

Salesforce Trust & Compliance Documentation

Change Log

Salesforce Services	2
Salesforce Services on Salesforce Unified Cloud Infrastructure	6
B2B Commerce	7
B2C Commerce / Commerce Cloud	8
Customer 360 Data Manager	9
Data.com	10
Einstein Analytics	11
Government Cloud Plus	14
Heroku	15
IoT Cloud	17
Messaging and LiveMessage	18
Marketing Cloud	22
MuleSoft	25
myTrailhead	26
Pardot	28
Quip	29
Einstein Platform	31
Audience Studio and Data Studio	33
Tableau	34
Salesforce.org Elevate	35
Vlocity	36
Customer 360 Audiences	37

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.

[Salesforce Services](#)

Sales Cloud, Service Cloud, Community Cloud, Chatter, Lightning Platform (including Force.com), Salesforce Private Connect, IoT Explorer (including IoT Plus), Site.com, Database.com, Einstein Analytics (including Einstein Discovery), WDC, Messaging, Financial Services Cloud, Health Cloud, Sustainability Cloud, Consumer Goods Cloud, Manufacturing Cloud, Emergency Program Management, Service Cloud Voice, Salesforce CPQ and Salesforce Billing, Salesforce Maps, Salesforce Order Management, B2B Commerce on Lightning Experience, Workplace Command Center, Shift Management, and the Salesforce.org LLC ("Salesforce.org") services branded as Salesforce Advisor Link, foundationConnect (provisioned on or after August 19, 2019), Accounting Subledger, Salesforce.org Insights Platform: Data Integrity, and Nonprofit Cloud Case Management

October 19, 2020

Information & 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

Information & 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

Information & 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

Information & 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

- Added International Energy Agency as Third-Party Platform for Sustainability Cloud.

May 29, 2020

Information & 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 GSO (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 Lighting 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 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.
- **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.

Salesforce Services on Salesforce Unified Cloud Infrastructure

Security, Privacy and Architecture of Sales Cloud, Service Cloud, Community Cloud, Chatter, Lightning Platform (including Force.com), Site.com, Database.com, Einstein Analytics (including Einstein Discovery), Messaging, Financial Services Cloud, Health Cloud, Sustainability Cloud, Consumer Goods Cloud, Manufacturing Cloud, Service Cloud Voice, Salesforce CPQ and Salesforce Billing, Customer 360 Audiences, and Salesforce Maps

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.

To determine which instance your org is running on, please visit the Salesforce Status website at <https://status.salesforce.com/> and enter your orgID into the search bar.

[B2B Commerce](#)

September 11, 2020

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

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 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.

[B2C Commerce / Commerce Cloud](#)

September 11, 2020

Information & 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

Information & Sub-processors

- Throughout the document changed “Order Management” to “B2C Commerce Order Management” to differentiate it from Salesforce Order Management.

Notices & License Information

- Throughout the document changed “Order Management” to “B2C Commerce Order Management” to differentiate it from Salesforce Order Management.

Security, Privacy & Architecture

- Throughout the document changed “Order Management” to “B2C Commerce Order Management” to differentiate it from Salesforce Order Management.
- 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 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.

Customer 360 Data Manager

September 11, 2020

Information & 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.

Notices & License Information

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

Security, Privacy & Architecture

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

May 29, 2020

Information & 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](#)

September 11, 2020

Information & Sub-processors

- **Scope:** Clarifies that this document does not apply to “Data.com Connect” or “Jigsaw for Salesforce” or “JFS”.
- **Sub-Processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

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

Information & Sub-processors

- No changes

Notices & License Information

- No changes

Security, Privacy & Architecture

- No changes

[Einstein Analytics](#)

Einstein Analytics shares an Infrastructure & Sub-processors document and a Security, Privacy & Architecture document with Salesforce Services.

September 11, 2020

Information & 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

Information & 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

- Added International Energy Agency as Third-Party Platform for Sustainability Cloud.

May 29, 2020

Information & 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 GSO (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:** Removed references to older versions of Einstein Discovery.

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 Lighting 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.

Government Cloud Plus

September 11, 2020

Information & 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

Information & 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 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.

[Heroku](#)

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
- **Third-Party Platforms:** Specified that Salesforce do not endorse any Third-Party Platforms.
- **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 unsubmitable data types. Clarified Customer responsibilities for ensuring processing of submitted data complies with all applicable laws and regulations.

