for Customer's use of Field Service in compliance with applicable laws.

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.

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

- **Australian Bureau of Statistics**: This product uses census data from the [Australian Bureau of Statistics,](#) [Australian Census.](#) Use of Australian Bureau of Statistics Content is subject to the [Creative Commons Attribution 4.0](#) International license and to the [ABS Copyright Terms of Service.](#)
- **Companies House (UK)**: This product uses UK business data from the [United Kingdom Companies House.](#) Use of Companies House Content is subject to the [Companies House Service Information Terms.](#)
- **Database USA**: This product uses U.S. and Canadian business data from [Database USA.](#) Use of Database USA Content is subject to the [Database USA Terms of Service.](#)
- **Drift:** Interaction with the Drift services and use of Drift Content is subject to the [Drift Terms of Service.](#)
- **Environmental Systems Research Institute (Esri)**: This product uses Esri Basemaps, Esri Demographics, and other Living Atlas content from the [Environmental Systems Research Institute, Inc.](#) ("Esri Content"). Use of the Esri Content is subject to the [Esri Product-Specific Terms of Use](#) and [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](#) but is not endorsed or certified by Eurostat. Use of Eurostat Content is subject to the [European Commission Legal Notice.](#)
- **Federal Aviation Administration**: This product uses airports data from the U.S. Federal Aviation Administration ([FAA](#)) pursuant to the [Freedom of Information Act](#) (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.](#) ("Here Content"). Use of Here Content is subject to the [Here Terms and Conditions](#) and the [Here Supplier Terms and Conditions,](#) 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.

Salesforce Private Connect

Salesforce Private Connect interoperates with third-party applications provided by Amazon Web Services, including Amazon Virtual Private Cloud, AWS PrivateLink, and Route53, which are subject to the terms of service available at https://aws.amazon.com/service-terms/.

Service Cloud Voice with Amazon Connect

Service Cloud Voice with Amazon Connect makes available functionality provided by Amazon Web Services, Inc. ("AWS") and AMCS LLC (in Singapore: AMCS SG Private Limited) ("AMCS"), both of which integrate with certain Salesforce services.   The functionality provided by AWS as part of Service Cloud Voice with Amazon Connect includes, and is limited to, Amazon Connect (excluding telephony services), Amazon Comprehend, Amazon Lex, Amazon Transcribe, Amazon Lambda, Amazon S3, Amazon Kinesis, AWS CloudFormation, AWS Identity and Access Management (IAM), AWS CloudTrail, Amazon CloudWatch, AWS Systems Manager, Amazon DynamoDB, AWS Key Management Service (AWS KMS), AWS Secrets Manager, Amazon EventBridge, and Amazon Simple Notification Service (SNS). Contact Lens for Amazon Connect is not included with Service Cloud Voice with Amazon Connect but may be purchased separately. The functionality provided by AMCS includes Public Switched Telephone Network ("PSTN") and telephony functionality associated with Amazon Connect.   With the exception of fees, payment, pricing, and tax terms, the foregoing Third-Party Platforms are subject to the following third party terms of service: https://aws.amazon.com/service-terms/.

SFDC will provide an API connection between Customer's Service Cloud Org and AWS to: (1) create and configure the AWS End Customer Account, (2) enable Customer to access and use the AWS and AMCS services and functionality through Customer's Salesforce org as specified in the Order Form; and (3) effectuate certain administrative actions (including, but not limited to, user syncing and creation of contact center instances) made by Customer in Customer's org to Customer's AWS End Customer Account.

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.
- **International Energy Agency (IEA)**: This product uses data about country-specific CO2 emission factors from IEA. Use of the IEA dataset is subject to the following terms:
  - Customer is only permitted to view the specific IEA data used to calculate Customer's emissions either (a) on-screen when using the product or (b) in PDF reports generated for Customer by the product or otherwise. Customer cannot export any IEA data in a format that allows further manipulation of the IEA data.

- Customer is only permitted to disclose IEA data relevant to their emissions calculations in their sustainability reports to third parties for the purposes of emissions reporting (e.g., to CDP) and/or audits and only to the extent they are required to do so by the relevant entity to which they report and/or which audits them.
- Customer is not permitted to reproduce the IEA data in reports issued to the public such as in their annual reports. For clarity, Customer is permitted to disclose any data derived from and any calculations based on the IEA data relevant to the Customer's emissions calculations.

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.
- Notices and license terms applicable to Salesforce.org's proprietary open source products, including Nonprofit Success Pack, Education Data Architecture, K-12 Architecture Kit, Program Management Module, Outbound Funds, Admissions Connect Chatbot and their respective plugins may be found here: https://install.salesforce.org/products. The terms of your governing agreement, your Master Services Agreement with Salesforce, or the Salesforce.org Supplemental Terms do not apply to Salesforce.org's proprietary open source products, each of which is classified as a Non-SFDC Application under the Master Subscription Agreement.

