Salesforce Trust & Compliance Documentation

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This Change Log reflects changes to the Trust & Compliance Documentation starting May 29, 2020.

Changes prior to this date are available on our Release Notes page. From the Product Areas list, choose Doc Content, then Trust and Compliance Documentation. For prior Release Notes, use the drop-down menu at the top of the page to navigate to the release.
Audience Studio and Data Studio

June 15, 2021

Notices & License Information

- Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

- MFA Requirement for Using Audience Studio Services: Updated to clarify MFA requirements for using the Audience Studio Services.

May 14, 2021

Notices & License Information

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- No changes

Notices & License Information

- No changes

Security, Privacy & Architecture

- Audits and Certifications: Changed the method for accessing Salesforce’s ISO 27001/27017/27018 Certificate and Statement of Applicability.

March 9, 2021

Notices & License Information

- MFA Requirement for Using the Audience Studio Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- Security Controls: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

- No changes

Notices & License Information

- Purpose of This Documentation: Clarified that this documentation covers any third-party or publicly sourced information made available to users via Audience Studio.
- **Use of Third-Party Data**: Redefined “Third-Party Data” as Shared Data, as defined in the Audience Studio Order Form. Clarified that the terms contained in this section are not required by providers of Third-Party Data.

**Security, Privacy & Architecture**
- **Audits and Certifications**: Reference to UK BCR added and link updated.

**September 11, 2020**

**Infrastructure & Sub-processors**
- No changes

**Notices & License Information**
- No changes

**Security, Privacy & Architecture**
- **Audits and Certifications**: Updated the link to the scope of Salesforce’s ISO certification applicable to Audience Studio.

**May 29, 2020**

**Notices & License Information**
- **Restricted Uses of Information and Compliance with Self-Regulatory Programs**: Clarified that sensitive data may not be submitted pseudonymized. Clarified that targeted advertising, based on traffic on sites directed at children, is governed by local applicable law.
- **Use of Third-Party Data**: Clarified that targeted advertising, based on traffic on sites directed at children, is governed by local applicable law.

**Security, Privacy & Architecture**
- **Deletion of Data**: Terms and timelines for return and destruction or deletion of Customer data were updated.
- **Personal Data and Sensitive Data**: Clarified which users and actions are under the NAI Code of Conduct. Clarified that sensitive data may not be submitted pseudonymized. Clarified that targeted advertising, based on traffic on sites directed at children, is governed by local applicable law.
B2B Commerce

June 15, 2021

Notices & License Information
- Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

May 14, 2021

Security, Privacy & Architecture
- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors
- No changes

Notices & License Information
- No changes

Security, Privacy & Architecture
- Audits & Certifications: Amended to include SOC Reports and ISO 27001/27017/27018 Certificates.

March 9, 2021

Notices & License Information
- MFA Requirement for Using the B2B Commerce Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information
- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture
- Security Policies and Procedures: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors
- Sub-Processors — Customer Data Processing: Updated the entity name for the UK Salesforce Affiliate. Added SFDC Austria GmbH as a sub-processor.

Notices & License Information
- Acceptable Use and External-Facing Services Policy: Updated link to point to the latest version of the Policy.
Security, Privacy & Architecture

- Audits and Certifications: Reference to UK BCR added.

September 11, 2020

Infrastructure & Sub-processors

- Scope: Updated previous versions to which the document is applicable from Version 3.144 to Version 3.97 (from Release 4.11 to Release 3.8) or higher.

Notices & License Information

- Services Covered: Updated previous versions to which the document is applicable from Version 3.144 to Version 3.97 (from Release 4.11 to Release 3.8) or higher.

Security, Privacy & Architecture

- Services Covered: Updated previous versions to which the document is applicable from Version 3.144 to Version 3.97 (from Release 4.11 to Release 3.8) or higher.
- Architecture and Data Segregation: Paragraph describing the option for certain customers to subscribe to B2B Commerce Services hosted on a public cloud provider moved to the Audits and Certifications section.
- Intrusion Detection: Clarified who monitors the Covered Services for unauthorized intrusions.
- Return of Customer Data: Clarified that some Customer Data may be available for export during the contract term.

May 29, 2020

Security, Privacy & Architecture

- Sensitive Data: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
B2C Commerce / Commerce Cloud

June 15, 2021

Notices & License Information
  ● Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

May 7, 2021

Infrastructure & Sub-processors
  ● Sub-processors — Customer Data Processing: Austria removed as a location from the list of Salesforce Affiliates.

Notices & License Information
  ● Third-Party Notices: Added notices for Stripe.

Security, Privacy & Architecture
  ● Audits and Certifications: Clarified the PCI acronym. Changed the method for accessing Salesforce’s ISO 27001/27017/27018 Certificate and Statement of Applicability.

March 9, 2021

Notices & License Information
  ● MFA Requirement for Using the B2C Commerce Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information
  ● Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture
  ● Security Controls: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors
  ● Sub-processors — Customer Data Processing: Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information
  ● Acceptable Use and External-Facing Services Policy: Updated link to point to the latest version of the Policy.

Security, Privacy & Architecture
  ● Audits and Certifications: Reference to UK BCR added.
User Authentication: Updated the security protocols for passwords.

September 11, 2020

Infrastructure & Sub-processors
- **Scope**: Clarified that all references to “B2C Commerce Order Management” refer to versions of Order Management released prior to February 19, 2020.

Notices & License Information
- **Services Covered**: Clarified the branding of the Predictive Email service. Differentiated B2C Commerce Order Management and Salesforce Order Management.

Security, Privacy & Architecture
- **Services Covered**: Clarified the branding of the Predictive Email service. Differentiated B2C Commerce Order Management and Salesforce Order Management.
- **Security Controls**: Clarified that the list of provided controls may be larger than those documented herein.

May 29, 2020

Infrastructure & Sub-processors

Notices & License Information

Security, Privacy & Architecture
- Added link to Salesforce Order Management documentation.
- **Audits and Certifications**: Updated link locations for Salesforce’s AoC, ISO, and SOC reports.
- **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
Customer 360 Audiences
Customer 360 Audiences shares a SPARC document with Salesforce Unified Cloud (Hyperforce).

June 15, 2021
Notices & License Information
- Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021
Notices & License Information
- MFA Requirement for Using the Covered Services: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021
Infrastructure & Sub-processors
- Sub-processors — Customer Data Processing: Updated the link to salesforce.com’s 10k filing.

Notices & License Information
- No changes

March 9, 2021
Notices & License Information
- MFA Requirement for Using the Covered Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021
Notices & License Information
- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021
Infrastructure & Sub-processors
- No changes

Notices & License Information
- No changes

January 4, 2021
Infrastructure & Sub-processors
- Sub-Processors — Customer Data Storage: Clarified data storage locations for the Americas and APAC regions. Added locations for data storage in the EMEA region. Clarified the data center locations used for redundancy.

October 19, 2020
- Initial Publication of Customer 360 Audiences Trust & Compliance Documentation
Customer 360 Data Manager

June 15, 2021

Notices & License Information

● Distributed Software: Updated the location of licensor-required open-source notices.

June 8, 2021

Infrastructure & Sub-processors

● Sub-processors - Customer Data Storage & Sub-processors - Customer Data Processing: Removed EU Data Centers (France and Germany), as they are no longer used to store or process Customer Data.

June 4, 2021

Notices & License Information

● MFA Requirement for Using the Covered Services: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

● No changes

Notices & License Information

● No changes

Security, Privacy & Architecture

● No changes

March 15, 2021

Infrastructure & Sub-processors

● “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

Notices & License Information

● “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

Security, Privacy & Architecture

● “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

March 9, 2021

Notices & License Information

● MFA Requirement for Using the Covered Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

● Added Multi-Factor Authentication Requirement for using the Services.
Security, Privacy & Architecture

- **Security Controls**: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

**Infrastructure & Sub-processors**

- **Sub-processors – Customer Data Processing**: Added Austria as a salesforce.com, inc. Affiliate entity country.

**Notices & License Information**

- No changes

September 11, 2020

**Infrastructure & Sub-processors**

- **Scope**: In the list of services to which this documentation does not apply, updated the branding of Commerce Cloud to B2C Commerce/Commerce Cloud.

- **Sub-processors — Customer Data Processing**: Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

**Security, Privacy & Architecture**

- **Audits and Certifications**: Added EU and UK BCR. Added TRUSTe certification.

**Notices & License Information**

- **Services Covered**: Updated the branding of B2C Commerce/Commerce Cloud in the list of services not covered by this documentation.

May 29, 2020

**Infrastructure & Sub-processors**

- **Scope**: Added a link to Salesforce’s Data Processing Addendum for further information on capitalized terms.

- **Sub-processors - Data Storage**: Added a link to Salesforce’s Data Processing Addendum for further information on capitalized terms. Removed a reference and links to AWS security website and security processes.

**Notices & License Information**

- No material changes

**Security, Privacy & Architecture**

- **Audits and Certifications**: Removed references to AWS infrastructure used to host Customer Data.

- **Security Controls**: Removed references to AWS security policy.

- **Security Policies and Procedures**: Updated method by which customers may locally save Audit Trail content.

- **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring processing of submitted data complies with all applicable laws and regulations.
Data.com

May 7, 2021

Information & Sub-processors
- No changes

Notices & License Information
- No changes

Security, Privacy & Architecture
- Return of Customer Data: Clarified the terms for deletion of Customer Data.

January 8, 2021

Infrastructure & Sub-processors
- No changes

Notices & License Information
- No changes

Security, Privacy & Architecture
- No changes

September 11, 2020

Infrastructure & Sub-processors
- Scope: Clarifies that this document does not apply to “Data.com Connect” or “Jigsaw for Salesforce” or “JFS”.

Notices & License Information
- No material changes

Security, Privacy & Architecture
- Audits and Certifications: Added Service to Salesforce’s PRP certification under the APEC Privacy Framework.

May 29, 2020

Infrastructure & Sub-processors
- No changes

Notices & License Information
- No changes

Security, Privacy & Architecture
- No changes
Einstein Analytics
As of March 15, 2021, Einstein Analytics is now Tableau CRM. Tableau CRM is a Covered Service under the Salesforce Services Infrastructure & Sub-processors, Notices and License Information, and Security, Privacy & Architecture documents. This page is being retained for historical value.

March 9, 2021
Notices & License Information
● MFA Requirement for Using the Covered Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021
Notices & License Information
● Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021
Notices & License Information
● Services Covered: Clarified which Covered Services and features run on more than one infrastructure and thus are subject to the terms of more than one set of documentation.
● Acceptable Use and External-Facing Services Policy: Added section specifying that all Covered Services are subject to this Policy.

September 11, 2020
Notices & License Information
● Services Covered: Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation.
● Salesforce Essentials: Added notices for third-party applications which interoperate with this Service.
● Distributed Software: Added the End User License Agreement / Order Form Supplement for Salesforce Field Service Lightning Mobile App for Android.

July 24, 2020
Notices & License Information
● Added entities and notices for Workplace Command Center.

July 21, 2020
Notices & License Information
● Updated to add Service Cloud Voice as a Covered Service.
● Updated to add Salesforce Private Connect as a Covered Service.
● Updated to add B2B Commerce on Lightning Experience as a Covered Service.
● Salesforce Private Connect: Added notices for third-party applications which interoperate with this Service.
● Service Cloud Voice with Amazon Connect: Added notices for third-party applications which interoperate with this Service.