IoT Cloud

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 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 and LiveMessage](#)

Messaging shares an Infrastructure & Sub-processors document and Security, Privacy & Architecture document with Salesforce Services. LiveMessage shares an Infrastructure & Sub-processors document and Security, Privacy & Architecture document with myTrailhead, Quip, and Salesforce.org Elevate.

September 11, 2020

Information & Sub-processors - Messaging

- **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.

Information & Sub-processors - LiveMessages

- **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.

Notices & License Information - Messaging & LiveMessages

- **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 - Messaging

- **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

Security, Privacy & Architecture - LiveMessages

- **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 21, 2020

Information & Sub-processors - Messaging

- 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 - Messaging and LiveMessages

- No changes

Security, Privacy & Architecture - Messaging

- 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.

July 30, 2020

Information & Sub-processors - LiveMessages

- **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.

Notices & License Information - Messaging and LiveMessages

- No changes

Security, Privacy & Architecture - LiveMessages

- **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

Notices & License Information - Messaging and LiveMessages

- **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.

Information & Sub-processors - Messaging

- **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 GSO (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.

Information & Sub-processors - LiveMessages

- **Sub-processors - Customer Data Storage:** Clarified hosting location options for Quip customers who have purchased Virtual Private Cloud.
- **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 - Messaging

- **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 Lighting 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.

Security, Privacy & Architecture - LiveMessages

- **Services Covered:** Desk.com, Einstein Discover, and SalesforceIQ have been discontinued.
- **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](#)

September 11, 2020

Information & 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

Information & 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

Information & 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

Information & 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

Information & 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.

[MuleSoft](#)

September 11, 2020

Information & 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

Information & 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 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.

[myTrailhead](#)

myTrailhead shares an Infrastructure & Sub-processors document and Security, Privacy & Architecture document with LiveMessage, Quip, and Salesforce.org Elevate.

September 11, 2020

Information & 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.

Notices & License Information - myTrailhead only

- No material changes

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

Information & 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.

Notices & License Information - myTrailhead only

- No changes

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

Information & 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.

[Pardot](#)

September 11, 2020

Information & Sub-processors

- **Scope:** Clarified that some Pardot features run on two infrastructures and are subject to both this Documentation, and the Einstein Platform Documentation.
- **Sub-Processors — Customer Data Processing:** Removed two sub-processors: Cognizant Technology Solutions U.S. Corporation and Cognizant Technology Solutions Hungary Kft.

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.

[Quip](#)

Quip shares an Infrastructure & Sub-processors document and a Security, Privacy & Architecture document with LiveMessage, myTrailhead, and Salesforce.org Elevate.

September 11, 2020

Information & 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.

Notices & License Information - Quip only

- No material changes

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

Information & 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.

Notices & License Information - Quip only

- No changes

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

Information & Sub-processors

- **Sub-processors - Customer Data Storage:** Clarified hosting location options for Quip customers who have purchased Virtual Private Cloud.

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 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.

[Einstein Platform](#)

Sales Cloud Einstein, Pardot Einstein, Salesforce Inbox, Einstein Engagement Scoring, Einstein Vision and Language, Einstein Bots, Service Cloud Einstein, Einstein Prediction Builder, and Einstein Vision for Social Studio

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

Information & 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

Information & 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

Information & 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.

[Audience Studio and Data Studio](#)

September 11, 2020

Information & 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.

Tableau

September 11, 2020

Information & Sub-processors

- No changes

Notices & License Information

- No changes

Security, Privacy & Architecture

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

July 15, 2020

Initial publication of Tableau Trust & Compliance Documentation

[Salesforce.org Elevate](#)

Salesforce.org Elevate shares an Infrastructure & Sub-processors document and Security, Privacy & Architecture document with LiveMessage, myTrailhead, and Quip.

September 11, 2020

Information & 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.

Notices & License Information - Salesforce.org Elevate only

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

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

Initial Publication of Salesforce.org Elevate Trust & Compliance Documentation

Information & 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.

Notices & License Information

- New document

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.

[Vlocity](#)

September 17, 2020

Information & 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:** SumoLogic 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

Customer 360 Audiences

October 19, 2020

Initial Publication of Customer 360 Audiences Trust & Compliance Documentation