Tableau CRM Connectors

Connectors to external, third-party data storage systems may be available to Customers through use of the Covered Services. In addition to the obligations above with respect to Third-Party Platforms, Customer's use of such third-party applications must comply with the terms pursuant to which the third-party vendor makes each application available to Customer, as noted below:

- **Amazon Relational Database Service (RDS)**: Customer's use of the Amazon RDS Aurora, Maria, MySQL, PostgreSQL, and/or QSL Server Connector functionality must comply with the terms governing Customer's Amazon account, including those set forth on Amazon's website.
- **Amazon S3**: Customer's use of the Amazon S3 Connector functionality must comply with the terms governing Customer's Amazon account, including those set forth on Amazon's website.
- **Amazon Redshift**: Customer's use of the Amazon Redshift Connector functionality must comply with the terms governing Customer's Amazon account, including those set forth on Amazon's website.
- **Google Analytics:** Customer's use of the Google Analytics Connector functionality must comply with the terms governing Customer's Google account, including those set forth on Google's website.
- **Google BigQuery**: Customer's use of the Google BigQuery Connector functionality must comply with the terms governing Customer's Google Cloud Platform account, including those set forth on Google's website.
- **Google Cloud Spanner**: Customer's use of the Google Cloud Spanner Connector functionality must comply with the terms governing Customer's Google Cloud Platform account, including those set forth on Google's website.
- **Microsoft Azure SQL Database**: Customer's use of the Microsoft Azure SQL Database Connector functionality must comply with the terms governing Customer's Microsoft Azure account, including those set forth on Microsoft's website.
- **Microsoft Dynamics CRM**: Customer's use of the Microsoft Dynamics CRM Connector functionality must comply with the terms governing Customer's Microsoft Dynamics CRM

account, including those set forth on [Microsoft's website](#).

- **NetSuite**: Customer's use of the NetSuite Connector functionality must comply with the terms governing Customer's NetSuite account, including those set forth on [Oracle's website](#).
- **Oracle Eloqua**: Customer's use of the Oracle Eloqua Connector functionality must comply with the terms governing Customer's Oracle Eloqua account, including those set forth on [Oracle's website](#).
- **SAP HANA Connector**: Customer's use of the SAP HANA Connector functionality must comply with the terms governing Customer's SAP HANA account, including those set forth on [SAP's website](#).
- **Snowflake Computing**: Customer's use of the Snowflake Connector functionality must comply with the terms governing Customer's Snowflake account, including those set forth on [Snowflake's website](#).

Workplace Command Center

The following notices apply to Third-Party Platforms and other entities that interoperate with Workplace Command Center:

- **JHU CSSE COVID-19 Data** is sourced from COVID-19 Data Repository by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University, licensed under the Creative Commons Attribution 4.0 International (CC BY 4.0) by John Hopkins University on behalf of its Center for Systems Science in Engineering. Copyright Johns Hopkins University 2020: https://github.com/CSSEGISandData/COVID-19
- **Data from The New York Times**, based on reports from state and local health agencies: https://github.com/nytimes/covid-19-data
- **University of Oxford Data,** Thomas Hale, Sam Webster, Anna Petherick, Toby Phillips, and Beatriz Kira. (2020). Oxford COVID-19 Government Response Tracker. Blavatnik School of Government. This is a project from the Blavatnik School of Government. Licensed under the [Creative Commons Attribution 4.0 International](#). More information is available on the school's [website](#).
- **UN Data** country population data provided subject to UNData [terms of use](#).
- **United States Census Bureau Data** county population data.
- **OpenStreetMap Foundation (OSMF)** map base layer data, Use of all OSMF operated services is subject to their [Terms of Use, Acceptable Use Policies and Privacy Policy](#).
- **COVID-19 Diagnostic Laboratory Testing (PCR Resting) Time Series (HealthData.gov)** data is made available by the U.S. Department of Health and Human Services under the [ODC Attribution License](#)." More information at the [project website](#).

Some Content in Workplace Command Center is presented through Tableau Public, which is a Non-SFDC Application. The use of Tableau Public is subject to the following Terms and Conditions: https://www.tableau.com/tos.

Your Account

The Your Account application allows authorized Users to access Salesforce's checkout and subscription management system in order to purchase additional subscriptions and to manage Customer's orders, invoices and payments, through the convenience of a Lightning tab in Customer's Org. However, Your Account is a Non-SFDC Application, and is not part of the Covered Services or a Service, under Customer's Master Subscription Agreement. Information submitted to Your Account may be transmitted, hosted and processed outside Customer's Org. Use of Your Account is subject to separate [terms and conditions](#) and the Salesforce [Privacy Statement](#).

IT Service Center — IT Agent

The IT Service Center — IT Agent managed package integrates with third-party services provided by Tanium, Inc. ("Tanium Endpoint Management services"), which are Non-SFDC Applications. The Tanium Endpoint Management services include a Tanium managed package and the following Tanium-as-a-Service (TaaS) services: Tanium Core, Tanium Deploy, Tanium Discover, and Tanium Performance. Customer's use of the Tanium managed package and TaaS services are subject to the following terms of service: http://tanium.com/taas-subscription-agreement/, or other applicable terms as Customer has separately agreed to with Tanium.

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
  Field Service Mobile App for iOS
  Field Service Mobile App for Android
Tableau CRM for iOS
Tableau CRM for Android

  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 WDC.

External Resources

- Customers acknowledge and agree that Salesforce is not responsible for the availability of any such external sites or resources, and does not endorse any advertising, products or other materials on or available from such websites or resources.
- Customers acknowledge and agree that Salesforce is not liable for any loss or damage which may be incurred by Customer, its users or its End Users as a result of the availability of those external sites or resources, or as a result of any reliance placed by Customer on the completeness, accuracy or existence of any advertising, products or other materials on, or available from, such websites or resources.