June 25, 2020
Notices & License Information
May 29, 2020

Notices & License Information

- Services Covered: Removed references to older versions of Einstein Discovery.
Einstein Platform

June 15, 2021
Infrastructure & Sub-processors
- **Scope:** Added Intelligent Forecasting Machine Learning feature as part of Workforce Engagement Management.
- **Sub-processors — Customer Data Storage:** Modified table to include Intelligent Forecasting Machine Learning.

Notices & License Information
- **Services Covered:** Added Intelligent Forecasting Machine Learning feature as part of Workforce Engagement Management.
- **Distributed Software:** Updated the location of licensor-required open-source notices.

Security, Privacy & Architecture
- **Services Covered:** Added Intelligent Forecasting Machine Learning feature as part of Workforce Engagement Management.
- **Audits and Certifications:** Added Intelligent Forecasting Machine Learning feature to the list of exclusions from EU and UK Binding Corporate Rules (BCR) for Processors, EU-U.S. and Swiss-U.S. Privacy Shield certification, and TRUSTe certifications.

June 4, 2021
Notices & License Information
- **MFA Requirement for Using the Covered Services:** Updated to clarify MFA requirements for using the Covered Services.

May 14, 2021
Infrastructure & Sub-processors
- Updated links to the Trust & Compliance website.

Notices & License Information
- Updated links to the Trust & Compliance website.

May 7, 2021
Infrastructure & Sub-processors
- Clarified the Service name Einstein Engagement Scoring for Email, added Einstein Conversation Insights (formerly known as Einstein Call Coaching) as a new Service, and Einstein Case Wrap-Up as a new feature throughout.
- **Sub-processors — Customer Data Storage:** Noted that if a Customer’s Org is migrated to a new location, data relating to a Covered Service may remain in its original location.
Notices & License Information

- Clarified the Service name Einstein Engagement Scoring for Email and Rebranded the Einstein Call Coaching Service as Einstein Conversation Insights throughout and added it as an independent Service.
- **Services Covered:** Added Einstein Conversation Insights as a new Service, and the Einstein Case Wrap-Up feature.

Security, Privacy & Architecture

- Clarified the Service name Einstein Engagement Scoring for Email and added Einstein Conversation Insights as a new Service throughout.
- **Services Covered:** Added Einstein Conversation Insights as a new Service, and the Einstein Case Wrap-Up feature.
- **Audits and Certifications:** Changed the method for accessing Salesforce’s ISO 27001/27017/27018 Certificate and Statement of Applicability.
- **User Authentication:** Consolidated information regarding Services and features running on two different infrastructures in the Covered Services Accessed Through Other Services section.

March 15, 2021

Infrastructure & Sub-processors

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Covered Services Accessed Through Other Services:** Updated the links to other Services Trust & Compliance documentation.

Notices & License Information

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Covered Services Accessed Through Other Services:** Updated the links to other Services Trust & Compliance documentation.

Security, Privacy & Architecture

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Covered Services Accessed Through Other Services:** Updated the links to other Services Trust & Compliance documentation.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services:** Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

January 22, 2021

Security, Privacy & Architecture

- Sensitive Data: Updated the section to: (1) subject to preconditions, no longer restrict submission of personal health information to Einstein Bots; and (2) add related limitations on how Einstein Bots may be used with such information.
January 8, 2021

Infrastructure & Sub-processors

- Lists alphabetized for ease of use.
- **Scope**: Updated the list of features to which this document applies.
- **Sub-processors – Customer Data Storage**: Added sub-processors for Einstein Recommendation Builder, Account Intelligence, and new features. Clarified Services for which data is processed by both AWS and Heroku. Removed France as a data center location for processing Service Cloud Einstein, Case Classification feature, and Article Recommendation feature. Clarified that, in the future, if Customer Data for Salesforce Services is hosted in EMEA but outside of Europe, the Customer Data on the Einstein Platform for certain features would be hosted in Europe.
- **Sub-processors – Customer Data Processing**: Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- **Services Covered**: Updated the list of features to which this document applies.
- **Distributed Software**: Added link to the Salesforce for Zoom EULA.
- **Notices Applicable to Salesforce Inbox and Einstein Activity Capture**: Clarified which non-SFDC applications are used by all Einstein Activity Capture Customers, and which are only used by Customers with the upgraded Inbox license.
- **Notices Applicable to Salesforce Inbox and Einstein Activity Capture – Video Conferencing Integration to Zoom**: Added section describing terms for integrating Salesforce Inbox Services with Zoom products and services.
- **Notices Applicable to Call Coaching (feature of High Velocity Sales) – Video Conferencing Integration to Zoom**: Added section describing terms for integrating Call Coaching with Zoom products and services.

Security, Privacy & Architecture

- Lists alphabetized for ease of use.
- **Services Covered**: Updated the list of features to which this document applies.
- **Covered Services Access Through Other Services**: Defined the term “Underlying Service” to clarify how Einstein Platform interacts with other Services.
- **Audits and Certifications**: Reference to UK BCR added. Added Einstein Bots to the list of Services for which SOC 2 reports are applicable.
- **Sensitive Data**: Clarified which types of sensitive personal data cannot be submitted to Covered Services to allow Einstein OCR and Einstein Form Reader features to process government issued identifiers and financial information.

October 23, 2020

Security, Privacy & Architecture

- **Sensitive Data**: Customers which are health care providers, health care clearinghouses, health plans, or an entities performing functions on behalf of such entities may now submit personal health information to Einstein Vision and Language, where Salesforce has expressly permitted such submission contractually.

September 11, 2020

Infrastructure & Sub-processors

- **Covered Services Accessed through other Services**: Einstein Copy Insights utilizes Marketing Cloud as an underlying service and is subject to its Documentation. Clarified that all Covered Services, with the exception of Einstein Vision and Language, utilize other underlying Services for backend data science.
- **Sub-processors — Customer Data Storage**: Clarified data storage location for customers of Einstein Engagement Scoring.
- **Sub-Processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

**Notices & License Information**

- **Covered Services Accessed through Other Services:** Einstein Copy Insights is also subject to the Marketing Cloud Documentation.
- **Distributed Software:** Added links to applicable Order Form Supplements for GMail and Outlook Integration.
- **Salesforce Inbox:** Removed Third-Party IP to Location Services section.
- **Einstein Call Coaching:** Clarified that this is a feature of High Velocity Sales. Clarified types of customer data that Salesforce employees may access and review.

**Security, Privacy & Architecture**

- **Covered Services Accessed Through Other Services:** Einstein Copy Insights utilizes Marketing Cloud as an underlying service and is subject to its Documentation. Clarified that all Covered Services, with the exception of Einstein Vision and Language, utilize other underlying Services for backend data science.
- **Security Policies and Procedures:** Clarified that all Covered Services, with the exception of Einstein Vision and Language, may be subject to the documentation of underlying services which also have their own Security Policies and Procedures.
- **Intrusion Detection:** Clarified that all Covered Services, with the exception of Einstein Vision and Language, may be subject to the documentation of underlying services which also provide Intrusion Detection.
- **Sensitive Data:** Updated to no longer restrict submission of personal health data to Einstein Case Classification and Einstein Prediction Builder, subject to preconditions; and confirm that customers must ensure their legal compliance when submitting such sensitive personal data to those Services or features.

**July 23, 2020**

**Security, Privacy & Architecture**

- **Sensitive Data:** Updates include (1) subject to preconditions, no longer restrict submission of personal health data to Einstein Case Classification and Einstein Prediction Builder; and (2) confirm that customers must ensure their legal compliance when submitting such sensitive personal data to those Services or features.

**July 9, 2020**

**Infrastructure & Sub-processors**

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

**Notices & License Information**

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

**Security, Privacy & Architecture**

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

**May 29, 2020**

**Infrastructure & Sub-processors**

- **Scope:** Einstein Reply Recommendation added as a new feature of Service Cloud Einstein. Einstein Call Coaching added as a new feature of High Velocity Sales.
- **Branding:** Einstein Vision for Social Studios changed to Einstein Vision for Social Studio throughout.
- **Sub-processors - Customer Data Storage:** Separately listed sub-processor information for Einstein Object Detection as a feature of the Consumer Goods Cloud Service, distinct from Einstein Vision, and added European AWS data center location. Clarified European AWS data center locations for Einstein Prediction...
Builder, Einstein Article Recommendations, and Einstein Case Classification. Clarified data storage location of European-based Einstein Bots customers who enable the NLP functionality. Clarified storage location of different features for High Velocity Sales customers.

**Notices & License Information**

- **Audits and Certifications**: Updated list of products excepted from Salesforce’s BCR for processors. Updated list of Einstein features that meet ISO standards. Updated list of features evaluated under SOC.

**Security, Privacy & Architecture**

- **Services Covered**: Updated to include additional features, Einstein Call Coaching.
- **Salesforce Inbox**: Removed terms specific to Third-Party Contact Enrichment Providers.
- **Einstein Call Coaching**: Added additional terms to Customer’s use of this new feature. Terms also added for integrating Call Coaching features with third-party products and services.
Government Cloud Plus

May 14, 2021

Security, Privacy & Architecture

- Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

- Sub-Processors — Customer Data Storage: Added definition of Obfuscated Personal Data and clarified which data is obfuscated before being stored in certain data centers.

Security, Privacy & Architecture

- Services Covered: Clarified that the Covered Services does not include services which may integrate with Government Cloud Plus.
- Audits and Certifications: Added the IRS 1075, the NIST 800-171, Payment Card Industry, and HITRUST audits and certifications. Amended the list of applicable SOC Reports.
- Security Policies and Procedures: Clarified the support provided by Salesforce if the customer suspects inappropriate access to their data.
- Reliability and Backup: Services Covered: Clarified the components configured in a redundant fashion.
- Return of Customer Data: Rebranded Einstein Analytics to Tableau CRM.

March 15, 2021

Security, Privacy & Architecture

- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- Security Controls: Updated the link to the Salesforce Services Notices and License Information document.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- Services Covered: Clarified that the terms of this document also apply to other Salesforce Services hosted on Government Cloud Plus.
- Security Controls: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the Salesforce Services Notices and License Information.
- Reliability and Backup, Disaster Recovery, Return of Customer Data, and Deletion of Customer Data: Clarified the definition of Scratch Orgs.
- Sensitive Data: Removed the restriction on Customers submitting Federal Taxpayer Information to Government Cloud Plus, and added Federal Taxpayer Information to the list of data types for which encryption is required.

January 8, 2021

Infrastructure & Sub-processors

- No Changes
Security, Privacy & Architecture

- **Sensitive Data**: Removed the stipulation against Customers submitting Federal Taxpayer Information data to Government Cloud Plus.

December 3, 2020

Security, Privacy & Architecture

- **Sensitive Data**: Added personal health information as data that must be encrypted through Platform Encryption or Classic Encryption prior to submission to Government Cloud Plus.

September 11, 2020

Infrastructure & Sub-processors

- **Sub-Processors — Customer Data Storage** and **Sub-Processors — Customer Data Processing**: Clarified that copies of each instance of Government Cloud Plus are located in Virtual Private Clouds in the AWS GovCloud (West) region.

Security, Privacy & Architecture

- **Audits and Certifications**: Adding Government Cloud Plus's FedRAMP High Provisional Authority to Operate (P-ATO) and APEC Privacy Recognition for Processors.
- **Security Policies and Procedures**: Updated the retention duration of system infrastructure and application logs to be in compliance with FedRAMP requirements
- **Incident Management**: Updated the link to the Salesforce Trust website.

May 29, 2020

Infrastructure & Sub-processors

- **Sub-processors - Customer Data Storage**: Clarified that encrypted customer data may pass through various points on its way to storage and processing on the previously specified hosts.

