SalesforceIQ CRM Notices and License Information
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Services Covered
This Documentation is applicable to the services branded as SalesforceIQ CRM, the SalesforceIQ CRM API, (collectively, the “SalesforceIQ CRM Services”) provided by salesforce.com, inc. and/or its affiliates (collectively, “Salesforce”).

Purpose of this Documentation
This Documentation describes features, restrictions and notices associated with any:
- information sourced from third parties or public sources and provided to users via the Salesforce IQ CRM Services;
- Salesforce IQ CRM Services functionality that allows users to interact with social media and other websites; and
- desktop and mobile device software applications provided in connection with the Salesforce IQ CRM Services.

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

GDPR
Any rights and obligations directly related to the General Data Protection Regulation (GDPR) are not applicable to SIQ CRM or SalesforceIQ. For the sake of clarification, nothing in this Documentation affects SFDC’s obligations regarding the Services currently branded as Salesforce Inbox, which is subject to separate Documentation.

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

Third Party Applications
Integrations with the following third parties’ applications may be available to Customers through use of the Salesforce IQ CRM Services. To the extent applicable, Customer’s use of such third party applications must comply with the additional terms and policies noted below:
- Box: Customer’s use of Box must comply with the terms governing Customer’s Box account, including the Box Terms of Service;
- DropBox: Customer’s use of DropBox must comply with the terms governing Customer’s DropBox account, including the DropBox Terms of Service;
- Google Gmail interoperability: Customer’s use of Gmail must comply with the Google API Terms of Service.
- Google Drive interoperability: Customer’s use of Google Drive must comply with the Google Terms of Service.
- HubSpot App: Customer’s use of the Hubspot App functionality must comply with the terms governing Customer’s HubSpot account, including the HubSpot Terms of Service;
- MailChimp App: Customer’s use of the MailChimp App functionality must comply with the terms governing Customer’s MailChimp account, including the MailChimp Terms of Use;
- Microsoft interoperability: Customer’s use of any email system made available by Microsoft (for example, Microsoft Exchange or Office 365) in connection with the Salesforce IQ CRM Services.

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requires that Customer have all applicable license rights from Microsoft to use and enable such interoperability;

- Slack: Customer’s use of the Slack must comply with the terms governing Customer’s Slack Account, including the Slack Terms of Service; and
- Zapier App: Customer’s use of the Zapier App functionality must comply with the terms governing Customer’s Zapier account, including the Zapier Terms of Service.

Third-Party Contact Enrichment Providers
Customers can enable or disable third-party contact enrichment. When enabled, this feature supplements Customer’s contact information by transmitting the email addresses of the Customer’s Contacts to third party contact enrichment providers. If they find a match, SFDC may add any relevant information directly to the Contact card. Any such contact enrichment information is Content, not part of the Services, and is provided "As Is", with no warranties whatsoever.

To the extent applicable, Customer’s use of such third party contact enrichment must comply with the additional terms and policies noted below:

- All express and implied warranties regarding the third-party technologies from the contact enrichment provider and its suppliers are disclaimed;
- All consequential, special, and indirect damages are disclaimed on behalf of the contact enrichment provider and its suppliers;
- Customer grants Salesforce all rights (including consents and licenses) needed to enable the contact enrichment, including allowing contact enrichment provider(s) to use a Customer’s Contact Information to enrich the Customer’s contacts;
- Customers may not use contact enrichment information for the purposes of cookie tracking, ad exchanges, ad networks, data brokerages, and sending electronic communications (including email) in violation of applicable law.
- Customer’s use of any data from Third-Party Contact Enrichment Providers must comply with the Clearbit Terms of Use available at https://clearbit.com/terms.

Distributed Software
- The End User License Agreement 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:
  - End User License Agreement / Order Form Supplement for Salesforce Inbox Mobile App for iOS
  - End User License Agreement / Order Form Supplement for Salesforce Inbox Mobile App for Android
- Please see the Salesforce Open Source website for any notices required by licensors related to the Salesforce IQ CRM Services.

Acceptable Use and External-Facing Services Policy
The Salesforce IQ CRM Services may be used for advertising, sending electronic messages or for the creation and hosting of, or for posting material on, external-facing websites, and thus the Salesforce IQ CRM Services are subject to the Acceptable Use and External-Facing Service Policy.

Interoperation with Other Services
The Salesforce IQ CRM Services may interoperate with other services provided by Salesforce or third parties. The Notices and License Information documentation for such services provided by Salesforce is
available in the Trust and Compliance Documentation.