

Infrastructure and Sub-processors for the Tableau Services

Published: May 7, 2021

Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to Salesforce’s provision of the services branded as Tableau Online (“Tableau Online Services”). All capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#), Data Processing Addendum, and/or the applicable ordering documents.

Sub-processors — Customer Data Storage

The infrastructure used by Salesforce to host Customer Data submitted to Tableau Online Services is provided by a third-party provider, Amazon Web Services, Inc. (“AWS”). Administrators can set the region for Tableau Online Services using Tableau’s platform Account Settings.

The following describes the countries and legal entities engaged in the storage of Customer Data by Salesforce for Tableau Online Services. A list of Tableau Online Services sites and data center locations is available [here](#).

Entity Name	Entity Type	Country
Amazon Web Services, Inc.	Third-party hosting provider	<ul style="list-style-type: none">● United States● Ireland● Japan● Australia● United Kingdom

In addition, Salesforce may store across its data storage locations identifying information about Customer’s instance(s) of the Tableau Online 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.

Sub-processors — Customer Data Processing

The following legal entities are engaged in processing Customer Data for Tableau Online Services for non-storage purposes.

Entity Name	Entity Type/Product	Entity Country
<p>salesforce.com, inc., and the Affiliates in the countries listed to the right*</p> <p>*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/aboutus/investor/financials/default.aspx</p>	Salesforce Affiliate	<ul style="list-style-type: none"> ● United States ● Austria ● Australia ● Brazil ● Canada ● France ● Germany ● Hong Kong ● India ● Ireland ● Israel ● Italy ● Japan ● Netherlands ● Singapore ● South Korea ● Spain ● Sweden ● Switzerland ● United Kingdom

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

Content Delivery Networks

The Tableau Online Services may use content delivery networks ("CDNs") to provide the Services, for security purposes, to support user authentication, and to optimize content delivery. CDNs are commonly used systems of distributed services that deliver content based on the geographic location of the individual accessing the content and the origin of the content provider. Content items to be served to end users, such as images or attachments uploaded to Tableau Online Services, may be stored with a CDN to expedite transmission, and information transmitted across a CDN may be accessed by the CDN to enable its functions. The following describes the use of CDNs by Tableau Online Services.

Service Using CDN	CDN Used	Location	Description of CDN Services
Tableau Online Services	Cloudfront (Amazon Web Services, Inc.)	Global	Salesforce may use AWS to provide the Tableau Online Services and to optimize content delivery via Tableau Online Services.