Security, Privacy & Architecture

- **Intrusion Detection**: Examples of data possibly being collected were removed.
- **Data Encryption**: Clarified type of symmetric encryption keys.
- **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
Heroku

June 4, 2021

Notices & License Information
- MFA Requirement for Using the Heroku Services: Updated to clarify MFA requirements for using the Heroku Services.

May 7, 2021

Infrastructure & Sub-processors
- No changes

Notices & License Information
- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture
- Security Controls: Added Multi-Factor Authentication and Single Sign-On to the list of controls.

January 8, 2021

Infrastructure & Sub-processors
- Sub-processors – Customer Data Processing: Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices and License Information
- Distributed Software: Clarified reference to Master Subscription Agreement.

Security, Privacy & Architecture
- Audits and Certifications: Reference to UK BCR added.
- Viruses: Clarified that attachments and other Customer Data uploaded by the customer are not scanned for viruses.

October 1, 2020

Notices and License Information
- Restricted Uses: Line items specific to Limits & Quotas have been moved to a new section by that name. Additional restricted uses were added including bulk account creation, peer-to-peer file sharing, penetration testing, load testing, and security scanning
- Heroku Elements Marketplace: Specified the location of the Heroku Elements Marketplace. Clarified that Heroku Elements are Non-SFDC Applications, unless otherwise expressly specified by Salesforce, and that non-SFDC Heroku Elements are exclusive of any warranty. Noted that Heroku Elements may contain Content, and the terms of a Customer’s agreement with a Heroku Elements provider are solely as agreed between the Customer and the Heroku Elements provider.
- Distributed Software: Updated the Heroku Command Line Interface open source license to ISC.
- External Resources: This section has been removed. The line items are covered under the Heroku Elements Marketplace and Third-Party Platforms sections.
September 11, 2020

Infrastructure & Sub-processors
- No changes

Notices and License Information
- **Purpose of This Documentation**: Updated the types of interoperable entities addressed in the documentation.
- **Restricted Uses**: Added links to the limits in using Heroku Services. Added unique user login credentials requirements.
- **Third Party Platforms**: Added a section of terms applicable to Third-Party Platforms.
- **Heroku Elements Marketplace**: The Heroku Elements section was renamed Heroku Elements Marketplace.
- **External Resources**: Clarified Salesforce’s responsibilities with regard to external websites or resources.
- **Heroku Services Policies**: The privacy policy reference was removed.
- **Quota & Limits**: This section was deleted in connection with moving the information on hard and soft limits and unique user login requirements to the Restricted Uses section.

Security, Privacy & Architecture
- **Architecture and Data Segregation**: Clarified that “Organization IDs” are customer-specific.
- **Intrusion Detection**: Clarified the methods by which the Services are monitored for unauthorized intrusions. Updated the uses of analyzing users’ web browser data to include detecting compromised browsers.
- **Physical Security**: Clarified that only authorized personnel have access to the Heroku Services’ production data centers.

May 29, 2020

Security, Privacy & Architecture
- **Audits and Certifications**: Updated names of features covered under the PCI certification. Added ASIP Santé certification.
- **Disaster Recovery**: Updated list of Heroku Shield services.
- **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring processing of submitted data complies with all applicable laws and regulations.
IoT Cloud

June 15, 2021

Notices & License Information

● Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

● MFA Requirement for Using IoT Cloud Services: Updated to clarify MFA requirements for using the IoT Cloud Services.

May 7, 2021

Infrastructure & Sub-processors

● No changes

Notices & License Information

● No changes

Security, Privacy & Architecture

● No changes

March 9, 2021

Notices & License Information

● MFA Requirement for Using the IoT Cloud Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

● Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

● Security Policies and Procedures: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 8, 2021

Infrastructure & Sub-processors

● Sub-processors – Customer Data Processing: Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

● No changes

Security, Privacy & Architecture

● Audits and Certifications: Reference to UK BCR added.
September 11, 2020

Infrastructure & Sub-processors
- No changes

Notices & License Information
- No changes

Security, Privacy & Architecture
- No changes

May 29, 2020

Infrastructure & Sub-processors
- No changes

Notices & License Information
- No changes

Security, Privacy & Architecture
- **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
LiveMessage, myTrailhead, Salesforce Anywhere (Including Quip), and Salesforce.org Philanthropy Cloud and Salesforce.org Elevate
These services share an Infrastructure & Sub-processors document and a Security, Privacy & Architecture document.

However, LiveMessage, myTrailhead, Salesforce Anywhere, and Salesforce.org Philanthropy Cloud and Salesforce.org Elevate each have separate Notices and License Information documents.

May 14, 2021
Infrastructure & Sub-processors
- Updated links to the Trust & Compliance website.

May 7, 2021
Infrastructure & Sub-processors
- **Scope**: Updated the list of Services utilizing either Salesforce Services or Heroku infrastructure for data hosting or processing.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services**: Clarified that Customers accessing this Service through Other Services are also subject to those Services’ documentation.
- **Sub-processors — Customer Data Storage**: Added Heroku (on AWS) as a host for Salesforce.org Philanthropy Cloud and Elevate Customer Data in the United States.
- **Sub-processors — Customer Data Processing**: Added AWS as a third-party service provider for Salesforce.org Philanthropy Cloud and Elevate.

Security, Privacy & Architecture
- **Services Covered**: Clarified that Salesforce.org Philanthropy Cloud and Elevate run on multiple infrastructures and are therefore subject to the terms of multiple Trust and Compliance documents.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services**: Clarified the relationship between Salesforce Anywhere and Salesforce Services which run on other infrastructures.
- **Audits and Certifications**: Clarified information for accessing Salesforce’s ISO 27001/27017/27018 Certificate and Statement of Applicability.
- **Sensitive Data**: Bank account information was added to the list of sensitive data that may be submitted to Salesforce.org Elevate.
- **Geographic Limitation**: Added section describing geographic availability of Salesforce.org Philanthropy Cloud.
- **Interoperation with Other Services**: Included a statement of qualified protection for metadata provided during third-party integrations with Covered Services.

March 15, 2021
Security, Privacy & Architecture
- **Services Covered**: Updated the link to the Salesforce Services Trust & Compliance documentation.

February 2, 2021
Security, Privacy & Architecture
- **Security Controls**: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.
January 8, 2021

Infrastructure & Sub-processors

- **Scope**: Clarified that Customer Data submitted to myTrailhead also uses Heroku infrastructure to host or process Customer Data.
- **Sub-processors – Customer Data Storage**: Clarified that myTrailhead also uses Heroku infrastructure to store Customer Data.
- **Sub-processors – Customer Data Processing**: Added Austria as a salesforce.com, inc. Affiliate entity country. Clarified that data centers for Heroku, Inc. are located in the United States.
- **Content Delivery Networks**: Defined Content Delivery Networks and described their use.

Security, Privacy & Architecture

- **Services Covered**: Clarified which Covered Services run on more than one platform.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services**: Clarified which sets of documentation apply to this Covered Service.
- **Audits and Certifications**: Reference to UK BCR added.
- **Data Encryption**: Updated the data encryption protocols used to protect Customer Data and communications.
- **Return of Customer Data**: Clarified terms for returning Customer Data per Covered Service.

December 15, 2020

Infrastructure & Sub-processors

- **Scope**: Added Salesforce.org Philanthropy Cloud to the list of Covered Services.
- **Sub-processors – Customer Data Storage**: Added AWS as the sub-processor for Salesforce.org Philanthropy Cloud.
- **Sub-processors – Customer Data Processing**: Added Heroku, Inc. and Mailgun Technologies as the sub-processor for Salesforce.org Philanthropy Cloud.
- **Content Delivery Networks**: Added Fastly, Inc. and Cloudinary Ltd. as sub-processors for Salesforce.org Elevate and Salesforce.org Philanthropy Cloud.

Security, Privacy & Architecture

- **Services Covered**: Added Salesforce.org Philanthropy Cloud to the list of Covered Services. Noted that Salesforce.org Philanthropy Cloud also uses infrastructure provided by Heroku, Inc. and the Salesforce Services and is therefore subject to both sets of Documentation.
- **Audits and Certifications**: Noted which audits and certifications apply to Salesforce.org Philanthropy Cloud.
- **Return of Customer Data**: Described the method and timing for requesting return of Customer Data for customers of Salesforce.org Philanthropy Cloud.
- **Sensitive Data**: Added the terms under which payment card data may be submitted to Salesforce.org Philanthropy Cloud.

November 17, 2020

Infrastructure & Sub-processors

- References to Quip replaced with “Salesforce Anywhere (including Quip)” throughout the document, in line with Service rebranding.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services**: Added section specific to Salesforce Anywhere (including Quip) specifying that it runs on two infrastructures and thus is subject to additional documentation.
Security, Privacy & Architecture

- References to Quip replaced with “Salesforce Anywhere (including Quip)” throughout the document, in line with Service rebranding.
- **Salesforce Anywhere (including Quip) Accessed Through Other Services:** Added section specific to Salesforce Anywhere (including Quip) specifying that it runs on two infrastructures and thus is subject to additional documentation.

September 11, 2020

**Infrastructure & Sub-processors**

- **Scope:** Noted that Salesforce.org Elevate also uses infrastructure provided by Heroku, Inc. and the Salesforce Services and is therefore subject to both sets of Documentation.

Security, Privacy & Architecture

- **Audit and Certifications:** Updated the link to the scope of Salesforce’s ISO certification for Quip and added the certificate number.
- **Security Controls:** Amended certificate types in use to secure site URL access.
- **Intrusion Detection:** Clarified who monitors the Covered Services for unauthorized intrusions.

July 30, 2020

**Infrastructure & Sub-processors**

- **Sub-processors — Customer Data Storage:** Added Salesforce.org Elevate to the list of Covered Services whose data is hosted by AWS.
- **Sub-processors — Customer Data Processing:** Added two processors for Salesforce.org Elevate: Heroku, Inc. and Mailgun Technologies, Inc. Noted that services provided by Heroku, Inc. are processed by AWS.

Security, Privacy & Architecture

- **Scope:** Added Salesforce.org Elevate to the list of “Covered Services”. Noted that Salesforce.org Elevate also uses infrastructure provided by Heroku, Inc. and the Salesforce Services and is therefore subject to both sets of Documentation.
- **Audits and Certifications:** Excluded Salesforce.org Elevate from the scope of Salesforce BCR for Processors, EU-U.S. and Swiss-U.S. Privacy Shield Certification, and APEC Privacy Recognition for Processors. Added the Attestation of Compliance with the Payment Card Industry Data Security Standard for Salesforce.org Elevate.
- **Return of Customer Data:** Described how Salesforce.org Elevate customers can request return of their data upon termination.
- **Sensitive Data:** Clarified when financial information may be submitted to Salesforce.org Elevate.

May 29, 2020

**Infrastructure & Sub-processors**

- **Sub-processors - Customer Data Processing:** List of countries for Coveo (for myTrailhead) was amended by clarifying that by “European Union” we mean “European Union member states”. Also deleted “Ireland” from the list of countries in which Coveo processes customer data as the European Union was already mentioned as location of processing and Ireland is part of the European Union. A Content Delivery Network (CDN) was added for myTrailhead.

Security, Privacy & Architecture

- **Audits and Certifications:** List of services covered by Audits and Certifications has been edited to reflect services covered by this document.
- **User Authentication:** Updated types of identifiers used to manage user’s session.
• **Viruses**: Updated list of services which do not scan for viruses. Added optional virus scanning for Quip customers.

