

Infrastructure and Sub-processors for the LiveMessage, Quip, and myTrailhead, and Salesforce.org Elevate Services

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Scope

This documentation describes the infrastructure environment, sub-processors, and certain other entities material to Salesforce’s provision of the services provided by Salesforce that are branded as LiveMessage (formerly branded as HeyWire), Quip, myTrailhead, and Salesforce.org Elevate (collectively, for the purposes of this document only, the “Covered Services”).

Salesforce also uses infrastructure provided by Heroku and the Salesforce Services to host or process Customer Data submitted to Salesforce.org Elevate. Information on the Infrastructure and Sub-processors used by Heroku, Inc. and the Salesforce Services is available in the [Trust and Compliance Documentation](#), as applicable to Heroku and the Salesforce Services respectively.

All 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 infrastructure used by Salesforce to host Customer Data is provided by a third-party hosting provider, Amazon Web Services, Inc. (“AWS”). The following table describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for the Covered Services. In addition, Salesforce may store across its data storage locations identifying information about Customer’s instance(s) of the Services and identifying information about Users for the purposes of operating the Services, such as facilitating the login process and the provision of customer support.

Covered Service	Entity	Country
LiveMessage*	AWS	<ul style="list-style-type: none">● United States● Germany● Ireland
Quip**	AWS	<ul style="list-style-type: none">● United States
myTrailhead	AWS	<ul style="list-style-type: none">● United States
Salesforce.org Elevate	AWS	<ul style="list-style-type: none">● United States

*Currently, the architecture hosted by AWS in provisioning of LiveMessage is located in the United States, or, if selected by Customer, Europe (Ireland and Germany).

**Currently, the architecture hosted by AWS in provisioning of Quip is located in the United States. Customers who have purchased Quip Virtual Private Cloud may request hosting in Europe (Ireland and Germany).

Sub-processors - Customer Data Processing

The following legal entities are engaged in processing Customer Data submitted to the Covered Services for non-storage purposes.

Entity Name	Entity Type	Entity Country
<p>salesforce.com, inc. and its Affiliates in the countries listed to the right*</p> <p><i>*A list of salesforce.com, inc.'s Affiliates is set forth in salesforce.com, inc.'s most recent form 10-k (Exhibit titled "List of Subsidiaries") with the United States Securities and Exchange Commission (SEC) available at http://investor.salesforce.com/about/investor/financials/default.asp</i></p>	Salesforce Affiliate	<ul style="list-style-type: none"> • United States • Australia • Brazil • Canada • France • Germany • India • Ireland • Israel • Italy • Japan • Netherlands • Singapore • Spain • Sweden • Switzerland • UK
Coveo	<p>Third-Party Service Provider: Search Functionality</p> <p>Used by:</p> <ul style="list-style-type: none"> • myTrailhead 	<ul style="list-style-type: none"> • United States • Canada • UK • European Union member states
Heroku, Inc.*	<p>Salesforce Affiliate</p> <p>Used by:</p> <ul style="list-style-type: none"> • myTrailhead • Salesforce.org Elevate 	<ul style="list-style-type: none"> • See the Heroku Trust and Compliance Documentation
Mailgun Technologies, Inc.	<p>Third-Party Service Provider: Email Service</p> <p>Used by:</p> <ul style="list-style-type: none"> • Salesforce.org Elevate 	<ul style="list-style-type: none"> • United States

* The services provided by Heroku, 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](#).

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

Content Delivery Networks

Service Using CDNs	CDNs Used	Location	Description of CDN Services
myTrailhead	Fastly, Inc.	Global	Salesforce may use Fastly to provide the myTrailhead Services, and to optimize content delivery via the myTrailhead Services.