

# Salesforce.org Philanthropy Cloud and Elevate Notices and License Information

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## Services Covered

This Documentation is applicable to the services branded as Salesforce.org Philanthropy Cloud and Salesforce.org Elevate (the “Covered Services”).

For purposes of clarification, this documentation does not apply to those services that may be used in connection with Salesforce.org Philanthropy Cloud or Elevate, such as Heroku or Sales Cloud. For those services, the respective Infrastructure and Sub-processor and Security, Privacy and Architecture [Documentation](#) applies.

## 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 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.

## 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](#).

## Geographic Limitation

**Important:** At this time, Salesforce.org Philanthropy Cloud is only available in the U.S. and Canada.

## Third-Party Platforms

The Covered Services may allow users to interact with third-party products, services and platforms, including Non-SFDC Applications, 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.

## Salesforce.org Philanthropy Cloud Third-Party Notices

The following notices apply to Third-Party Platforms and other entities that interoperate with Salesforce.org Philanthropy Cloud:

- **Canadian Revenue Agency:** Certain information pertaining to Canadian nonprofits is provided by the Canadian Revenue Agency and is considered Content.
- **FrontStream:** Customer’s use of the integration between Salesforce.org Philanthropy Cloud and FrontStream must comply with the [Frontstream Privacy Policy](#) and with any other applicable terms Customer has agreed to with FrontStream.
- **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**
  - Salesforce.org Philanthropy Cloud includes 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 geocoding of addresses.
  - 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 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](#).
- **GuideStar:** Content from GuideStar is available to Salesforce.org Philanthropy Cloud Customers. Portions © 2021, GuideStar USA, Inc. ([www.guidestar.org](http://www.guidestar.org)).
- **HandsOn Connect:** Content from HandsOn Connect is available to Salesforce.org Philanthropy Cloud Customers. Portions © 2021, Avviato, Inc. ([www.handsonconnect.org](http://www.handsonconnect.org)).
- **Stripe:** Salesforce.org Philanthropy Cloud integrates with Stripe via Stripe Connect, a third-party payment gateway, to enable payment processing and to power the donation screens within the Covered Service and mobile applications. Salesforce.org Philanthropy Cloud uses Stripe to transfer donations from individual donors at workplaces to the payment processor and donation disburser, currently either United Way or FrontStream. Use of Stripe is subject to [Stripe's Privacy Policy](#), and any other agreement Customer has with United Way or FrontStream, including any flow down terms from Stripe, as applicable.
- **United Way Worldwide:** Content from United Way Worldwide is available to Salesforce.org Philanthropy Cloud Customers. Customer's use of such third-party content must comply with the [United Way Worldwide Privacy Policy, Terms and Conditions](#) or with any other applicable terms Customer has agreed to with the United Way Worldwide.

### Salesforce.org Elevate Third-Party Notices

The following notices apply to Third-Party Platforms and other commercial entities that interoperate with Salesforce.org Elevate:

- **Google reCAPTCHA:** Salesforce.org Elevate has implemented reCAPTCHA. By accessing or using V2 or V3 of the reCAPTCHA APIs, you agree to the [Google APIs Terms of Use](#), [Google Terms of Use](#), and to the reCAPTCHA Terms of Service [here](#). Your use of reCAPTCHA may also be subject to the [Google Privacy Policy](#). reCAPTCHA may only be used to fight spam and abuse on the Covered Services and must not be used for any other purposes such as determining credit worthiness, employment eligibility, financial status, or insurability of a user. Customers are solely responsible for ensuring that they read and understand all applicable terms and policies before accessing the APIs.

### Receipts

Salesforce.org Philanthropy Cloud and Elevate may be used to send email receipts to third parties where those receipts can be characterized as a "transactional or relationship message" as contemplated by the U.S. CAN-SPAM Act. Customers shall be solely responsible for ensuring that they comply with any laws, regulations or rules applicable to sending email receipts.

### Salesforce.org Open Source Products

- Certain Salesforce.org managed packages rely on 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 and its 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.

### **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 such services provided by Salesforce is available in the [Trust and Compliance Documentation](#).

### **Distributed Software**

This documentation does not apply to any open source products that will be used in connection with Salesforce.org Philanthropy Cloud or Elevate. Please see the Salesforce Open Source Notices section of the [Trust and Compliance Documentation website](#) for any additional notices required by licensors related to the Covered Services.

### **External Resources**

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