• **Return of Customer Data**: Removed data retrieval methods for discontinued services.

• **Deletion of Customer Data**: Updated list of products for which customer data can be deleted, and the terms and timelines under which it is overwritten or deleted.

• **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
Marketing Cloud
Advertising Studio (including Advertising Audiences and Social.com), Datorama, Datorama Reports for Marketing Cloud, Einstein Send Time Optimization for Pardot, Evergage, ExactTarget (including Email Studio, Journey Builder and Mobile Studio), Interaction Studio (Legacy), Interaction Studio, Marketing Cloud Einstein (formerly branded as Predictive Intelligence), Social Studio

June 15, 2021
Notices & License Information
- Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021
Notices & License Information
- MFA Requirement for Using the Covered Services: Updated to clarify MFA requirements for using the Covered Services.
- MFA Requirement for Using the Datorama Services: Updated to clarify MFA requirements for using the Datorama Services.
- MFA Requirement for Using the Marketing Cloud Einstein Services: Updated to clarify MFA requirements for using the Marketing Cloud Einstein Services.
- MFA Requirement for Using the Social Studio Services: Updated to clarify MFA requirements for using the Social Studio Services.

May 14, 2021
Infrastructure & Sub-processors
- Updated links to the Trust & Compliance website.

May 7, 2021
Infrastructure & Sub-processors
- Scope: Updated to include Einstein Send Time Optimization for Pardot.
- Added a Services Accessed Through, and/or Provided Using Infrastructure Used By, Other Services section, consolidating content from extant footnotes and similar content listed under individual sub-sections of the document.

Notices & License Information
- Added Services Covered and Services Accessed Through, and/or Provided Using Infrastructure Used By, Other Services sections, consolidating content from extant footnotes and similar content listed under individual sub-sections of the document.
- Advertising Studio: Updated the list of applicable third-party terms for platforms with which Advertising Studio can integrate.
- Third-Party Notices - ExactTarget, Advertising Studio, Interaction Studio, and Datorama Reports for Marketing Cloud Notices and License Information: Added notices for Digicert as an SSL Certificate provider that interoperates with the specified Covered Services.
- Third-Party Platforms - Datorama: Clarified the terms under which users of Datorama interact with third-party platforms.
- Services Covered - Marketing Cloud Einstein Notices and License Information: Updated to include Einstein Send Time Optimization for Pardot.
Security, Privacy & Architecture

- Added a Services Accessed Through, and/or Provided Using Infrastructure Used By, Other Services section, consolidating content from extant footnotes and similar content listed under individual subsections of the document.
- Services Covered: Updated to include Einstein Send Time Optimization for Pardot.
- Audits and Certifications: Clarified information for accessing Salesforce’s ISO 27001/27017/27018 Certificate and Statement of Applicability. Clarified services included in SOC reports.
- Viruses: Clarified that uploaded attachments are not executable in Advertising Studio.

April 20, 2021

Infrastructure & Sub-processors

- Scope: Clarified that this document does not apply to the Audience Studio services.
- Sub-Processors – Customer Data Storage: Added Amazon Web Services, Inc. as a sub-processor in the United States for a limited number of Advertising Studio customers who have consented to their data being stored in data centers provided by Amazon Web Services, Inc.

March 9, 2021

Infrastructure & Sub-processors

- Sub-Processors – Customer Data Storage: Added Softvision LLC, a subsidiary of Cognizant Technology Solutions U.S. Corp., as a sub-processor for ExactTarget customers.

Notices & License Information

- MFA Requirement for Using the Covered Services: Updated to reflect changes communicated to customers via email on March 9.

February 15, 2021

Infrastructure & Sub-processors

- Revised to add Datorama Reports for Marketing Cloud as a Covered Service.
- Sub-Processors – Customer Data Storage: Updated the data center wording for Datorama to clarify that customers benefit from the nearest in-region data center for Amazon Web Services, Inc., Microsoft Corporation (Microsoft Azure) and Snowflake, Inc., provided that customers may still request at the time of sign-up to be hosted in a different region.

Notices & License Information

- Services Covered – ExactTarget, Advertising Studio, and Interaction Studio: Added Datorama Reports for Marketing Cloud to the list of Covered Services.
- Third-Party Notices: Added WhatsApp and Sinch as Third-Party Platforms that are accessible through the ExactTarget Services.

Security, Privacy & Architecture

- Revised to add Datorama Reports for Marketing Cloud as a Covered Service.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- Security Controls: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.
January 21, 2021

Infrastructure & Sub-processors

- **Sub-Processors – Customer Data Storage:** Added Australia as a data center location for Interaction Studio.

January 8, 2021

Infrastructure & Sub-processors

- Lists alphabetized for ease of use.
- **Scope:** Added Einstein Engagement Scoring for Mobile to the list of Covered Services.
- **Sub-Processors – Customer Data Storage:** Removed Germany as a data center location for Amazon Web Services, Inc. specific to storage of Evergage and Interaction Studio Customer Data for Customers in the Americas & APAC regions. Removed the United States as a data center location for Amazon Web Services, Inc. specific to storage of Evergage and Interaction Studio Customer Data for customers in the EMEA region.
- **Sub-Processors – Customer Data Processing:** Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- **Services Covered – ExactTarget, Advertising Studio, and Interaction Studio:** Clarified how to determine which version of Interaction Studio Customer is using.
- **Services Covered – Marketing Cloud Einstein:** Added Einstein Engagement Scoring for Mobile to the list of Covered Services. Clarified that Marketing Cloud Einstein is accessed through another Service and is therefore subject to the terms of both Services’ documentation.
- **Covered Services Accessed Through Other Services – Marketing Cloud Einstein:** New section describing the terms under which Customer Data may be transferred between services for processing.

Security, Privacy & Architecture

- Lists alphabetized for ease of use.
- **Services Covered:** Added Einstein Engagement Scoring for Mobile to the list of Covered Services. Clarified how to determine which version of Interaction Studio Customer is using. Defined the term “Underlying Service”.
- **Third-Party Functionality:** Clarified which Covered Service is used to transmit or receive mobile messages.
- **Audits and Certifications:** Reference to UK BCR added and link updated.
- **Return of Customer Data:** Clarified methods to request return of Customer Data for different Covered Services.

December 15, 2020

Notices & License Information

- **ExactTarget, Advertising Studio, and Interaction Studio – Third-Party Notices:** Added GoogleAMP.

December 1, 2020

Infrastructure & Sub-processors

- **Scope:** Added Datorama Reports for Marketing Cloud (an Exact Target feature to be released in early 2021) to the list of Covered Services and removed Lead Capture (a Non-SFDC Application/third-party application) from the list of Covered Services. Clarified Services which are also subject to additional documentation.
- **Sub-Processors – Customer Data Storage:** Identified sub-processors for Datorama Reports for Marketing Cloud.
● **Sub-Processors — Customer Data Processing**: Identified sub-processors for Datorama Reports for Marketing Cloud.

**Notices & License Information**

● **Services Covered**: Added Datorama Reports for Marketing Cloud (an Exact Target feature to be released in early 2021) to the list of Covered Services and removed Lead Capture (a Non-SFDC Application/third-party application) from the list of Covered Services.

**Security, Privacy & Architecture**

● **Services Covered**: Added Datorama Reports for Marketing Cloud (an Exact Target feature to be released in early 2021) to the list of Covered Services and removed Lead Capture (a Non-SFDC Application/third-party application) from the list of Covered Services. Clarified Services which are also subject to additional documentation.

**September 11, 2020**

**Infrastructure & Sub-processors**

● Rebranded Predictive Intelligence as Marketing Cloud Einstein and updated references to it throughout.

● **Scope**: Clarified which of Marketing Cloud Einstein’s related services are also subject to additional documentation.

● **Sub-processors — Customer Data Storage**: Clarified for Datorama customers the types of information that may still be processed in AWS.

● **Sub-processors — Customer Data Processing**: Removed three sub-processors: Cognizant Technology Solutions U.S. Corporation, Cognizant Technology Solutions Hungary Kft, and P.I. Softek, Ltd.

**Notices & License Information**

● **Marketing Cloud Einstein**: Rebranded Predictive Intelligence as Marketing Cloud Einstein throughout.

**Security, Privacy & Architecture**

● Rebranded Predictive Intelligence as Marketing Cloud Einstein and updated references to it throughout.

● **Security Controls**: Replaced the term “whitelist” with “allowlist”.

● **Deletion of Customer Data**: Clarifies the duration of retention for customer data pending deletion for all Covered Services.

**August 18, 2020**

**Infrastructure & Sub-processors**

● Updated to account for changes in branding of Interaction Studio Services.

**Notices & License Information**

● Updated to account for changes in branding of Interaction Studio Services.

● **ExactTarget, Advertising Studio, and Interaction Studio**: In Services Covered, clarified the Covered Services including the difference between Interaction Studio and Interaction Studio (Legacy). Amended the Interaction Studio section to clarify that it applies to the Legacy version of that Service.

● **Interaction Studio**: New section added with notices and license information specific to this Service.

**Security, Privacy & Architecture**

● Updated to account for changes in branding of Interaction Studio Services.

● **Audits and Certifications**: Added Interaction Studio to the list of Services which undergo Soc 2 evaluation. Specified that Interaction Studio runs on Amazon Web Services, Inc.’s infrastructure. Clarified that Interaction Studio (Legacy) uses Microsoft Corporation’s “Azure” infrastructure.

● **Security Controls**: Clarified that Interaction Studio (Legacy) customers have the option to define the range of IP addresses from which their users may access Covered Services. Added Interaction Studio to the list of Services for which customers can utilize email export allowlist functionality.
- **Reliability and Backup:** Clarified that Interaction Studio (Legacy) backup data is retained for 90 days. Added that backup data retention for Interaction Studio is generally 1-30 days, as needed.

- **Disaster Recovery:** Added Interaction Studio to the list of Services using geographically diverse, secondary facilities.

- **Viruses:** Added Interaction Studio (Legacy) and Interaction Studio to the list of Services for which uploaded attachments are not executable.

- **Return of Customer Data:** Clarified the methods by which customers of Interaction Studio (Legacy), and Interaction Studio can request, access, or export their data on contract termination.

**July 9, 2020**

**Infrastructure & Sub-processors**

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

**Notices & License Information**

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

**Security, Privacy & Architecture**

- Edits to clarify scope of AWS processing environments for the feature branded as Einstein Copy Insights.

**July 2, 2020**

**Notices & License Information**

- Revised to include the Evergage Services.

- **Evergage:** New section added with notices and license information specific to this Service.

**Security, Privacy & Architecture**

- Revised to add Evergage as a Covered Service.

- **Audits and Certifications:** Added Evergage to the list of Services which undergo Soc 2 evaluation. Specified that Evergage runs on Amazon Web Services, Inc.’s infrastructure.

- **Security Controls:** Added Evergage to the list of Services for which customers can utilize email export allowlist functionality.

- **Reliability and Backup:** Added that backup data retention for Evergage is generally 1-30 days, as needed.

- **Disaster Recovery:** Added Evergage to the list of Services using geographically diverse, secondary facilities.

- **Viruses:** Added Evergage to the list of Services for which uploaded attachments are not executable.

- **Return of Customer Data:** Clarified the methods by which customers of Evergage can request, access, or export their data on contract termination.

**June 25, 2020**

**Infrastructure & Sub-processors**

- Added Evergage to Marketing Cloud I&S and disclosed AWS as a third-party hosting provider.

- Added Snowflake, Inc. as a sub-processor for Datorama. In addition, we have clarified that for Customers that have chosen Azure hosting, limited account information used for the provisioning of accounts may still be processed, but not stored, on AWS.

**May 29, 2020**

**Infrastructure & Sub-processors**

- **Scope:** No longer includes Advertising Campaigns as part of Advertising Studio. Marketing Cloud Einstein and Measurement Platform was shortened to Marketing Cloud Einstein. Added a link to Salesforce’s Data Processing Addendum for further information on capitalized terms.
- **Sub-processors - Customer Data Processing**: Israel was added to the list of countries in which salesforce.com, inc. and its associates process customer data. Datorama Technologies Ltd. was removed from the list of sub-processors.

**Notices & License Information**

- **ExactTarget, Advertising Studio, and Interaction Studio**: Under Services Covered, removed Advertising Campaigns from the list of “Covered Services”. Clarified that Customers are responsible for any material their users provide to Third Party Platforms.
- **Predictive Intelligence**: Under Services Covered, removed iGo Digital and references to iGo, LLC. Rebranded two services, and clarified which services are subject to additional documentation.
- **Social Studio**: Under Command Center - Public Display, removed restrictions on syndication, on conducting analysis, or on creating derivatives from Twitter content.

**Security, Privacy & Architecture**

- **Services Covered**: No longer includes Advertising Campaigns as part of Audience Studio. Marketing Cloud Einstein and Measurement Platform was shortened to Marketing Cloud Einstein. Updated documentation to which Einstein Engagement Frequency is subject.
- **Audits and Certifications**: Under ISO certification, changed Predictive Intelligence to Marketing Cloud Einstein and Measurement (MCEM).
- **Sensitive Data**: Amended list of unsubmitable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
Messaging & LiveMessage

LiveMessage shares an Infrastructure & Sub-processors document and a Security, Privacy & Architecture document with myTrailhead, Salesforce Anywhere (including Quip), and Salesforce.org Philanthropy Cloud and Salesforce.org Elevate.

June 15, 2021
Notices & License Information
- Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021
Notices & License Information
- MFA Requirement for Using the Messaging Services: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021
Notices & License Information
- Third-Party Notices: Clarified that Twilio is no longer classified as a Beta Offering.

March 9, 2021
Notices & License Information
- MFA Requirement for Using the Messaging Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021
Notices & License Information
- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021
Notices & License Information
- Restricted Uses of Information: Added section addressing potential blocking or filtering of SMS messages by Carriers.

September 11, 2020
Notices & License Information
- Services Covered: Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation.
- Salesforce Essentials: Added notices for third-party applications which interoperate with this Service.
- Distributed Software: Added the End User License Agreement / Order Form Supplement for Salesforce Field Service Lightning Mobile App for Android.
May 29, 2020

**Notices & License Information - Messaging and LiveMessage**

- **Restricted Uses of Information:** Added a link to the Acceptable Use and External Facing Services Policy. Consolidated and enhanced the list of principles, best practices or guidelines to which customer must comply to include MMA Global U.S. Consumer Best Practices for Messaging, CTIA Mobile Commerce Compliance Handbook, and U.S. Short Code Registry Best Practices.
MuleSoft

June 4, 2021

Notices & License Information

- **MFA Requirement for Using MuleSoft Cloud Offerings**: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

- **Scope**: Added MuleSoft Composer within the scope of the MuleSoft Cloud Offerings.
- **Sub-processors — Customer Data Processing**: Added a ModusBox, Inc. data center location in India.

Notices & License Information

- **Services Covered**: Added MuleSoft Composer within the scope of the MuleSoft Cloud Offerings.
- **Third-Party Notices**: Added additional examples of Third-Party Platforms and commercial entities that interoperate with the MuleSoft Services.

Security, Privacy & Architecture

- **Services Covered**: Added MuleSoft Composer within the scope of the MuleSoft Cloud Offerings.
- **Audits and Certifications**: Clarified information for accessing Salesforce's ISO 27001/27017/27018 Certificate and Statement of Applicability.

March 15, 2021

Infrastructure & Sub-processors

- **Scope**: Updated to include MuleSoft Composer.

Notices & License Information

- **Services Covered**: Updated to include MuleSoft Composer.
- **Third-Party Notices**: Added Google Sheets and Slack.

Security, Privacy & Architecture

- **Services Covered**: Updated to include MuleSoft Composer.

March 9, 2021

Notices & License Information

- **MFA Requirement for Using the MuleSoft Cloud Offerings**: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- **Security Controls**: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.
January 8, 2021

**Infrastructure & Sub-processors**
- **Scope:** Clarified Covered and excluded Services.
- **Sub-processors — Customer Data Processing:** Added Austria to the list of data center locations for the salesforce.com, inc. entity.

**Notices & License Information**
- **Services Covered:** Clarified Services Covered per Order Form definitions, and listed the locations of the term definitions used in the document.

**Security, Privacy & Architecture**
- **Services Covered:** Clarified Services Covered per Order Form definitions.
- **Audits and Certifications:** Reference to UK BCR added and link updated.
- **Security Controls:** Clarified the security controls for customer applications deployed on the MuleSoft Cloud Offerings.
- **Return of Customer Data:** Clarified the terms for returning Customer Data.
- **Deletion of Customer Data:** Clarified the terms for deletion of Customer Data.

September 11, 2020

**Infrastructure & Sub-processors**
- **Sub-processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft. Also removed specific references to MuleSoft, LLC, and Salesforce Argentina S.R.L., and added Argentina to the list of countries in which salesforce.com, inc. and its affiliates process customer data.

**Notices & License Information**
- **External Resources:** Clarified MuleSoft Services’ and Salesforce’s responsibilities with regards to external sites, resources, and content.

**Security, Privacy & Architecture**
- **Audits and Certifications:** Updated the link to the scope of Salesforce’s ISO certification for MuleSoft Cloud Offerings and added the certificate number.
- **Malicious Software:** Clarified the circumstances under which MuleSoft Cloud Offerings does not scan for viruses or malicious software.
- **Sensitive Data:** Clarified further the restriction on submission of Protected Health Information (defined under US HIPAA) by customers to name fields and logs for the MuleSoft Cloud Offerings.

May 29, 2020

**Infrastructure & Sub-processors**
- **Sub-processors - Customer Data Processing:** Great Software Laboratory Pvt Ltd and Great Software Laboratory, Inc. were removed from the list of sub-processors.

**Notices & License Information**
- **Third-Party Platforms:** Clarified Non-SFDC Applications in Anypoint Exchange.
- **Anypoint Service Mesh:** New section clarifying Istio as a Non-SFDC Application or Third-Party Application.

**Security, Privacy & Architecture**
- **User Authentication:** Clarified credentials used to authenticate and manage user's session.
- **Data Encryption:** Clarified management and runtime data encryption.
- **Deletion of Customer Data**: Added data retention policy for Transaction Processing Information in MuleSoft Anypoint Partner Manager.
- **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
myTrailhead

myTrailhead shares an Infrastructure & Sub-processors document and a Security, Privacy & Architecture document with LiveMessage, Salesforce Anywhere (including Quip), and Salesforce.org Philanthropy Cloud and Salesforce.org Elevate.

June 15, 2021
Notices & License Information
  ● Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021
Notices & License Information
  ● MFA Requirement for Using the myTrailhead Services: Updated to clarify MFA requirements for using the myTrailhead Services.

May 7, 2021
Notices & License Information
  ● No changes

March 9, 2021
Notices & License Information
  ● MFA Requirement for Using the myTrailhead Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021
Notices & License Information
  ● Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021
Notices & License Information
  ● No material changes

November 17, 2020
Notices & License Information
  ● Distributed Software: Added End User License Agreement and/or Order Supplement for Trailhead GO for Android.

September 11, 2020
Notices & License Information
  ● No material changes

July 30, 2020
Notices & License Information
  ● No material changes
May 29, 2020

Notices & License Information

- No material changes
Pardot

June 15, 2021

Notices & License Information

● Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021

Notices & License Information

● MFA Requirement for Using the Pardot Services: Updated to clarify MFA requirements for using the Pardot Services.

May 14, 2021

Infrastructure & Sub-processors

● Updated links to the Trust & Compliance website.

May 7, 2021

Infrastructure & Sub-processors

● Scope: Added Einstein Send Time Optimization for Pardot.

Notices & License Information

● Services Covered: Added Einstein Send Time Optimization for Pardot.

Security, Privacy & Architecture

● Services Covered: Added Einstein Send Time Optimization for Pardot.
● Architecture and Data Segregation: Clarified the function of the multitenant architecture used to operate the Services.
● Audits and Certifications: Clarified information for accessing Salesforce’s ISO 27001/27017/27018 Certificate and Statement of Applicability.
● Security Controls: Clarified the effective date of the two methods of Security Controls.
● User Authentication: Clarified the effective date of the two methods of User Authentication.
● Reliability and Backup: Clarified the data storage methodology.
● Return of Customer Data: Clarified the file format for returned Customer Data.

March 9, 2021

Notices & License Information

● MFA Requirement for Using the Pardot Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information

● Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

● Security Controls: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.
January 8, 2021

Infrastructure & Sub-processors
- Sub-Processors — Customer Data Processing: Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information
- No changes

Security, Privacy & Architecture
- Audits and Certifications: Reference to UK BCR added.
- Security Controls: Clarified which Security Controls apply depending on whether customer has migrated to Salesforce single sign-on.
- User Authentication: Clarified which User Authentication protocols apply depending on whether customer has migrated to Salesforce single sign-on.

September 11, 2020

Infrastructure & Sub-processors
- Scope: Clarified that some Pardot features run on two infrastructures and are subject to both this Documentation, and the Einstein Platform Documentation.

Notices & License Information
- Services Covered: Clarified that some Pardot features run on two infrastructures and are subject to both this Documentation, and the Einstein Platform Documentation.

Security, Privacy & Architecture
- Services Covered: Clarified that some Pardot features run on two infrastructures and are subject to both this Documentation, and the Einstein Platform Documentation.
- Audits and Certifications: Updated the link to the scope of Salesforce’s ISO certification applicable to Pardot.
- Security Controls: Replaced the term “whitelist” with “allowlist”.
- Reliability and Backup: Clarified the method of redundant data storage, and the duration of data storage at off-site backup locations.
- Data Encryption: Clarified the data encryption methods in use.
- Deletion of Customer Data: Clarified the duration of data storage at off-site backup locations.

May 29, 2020

Notices & License Information
- Third-Party Platforms: Clarified that Customers are responsible for any material their users provide to Third Party Platforms.
- Third-Party Notices: Removed FullContact as an applicable service.

Security, Privacy & Architecture
- Security Controls: Updated terms under which Email Login Verification is required. Clarified description of Email Login Verification.
- Viruses: Section and subject renamed Malicious Software.
- Data Encryption: TLS version updated.
• **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
Salesforce Anywhere (including Quip)

June 15, 2021
**Notices & License Information**
- Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021
**Notices & License Information**
- MFA Requirement for Using the Covered Services: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021
**Notices & License Information**
- No changes

March 9, 2021
**Notices & License Information**
- MFA Requirement for Using the Covered Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021
**Notices & License Information**
- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021
**Notices & License Information**
- Third-Party Platforms: Removed Crashlytics App, Hackpad API, and IFTTT App; added Bitmoji to the list of third-party platforms which Salesforce Anywhere (including Quip) may interact with.

November 17, 2020
**Notices & License Information**
- References to Quip replaced with “Salesforce Anywhere (including Quip)” throughout the document, in line with Service rebranding.

September 11, 2020
**Notices & License Information**
- No material changes

May 29, 2020
**Notices & License Information**
- No material changes
Salesforce Unified Cloud (Hyperforce)
Salesforce Unified Cloud (Hyperforce) has its own Security, Privacy & Architecture document, but it shares an Infrastructure & Sub-processors and Notices & License Information document with Salesforce Services.
To determine which Security, Privacy & Architecture document applies to your org, please visit the Salesforce Status website at https://status.salesforce.com/ and enter your orgID into the search bar. The site will return your instanceID. The Salesforce Unified Cloud (Hyperforce) Security, Privacy & Architecture document applies to services running on instances AP South (IND1, IND5, IND7, IND9, IND2s, and IND3s), AP Southeast (AUS1, AUS3, AUS5, AUS7, AUS9, AUS2s, AUS4s, and AUS8s), and US East (USA1, USA2s, and USA3s).

May 7, 2021
Security, Privacy & Architecture
- Platform rebranded as Salesforce Unified Cloud (Hyperforce) throughout.
- **Services Covered:** Rebranded Einstein Relationship Intelligence to Einstein Relationship Insights. Clarified that Tableau CRM includes Einstein Discovery and Salesforce Data Pipelines. Clarified that this documentation does apply to Tableau CRM’s “Playground” demo environments.
- **Sensitive Data:** Clarified which Covered Services are allowed to process specific types of sensitive data.
- **Product Specific Additional Disclosures - Regional Audits and Certifications:** Added new section detailing audits and certifications applicable solely to Sales Cloud, Service Cloud, Experience Cloud, Chatter, and Lightning Platform in the APAC region.
- Product Specific Additional Disclosures - Salesforce Services: Removed this section.
- **Product Specific Additional Disclosures - Customer 360 Audiences:** Added a summary of audits and certifications applying specifically to Customer 360 Audiences in the Americas and APAC regions.

April 20, 2021
Security, Privacy & Architecture
- Added the Advertising Studio services throughout the document.
- **Advertising Studio:** Clarified that the Salesforce Security Guide and the “Set Up Audit Trail” are not applicable to Advertising Studio. Clarified the timeline for deletion of Customer Data after termination of the Advertising Studio services.

March 15, 2021
Security, Privacy & Architecture
- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.

February 2, 2021
Security, Privacy & Architecture
- **Security Controls:** Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.
January 8, 2021

**Security, Privacy & Architecture**

- Lists alphabetized for ease of use.
- **Services Covered**: Added Einstein Relationship Intelligence.
- **Audits and Certifications**: Reference to UK BCR added. Clarified which audits and certifications applied to Einstein Relationship Intelligence.
- **Reliability, Backup, Business Continuity, and Disaster Recovery**: Clarified that Covered Services’ Disaster Recovery processes use a continually validatable process.
- **Return of Customer Data**: Clarified possible file formats for returned Customer Data. Clarified Customer Data for managed packages may not be available if packages were removed prior to contract termination.
- **Deletion of Customer Data**: Deleted reference to deletion of Customer Data for managed packages as it is addressed with new language in Return of Customer Data above.

November 15, 2020

**Security, Privacy & Architecture**

- **Services or Features Not Covered**: Added Salesforce Anywhere (including Quip).

October 19, 2020

**Security, Privacy & Architecture**

Initial Publication of Security, Privacy & Architecture document for customers of the above Salesforce Services which are operating on Salesforce Unified Cloud Architecture.
Salesforce.org Philanthropy Cloud and Salesforce.org Elevate

June 15, 2021
Notices & License Information
- Distributed Software: Updated the location of licensor-required open-source notices.

June 4, 2021
Notices & License Information
- MFA Requirement for Using the Covered Services: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021
Notices & License Information
- Services Covered: Clarified that the documentation does not apply to open source services used in conjunction with the Covered Services.
- Geographic Limitation: Recategorized information specifying that the service could not be used in conjunction with data from residents of citizens of the EEA, Switzerland, or the United Kingdom from the NLI to the SPARC document.
- Salesforce.org Elevate Third-Party Notices: Removed Google Analytics, iATs Payments and Stripe from the enumerated list of Third-Party platforms which interoperate with Elevate.
- Salesforce.org Open Source Products: Notices and license terms specific to Salesforce.org’s proprietary open source products were added.
- Distributed Software: Removed links to Third-Party Platform integrations, redirecting users to the Salesforce.org Open Source Products section of this document.

March 9, 2021
Notices & License Information
- MFA Requirement for Using the Covered Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021
Notices & License Information
- Added Multi-Factor Authentication Requirement for using the Services.

January 8, 2021
Notices & License Information
- Payment Gateways: Updated terms for the payment gateways which can be integrated with the Covered Services.
December 15, 2020

Notices & License Information

- **Services Covered**: Added Salesforce.org Philanthropy Cloud to the list of Covered Services.
- **Geographic Limitation**: New section added describing the geographic availability of Salesforce.org Philanthropy Cloud.
- **Salesforce.org Philanthropy Cloud Third-Party Notices**: New section specifying the applicable notices for Third-Party Platforms that interoperate with this Covered Service.
- **Salesforce.org Elevate Third-Party Notices**: New section specifying the applicable notices for Third-Party Platforms that interoperate with this Covered Service, inclusive of the sections formerly titled “Payments” and “Google reCAPTCHA” from the previous version of this document.
- **Receipts**: New section addressing email receipt functionality for the Covered Services and applicable laws and regulations.
- **Distributed Software**: Added EULA and/or Order Form Supplements for Salesforce for iOS, Android, and Windows.

September 11, 2020

Notices & License Information

- **Google reCAPTCHA**: Terms and notices for this third-party integration were added.

July 30, 2020

Initial Publication of Salesforce.org Elevate Trust & Compliance Documentation

Notices & License Information

- New document
Salesforce Services


June 15, 2021

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Processing:** Added Amazon Web Services, Inc. as a third-party service provider for features of B2B2C Commerce Services, Sales Cloud, and Service Cloud.
- **Sub-processors — Customer Data Processing:** Added Microsoft Corporation (Microsoft Azure) as a third-party service provider for Microsoft Teams Integration (a feature of Sales Cloud and Service Cloud).
- Content Delivery Networks: Added B2B2C to Services using CDNs.

Notices & License Information

- **Services Covered:** Added B2B2C Commerce and Workforce Engagement Management to services covered throughout.
- **B2B2C Commerce:** Added section explaining the responsibilities of using third-party platforms and commercial entities that interoperate with B2B2C Commerce.
- **Distributed Software:** Updated the location of licensor-required open-source notices.

Security, Privacy & Architecture

- **Services Covered:** Clarified “Scratch Orgs” should only be used for testing and development and should not include personal data.
- **Services Covered:** Clarified inclusion of Workforce Engagement Management service if Intelligent Forecasting feature is enabled.
- **Audits and Certifications:** Excluded B2B2C Commerce and Workforce Engagement Management from the scope of APEC Privacy Recognition for Processors (PRP)\_ASIP Santé certification, Cloud Computing Compliance Controls Catalogue (CS) certification, HITRUST certification, ISO 27001/27017/27018 certification, Payment Card Industry (PCI), and System and Organization Controls (SOC) reports. Excluded Workforce Engagement Management from the scope of EU and UK Binding Corporate Rules (BCR) for Processors.
Trust & Compliance Home Page

- **User Authentication**: Excluded B2B2C Commerce guest users from the user authentication requirements.

June 4, 2021

**Notices & License Information**
- **MFA Requirement for Using the Covered Services**: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

**Infrastructure & Sub-processors**
- **Scope**: Rebranded Einstein Relationship Intelligence as Einstein Relationship Insights. Rebranded Loyalty Cloud as Loyalty Management. Detailed information specific to products and features which run on multiple infrastructures was moved to the Salesforce Services Security, Privacy and Architecture document.
- **Sub-processors — Customer Data Storage**: Removed a trials-only instance. Updated instance numbers throughout.
- **Sub-processors — Customer Data Processing**: Updated the list of services hosted on Heroku, Inc. and that Affiliate’s list of data center locations. Updated the list of services hosted by Amazon Web Services. Added links to AWS security documentation.
- **Content Delivery Networks**: Rebranded Community Cloud as Experience Cloud, sharing a CDN with Commerce Cloud, DXP, and CMS.

**Notices & License Information**
- **Services Covered**: Detailed information specific to products and features which run on multiple infrastructures was moved to the Salesforce Services Security, Privacy and Architecture document. Loyalty Cloud was rebranded Loyalty Management.
- **Grants Management**: New section added.
- **In-App Learning** rebranded as Learning Paths.
- **Insights Platform**: Clarified how Melissa Data integrated with Insights Platform.
- **LinkedIn Sales Navigator Integration**: New section added.
- **Microsoft Teams Integration**: New section added.
- **PDFTron**: New section added.
- **Salesforce.org Open Source Products**: Notices and license terms specific to Salesforce.org’s proprietary open source products were added.
- **Your Account**: New section added for this Non-SFDC Application.

**Security, Privacy & Architecture**
- **Services Covered**: Loyalty Cloud was rebranded Loyalty Management. Clarified the use of “Salesforce”. Clarified which Services and features run on multiple infrastructures and are therefore subject to the terms of multiple Trust and Compliance documents. Clarified the list of services to which this documentation does not apply.
- **Architecture and Data Segregation**: Clarified Covered Services hosted on Government Cloud Plus Service are also subject to that Service’s documentation.
- **Audits and Certifications**: Updated the lists of excluded services for APEC Privacy Recognition for Processors, ASIP Santé, Cloud Computing Compliance Controls Catalogue, and ISO 27001/27017/27018 certifications. Added Services registered with the Information System Security Management and Assessment Program.
- **Security Policies and Procedures**: Clarified the contents of the application logs.
- **Intrusion Detection**: Clarified the intrusion detection mechanisms.
- **Return of Customer Data**: Clarified terms for returning Customer Data if the managed package is removed prior to contract termination.
April 20, 2021

Infrastructure & Sub-processors
- Added Salesforce Data Pipelines as a new feature to the Tableau CRM Service and removed the Tableau CRM “Playground”.

Notices & License Information
- Added Salesforce Data Pipelines as a new feature to the Tableau CRM Service and removed the Tableau CRM “Playground”.

Security, Privacy & Architecture
- Added Salesforce Data Pipelines as a new feature to the Tableau CRM Service and removed the Tableau CRM “Playground”.

March 15, 2021

Infrastructure & Sub-processors
- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Scope:** “Employee Productivity” and “IT Service Center - IT Agent” added as new Covered Services. Updated the link to the Salesforce Services Trust and Compliance documentation.
- **Sub-processors – Customer Data Processing:** Updated the link to the Heroku Trust and Compliance documentation.

Notices & License Information
- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Services Covered:** The Einstein Analytics NLI has been merged into this document. There are no substantive changes to the underlying service. “Employee Productivity” and “IT Service Center - IT Agent” added as new Covered Services.
- **Service Cloud Voice with Amazon Connect:** Additional AWS services added as included with Service Cloud Voice with Amazon Connect: “Amazon EventBridge” and “Amazon Simple Notification Service (SNS).” Additional AWS service added as not included with Service Cloud Voice with Amazon Connect but available for separate purchase: “Contact Lens for Amazon Connect.”
- **Tableau CRM Connectors:** Moved section from Einstein Analytics NLI that lists connectors to external, third-party data storage systems.
- **Workplace Command Center:** Terms updated to reflect updated Covid data sources. Data from The Covid Tracking Project at the Atlantic is no longer available and has been replaced with data from COVID-19 Diagnostic Laboratory Testing (PCR Testing) Time Series (HealthData.gov).
- **IT Service Center - IT Agent:** Added terms for Tanium Endpoint Management services (Non-SFDC Applications).
- **Distributed Software:** Moved EULA and/or Order Form Supplements for Tableau CRM for iOS and Android from Einstein Analytics NLI. Noted that information about the Tableau CRM “Playground” demonstration environment can be found in the Open Source section of the Trust and Compliance Documentation website.

Security, Privacy & Architecture
- “Einstein Analytics” renamed to “Tableau CRM” throughout the document.
- **Services Covered:** “Employee Productivity” and “IT Service Center - IT Agent” added as new Covered Services.
- **Audits and Certifications:** Added “Employee Productivity” and “IT Service Center - IT Agent” to relevant certifications. Updated the links to the Heroku Trust and Compliance documentation.
- **Security Controls:** Updated the links to the Heroku Trust and Compliance documentation.
March 9, 2021

**Notices & License Information**
- **MFA Requirement for Using the Covered Services**: Updated to reflect changes communicated to customers via email on March 9.

February 18, 2021

**Security, Privacy & Architecture**
- **Deletion of Customer Data**: For Salesforce Maps, clarified the duration of retention, and data format for, return of CSV files uploaded by Customer via Salesforce Maps Custom Data Source Portal (“Custom Data Sources”).

February 2, 2021

**Notices & License Information**
- **Added Multi-Factor Authentication Requirement for using the Services.**

**Security, Privacy & Architecture**
- **Security Controls**: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

January 29, 2021

**Notices & License Information**
- **Service Cloud Voice with Amazon Connect**: Added telephony provider AMCS SG Private Limited as regional affiliate of AMCS LLC in Singapore.

January 14, 2021

**Security, Privacy & Architecture**
- **Reliability and Backup**: Clarified that this section does not apply to Click FSL Optimizer or Shift Management.

January 12, 2021

**Notices & License Information**
- **Workplace Command Center**: Updated the list of Third-Party Platforms interoperating with the Service.

January 8, 2021

**Infrastructure & Sub-processors**
- Lists alphabetized for ease of use.
- **Scope**: Added Einstein Relationship Intelligence, Experience Cloud and Loyalty Cloud to the list of Covered Services. Rebranded Community Cloud as Experience Cloud. Updated the list of related products and features that run across two infrastructures and are therefore also covered under additional documentation.
- **Sub-processors – Customer Data Storage**: Added new Instance for customers in the Americas region. Added Australia and US to the list of Amazon Web Services data center locations. Added Amazon Web Services, Inc. in Germany as a sub-processor for Salesforce Maps. Added new instances for data center located in India. Clarified storage redundancy locations for Einstein Relationship Intelligence customers.
- **Sub-processors – Customer Data Processing**: Updated the entity name for the UK Salesforce Affiliate. Added SFDC Austria GmbH as a sub-processor. Updated the list of services and features utilizing Heroku,
Inc. as a sub-processor. Added Amazon Web Service, Inc. as a sub-processor to calculate routes for Field Service.

- **Content Delivery Networks**: Added Akamai as a CDN for Lightning Experience.

**Notices & License Information**

- **Services Covered**: Added Loyalty Cloud and Einstein Relationship Intelligence to the list of Covered Services. Rebranded Community Cloud as Experience Cloud. Updated the list of Services and features that run on across more than one infrastructure and are subject to more than one set of documentation.
- **Restricted Uses of Information**: Clarified that compliance with external “do not contact” lists for sending Messages is solely the responsibility of our Customer.
- **Social Accounts, Contacts and Leads Feature**: Updated Twitter terms, and added Twitter terms applicable to public sector users. Added terms for Google API and Rollbar.
- **SOS Feature**: Clarified that SOS is a feature of Service Cloud.
- **Admissions Connect**: Updated terms, removing pdf.js and added Common Application.
- **In-App Learning**: New section describing terms of use for this feature when connecting with Non-SFDC Applications, or with SFDC Services.
- **Insights Platform**: Added Melissa Data terms for global address verification.
- **Salesforce Field Service**: Added terms for integration with Here. Field Service Lightning rebranded as Salesforce Field Service.
- **Workplace Command Center**: Added terms for OpenStreetMap Foundation and The Covid Tracking Project at the Atlantic.

**Security, Privacy & Architecture**

- Lists alphabetized for ease of use.
- **Services Covered**: Added Loyalty Cloud to the list of Covered Services. Rebranded Community Cloud as Experience Cloud. Clarified Covered and excluded Services. Clarified which Covered Services run on more than one platform.
- **Audits and Certifications**: Reference to UK BCR added and link updated. Clarified which Covered Services and features are included or excluded from listed audits and certifications.
- **Deletion of Customer Data**: Clarified how and when Self-Hosted Data for Salesforce Maps is deleted. Updated the data retention duration, and clarified the deletion terms for Customer Data submitted via Insights Platform.

**December 15, 2020**

**Infrastructure & Sub-processors**

- **Scope**: Added Intelligent Form Reader and Student Success Hub to the list of Covered Services.
- **Sub-Processors – Customer Data Processing**: Added Amazon Web Service, Inc. as the sub-processor for Intelligent Form Reader.

**Notices & License Information**

- **Services Covered**: Added Intelligent Form Reader and Student Success Hub to the list of Covered Services.
- **Intelligent Form Reader**: Added new section describing the integration of Intelligent Form Reader and AWS Textract services, and related terms.

**Security, Privacy & Architecture**

- **Services Covered**: Added Intelligent Form Reader and Student Success Hub to the list of Covered Services.
- **Audits and Certifications**: Noted which audits and certifications applied to Intelligent Form Reader and Student Success Hub.
- **Reliability and Backup**: Added Intelligent Form Reader and Student Success Hub to the list of services for which customer data may not be restorable if Customer’s administrator uninstalls the service during their subscription.
● **Sensitive Data**: Additional requirement added for human oversight when using Intelligent Form Reader as part of a decision-making process with legal or similarly significant effects.

**November 17, 2020**

**Infrastructure & Sub-processors**

- **Scope**: Added Admissions Connect to the list of Covered Services. Added clarification on how using Salesforce Anywhere (including Quip) Services with Salesforce Services can replicate Customer Data onto Salesforce Anywhere's AWS-powered infrastructure.

**Notices & License Information**

- **Services Covered**: Added Admissions Connect to the list of Covered Services.
- **Admissions Connect**: Added new section detailing applicable terms and licensing for customer use of third-party applications in conjunction with the Service.

**Security, Privacy & Architecture**

- **Services Covered**: Added Admissions Connect to the list of Covered Services. Added clarification on how using Salesforce Anywhere (including Quip) Services with Salesforce Services can replicate Customer Data onto Salesforce Anywhere's AWS-powered infrastructure.
- **Audits and Certifications**: Noted which audits and certifications applied to Admissions Connect. Added Accounting Subledger, Insights Platform, and Nonprofit Cloud Case Management to the scope of Salesforce BCR for Processors.
- **Reliability and Backup**: Added Admissions Connect to the list of services for which customer data may not be restorable if Customer’s administrator uninstalls the service during their subscription.

**November 5, 2020**

**Infrastructure & Sub-processors**

- **Scope**: Added Grants Management to the list of Covered Services.

**Notices & License Information**

- **Services Covered**: Added Grant Management to the list of Covered Services.
- **Restricted Uses of Information**: New section added to the document.

**Security, Privacy & Architecture**

- **Services Covered**: Added Grants Management to the list of Covered Services.
- **Audits and Certifications**: Noted which audits and certifications applied to Grants Management.
- **Reliability and Backup**: Added Grants Management to the list of services for which customer data may not be restorable if Customer’s administrator uninstalls the service during their subscription.

**October 19, 2020**

**Infrastructure & Sub-processors**

- **Scope**: Added Privacy Center, and Public Sector Solutions to the list of Covered Services.
- **Sub-Processors – Customer Data Storage**: Added additional data centers in the APAC region for customers using services residing on the Salesforce Unified Computing Infrastructure. Added a section describing that a customer’s configuration of Security Center can affect where certain customer data is stored.
- **Sub-Processors – Customer Data Processing**: Added Privacy Center to the list of services utilizing Heroku, Inc.’s data center.

**Notices & License Information**

- **Services Covered**: Added Privacy Center, and Public Sector Solutions to the list of Covered Services.
Security, Privacy & Architecture

- **Services Covered**: Added Privacy Center, and Public Sector Solutions to the list of Covered Services.
- **Audits and Certifications**: Privacy Center and Public Sector Solutions are excluded from some of the listed audits and certifications.

October 12, 2020

Security, Privacy & Architecture

- **Audits & Certifications**: Updated references to FS and FSMP.

October 7, 2020

Infrastructure & Sub-processors

Rebranded all instances of Field Service Lightning as Field Service.

Notices & License Information

Rebranded all instances of Field Service Lightning as Field Service.

Security, Privacy & Architecture

Rebranded all instances of Field Service Lightning as Field Service. Replaced all “FSL” abbreviations with “FS”, or for Field Service managed packages, “FSMP”.

September 11, 2020

Infrastructure & Sub-processors

- **Scope**: “Covered Services” was amended to include both services and managed packages. Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation.
- **Sub-Processors — Customer Data Processing**: Changed “User Guide” to “Documentation”. Removed four sub-processors: Cognizant Technology Solutions U.S. Corporation, Cognizant Technology Solutions Hungary Kft, Environmental Systems Research Institute, Inc., and HERE Global B.V. Added Salesforce Private Connect (US only), Shift Management, and the services supported by ClickSoftware, Inc. to the list of services being processed by Amazon Web Services, Inc.

Notices & License Information

- **Services Covered**: Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation.
- **Salesforce Essentials**: Added notices for third-party applications which interoperate with this Service.
- **Distributed Software**: Added the End User License Agreement / Order Form Supplement for Salesforce Field Service Lightning Mobile App for Android.

Security, Privacy & Architecture

- **Services Covered**: Simplified the description of the Field Service Lightning Covered Service. Clarified the list of products and features which run on two infrastructures and thus are subject to additional documentation. Removed reference to Insights Platform running on both Heroku platform and AWS.
- **Third-Party Functionality**: More clearly defined the Account Intelligence feature in Sales Cloud.
- **Audits and Certifications**: Updated the Services covered or excluded by the listed audits and certifications. Updated the list of Services using Amazon Web Services, Inc.’s or Heroku’s infrastructures to host or process Customer Data.
- **Security Controls**: Updated the list of Services subject to Amazon Web Services, Inc’s or Heroku’s security documentation.
- **Incident Management**: Updated the link to the Salesforce Trust website.
- **User Authentication:** Clarified that Community Cloud guest users are not required to authenticate with one of the listed methods when accessing that Service.
- **Disaster Recovery:** Clarified that this section does not apply to Shift Management.
- **Return of Customer Data:** Removed reference to derived data sourced from other Services in use by the Customer.
- **Deletion of Customer Data:** Clarified Salesforce Maps data retention duration.
- **Sensitive Data:** Clarified further the restriction on submission of Protected Health Information (defined under US HIPAA) by customers using covered services that are hosted on public cloud provider’s infrastructure.

**July 24, 2020**

**Notices & License Information**
- Added entities and notices for Workplace Command Center.

**July 21, 2020**

**Infrastructure & Sub-processors**
- Updated to add Service Cloud Voice as a Covered Service.
- Updated to add Salesforce Private Connect as a Covered Service.
- Updated to add B2B Commerce on Lightning Experience as a Covered Service.
- **Sub-Processors — Customer Data Processing:** Added Amazon Web Services, Inc. as a processor with locations in the United States, Germany, Australia, Japan, and Ireland. Added Service Cloud Voice to the list of services being processed by Heroku, Inc. and Amazon Web Services, Inc. Added Amazon Web Services, Inc. as a sub-processor, supporting Salesforce Private Connect (US only) and Service Cloud Voice.

**Notices & License Information**
- Updated to add Service Cloud Voice as a Covered Service.
- Updated to add Salesforce Private Connect as a Covered Service.
- Updated to add B2B Commerce on Lightning Experience as a Covered Service.
- **Salesforce Private Connect:** Added notices for third-party applications which interoperate with this Service.
- **Service Cloud Voice with Amazon Connect:** Added notices for third-party applications which interoperate with this Service.

**Security, Privacy & Architecture**
- Updated to add Service Cloud Voice as a Covered Service.
- Updated to add Salesforce Private Connect as a Covered Service.
- Updated to add B2B Commerce on Lightning Experience as a Covered Service.
- **Audits and Certifications:** Updated the Services covered or excluded by the listed audits and certifications. Updated the list of Services using Amazon Web Services, Inc.’s or Heroku’s infrastructures to host or process Customer Data.
- **Security Controls:** Updated the list of Services subject to Amazon Web Services, Inc.’s or Heroku’s security documentation.

**June 25, 2020**

**Notices & License Information**
May 29, 2020

Infrastructure & Sub-processors

- **Scope**: Added the following additional Covered Services to the scope of this document: Emergency Program Management, Accounting Subledger, Salesforce.org Insights Platform: Data Integrity, Nonprofit Cloud Case Management, Command Center, and Shift Management. Rebranded all instances of Work.com (provisioned before May 1, 2020) as WDC. References to Einstein Discovery Classic were removed. Clarified that document does not apply to B2C Order Management. Clarified that Insights Platform is also subject to the Trust and Compliance Documentation for Heroku. Added a link to Salesforce’s Data Processing Addendum for further information on capitalized terms.

- **Sub-Processors - Customer Data Storage**: In the Americas, added a GS0 (Trials only) Instance in two United States-based Data Centers, which are hosted by salesforce.com, inc. and Amazon Web Services.

- **Sub-Processors - Customer Data Processing**: Insights Platform was added to the list of services that use Heroku, Inc. as a sub-processor. Bugsnag Inc. was added as a sub-processor for Salesforce Maps. Shift Management was added to the list of features that use ClickSoftware, Inc. as a sub-processor.

Notices & License Information

- **Services Covered**: Added new services including: Salesforce Order Management, Emergency Program Management, Accounting Subledger, Salesforce.org Insights Platform: Data Integrity, Nonprofit Cloud Case Management, Workplace Command Center, and Shift Management. Differentiates Salesforce Order Management from B2C Commerce Order Management and the documentation that governs each. Rebranded all instances of Work.com (provisioned before May 1, 2020) as WDC.

- **Field Service Lightning**: Section removed.

- **Google Maps**: Simplified and clarified terms of use. Updated links to salient Google policies.

- **Insights Platform**: Added terms for integrating Insights Platform and Melissa Data.

- **Workplace Command Center**: Added Third Party Platforms disclosure.

- **Distributed Software**: removed reference to former WDC mobile app.

- **External Resources**: Clarifies Salesforce’s relationship with, and limits its liability in relation to, referenced sites or resources.

Security, Privacy & Architecture

- **Services Covered**: Added new services including: Emergency Program Management, Salesforce Order Management, Accounting Subledger, Salesforce.org Insights Platform: Data Integrity, Nonprofit Cloud Case Management, Workplace Command Center, and Shift Management. Differentiates Salesforce Order Management from B2C Commerce Order Management and the documentation that governs each. Clarified which sections of the document apply to Scratch Orgs. Clarifies additional governing documentation for Field Service Lightning feature, the Insights Platform, and services which integrate with the Covered Services. Clarified which versions of Einstein Discovery are included in Covered Services. Rebranded all instances of Work.com (provisioned before May 1, 2020) as WDC.

- **Third-Party Functionality**: Added WhatsApp to the list of over-the-top messaging services.

- **Audits and Certifications**: Updated list of services excluded from each referenced certification. Updated location where customers can access SOC reports. Removed Industry Cloud from the list of products certified by Japan CS Gold. Updated list of services whose data is hosted or processed on AWS infrastructure. Added a section describing Insights Platform use of Heroku’s architecture for hosting or processing data.

- **Security Controls**: Updated list of services using AWS. Added Insights Platform’s use of Heroku, and a link to Heroku’s security documentation.

- **Security Policies and Procedures**: Salesforce will only provide log entry records to assist customers in forensic analysis, when available.

- **Reliability and Backup**: Clarifies which Services’ data may be unrecoverable, if uninstalled by customers.

- **Disaster Recovery**: Clarified that this section does not apply to Click FSL Optimizer.

- **Data Encryption**: Clarifies data transmission methods between data centers.
- **Deletion of Customer Data**: Clarifies duration of data retention for Insights Platform on AWS and Heroku servers.
- **Sensitive Data**: Amended list of unsubmittable data types. Clarified Customer responsibilities for ensuring use of services for processing of submitted sensitive or regulated data complies with all applicable laws and regulations.
- **Interoperation with Other Services**: Added description of metadata that may be captured by Salesforce when third-party systems are connected to Covered Services. Addresses protection and use of that data.
Tableau

June 15, 2021

Security, Privacy & Architecture

- **Security Controls**: Updated Security Controls to include Multi-Factor Authentication and Single Sign-On for access to the Services as reflected in the applicable NLI.

June 4, 2021

Notices & License Information

- **MFA Requirement for Using the Covered Services**: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Storage**: Added an Amazon Web Services, Inc. data center in the United Kingdom. Content Delivery Networks: Clarified the name of the CDN in use on Amazon Web Services.

Notices & License Information

- Added Multi-Factor Authentication Requirement for using the Services.

Security, Privacy & Architecture

- No changes

January 8, 2021

Infrastructure & Sub-processors

- **Sub-processors — Customer Data Storage**: Added Australia to the list of Amazon Web Services data center locations.
- **Sub-processors — Customer Data Processing**: Added Austria as a salesforce.com, inc. Affiliate entity country.

Notices & License Information

- **Third-Party Platforms – Maps**: Updated the list of partners providing map data to Tableau Maps and geocoding features. Updated the version of U.S. congressional district boundaries in use by the Service. Added attribution information for customers reproducing Mapbox maps.
- **Third-Party Platforms – Email-Based Functionality**: Updated and broadened the Subscriptions section to cover additional features focused on email-based functionality.
- **Third-Party Platforms – Tableau APIs**: Clarified that integrations may be built with Tableau APIs and SDKs. Added a definition of Extensions.

Security, Privacy & Architecture

- **Audits & Certifications**: Added EU and UK BCR. Updated SOC report reference to include SOC 3 and a link to download the reports.

September 11, 2020

Infrastructure & Sub-processors

- No changes
Notices & License Information

- No changes

Security, Privacy & Architecture

- **Audits & Certifications**: Added APEC Privacy Recognition for Processors

July 15, 2020

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June 15, 2021

Notices & License Information
- Added section on Google Ad Manager
- Distributed Software: Updated the location of licensor-required open-source notices.

Security, Privacy & Architecture
- Audits and Certifications: Reworded third-party hosting provider information.
- Return of Customer Data: Deleted “for Customer Data” phrases.
- Sensitive Data: Added Server-Side Document Generation personal health data limitation and moved paragraph on financial information restrictions.

Infrastructure & Sub-processors
- Sub-processors — Customer Data Processing: Added row to table for Amazon Web Services, Inc., and asterisk with links to website and security processes.

June 4, 2021

Notices & License Information
- MFA Requirement for Using the Covered Services: Updated to clarify MFA requirements for using the Covered Services.

May 7, 2021

Infrastructure & Sub-processors
- Document renamed, removing “…Managed Packages and Digital Commerce Gateway…” from the title.

Notices & License Information
- Document renamed, removing “…Managed Packages and Digital Commerce Gateway…” from the title.
- PDFTron: New section added.

Security, Privacy & Architecture
- Document renamed, removing “…Managed Packages and Digital Commerce Gateway…” from the title.
- Deletion of Customer Data: Clarified the number of days after which Order Management Plus Customer Data is overwritten or deleted.

March 9, 2021

Notices & License Information
- MFA Requirement for Using the Covered Services: Updated to reflect changes communicated to customers via email on March 9.

February 2, 2021

Notices & License Information
- Added Multi-Factor Authentication Requirement for using the Services.

January 14, 2021

Infrastructure & Sub-processors
- Sub-Processors — Customer Data Storage: Updated the list of Services for which Customer Data is stored in APAC and EMEA data centers.
January 8, 2021

Infrastructure & Sub-processors

- No changes

Notices & License Information

- No changes

Security, Privacy & Architecture

- Audits and Certifications: Reference to UK BCR added.

December 1, 2020

Infrastructure & Sub-processors

- **Scope**: Updated to include Order Management Plus Services.
- **Sub-Processors – Customer Data Storage**: Amazon Web Service, Inc. updated to include Order Management Plus Services.
- **Sub-Processors – Customer Data Processing**: Sumo Logic updated to include Order Management Plus Services.

Notices & License Information

- **Services Covered**: Updated to include Order Management Plus Services.

Security, Privacy & Architecture

- **Services Covered**: Updated to include Order Management Plus Services.
- **Architecture and Data Segregation**: Added a description of the Order Management Plus Services.
- **Audits and Certifications**: Added Order Management Plus Services to the Binding Corporate Rules. Added SOC report details for Order Management Plus Services. Amazon Web Services, Inc. added as a Customer Data host for Order Management Plus Services, with reference to that host’s audits, certifications, and reports.

September 17, 2020

Infrastructure & Sub-processors

"Covered Services" renamed to "Managed Package Services" throughout the document.

- **Scope**: Updated to include Digital Commerce Gateway.
- **Sub-Processors – Customer Data Storage**: Amazon Web Services, Inc. added as a host for Digital Commerce Services.
- **Sub-Processors – Customer Data Processing**: Sumo Logic added as a processor for Digital Commerce Services only.

Notices & License Information

"Covered Services" renamed to "Managed Package Services" throughout the document.

- **Services Covered**: Updated to include Digital Commerce Gateway.

Security, Privacy & Architecture

"Covered Services" renamed to "Managed Package Services" throughout the document.

- **Services Covered**: Updated to include Digital Commerce Gateway.
- **Architecture and Data Segregation**: Added a description of the Digital Commerce Services architecture.
• Third-Party Functionality: New section added to describe service functionality provided by third parties.
• Audits and Certifications: Added SOC report details for Digital Commerce services. Amazon Web Services, Inc. added as a Customer Data host for Digital Commerce Services, with reference to that host’s audits, certifications, and reports.
• Disaster Recovery, Return of Customer Data, and Deletion of Customer Data: This section has been broken into three separate sections within the document, and descriptions for the Digital Commerce Services have been added.
• Additional Security, Privacy, and Architecture Information: This section has been broken out into a number of more detailed sections within the document. Sections with additional detail, including added descriptions for the Digital Commerce Services, include: Intrusion Detection, Security Logs, Security Policies and Procedures, Incident Management, Physical Security, Reliability and Backup, Viruses, Data Encryption, Sensitive Data, Analytics, and Interoperation with Other Services.

September 1, 2020
Initial Publication of Vlocity Elevate Trust & Compliance Documentation