

Vlocity Notices and License Information

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Services Covered

This documentation is applicable to (A) the following Vlocity-branded managed package offerings: (i) Vlocity Communications package; (ii) Vlocity Media and Entertainment package; (iii) Vlocity Energy & Utilities or Vlocity Commodity package; (iv) Vlocity Insurance package; (v) Vlocity Health package; and (vi) Vlocity Government package (collectively, the “Managed Package Services”), (B) the Vlocity-branded offerings referred to as Digital Commerce Gateway (the “Digital Commerce Services”), and (C) the Vlocity-branded offerings referred to as Order Management Plus (the “Order Management Plus Services” and collectively with the Managed Package Services and the Order Management Plus Services, the “Covered Services”).

The Managed Package Services are provisioned as managed packages on Customer’s existing Salesforce service; the Customer installs and runs the Managed Package Services on the underlying Salesforce service. The Notices and Licenses Information Documentation applicable to the Salesforce Services describes the controls applicable to Customer Data processed in connection with the Managed Package Services, except as set forth in this documentation.

Capitalized terms used in this documentation are defined in Salesforce’s [Master Subscription Agreement](#) and/or [Data Processing Addendum](#).

Purpose of This Documentation

This documentation describes features, restrictions and notices associated with any:

- information sourced from third parties and provided to users via the Covered Services;
- Covered Services functionality that allows users to interact with third-party products, services or platforms; and
- desktop and mobile device software applications provided in connection with the Covered Services.

See your Order Form(s) for additional terms that may apply to your use of the Covered Services.

Customer Data

This documentation does not modify Salesforce's obligations with respect to Customer Data as defined in Salesforce’s [Master Subscription Agreement](#).

Acceptable Use and External-Facing Services Policy

The Covered Services are subject to the [Acceptable Use and External-Facing Services Policy](#), as applicable.

MFA Requirement for Using the Covered Services

Starting February 1, 2022, Salesforce will begin requiring customers to enable Multi-Factor Authentication (MFA) for all Covered Services. Customer must satisfy the MFA requirement by either: (1) enabling Multi-Factor Authentication for all users who log in to Customer’s Covered Services through the user interface or (2) ensuring MFA is enabled for all users who use Single Sign-On (SSO) to access Customer’s Covered Services, by using the SSO provider’s MFA services or, where supported, by turning MFA on in Salesforce products. Further information on MFA, including acceptable verification methods for MFA, can be found [here](#).

Third-Party Platforms

The Covered Services allow users to interact with third-party products, services and platforms, including Non-SFDC Applications, Content, websites, products, services and platforms operated by or on behalf of a customer of the Covered Services (collectively “Third-Party Platforms”).

- Customers must enable the Covered Services as may be required to access their Third-Party Platform accounts.
- The Covered Services may access, collect, process, and/or store information or content from Third-Party Platform accounts (including information otherwise classified as Customer Data under a customer’s agreement with Salesforce).
- Customers are solely responsible for any content their users provide to any Third-Party Platform.
- Customers are solely responsible for any information accessed by their users or any third party from any Third-Party Platform.
- Customers are solely responsible for their users’ interactions or communications with third parties through any Third-Party Platforms.
- Customers are solely responsible for any transactions relating to a separate agreement or arrangement between customers or their users and any Third-Party Platform provider or website and otherwise complying with such agreements.
- Customers are solely responsible for ensuring they have the necessary rights from any Third-Party Platform provider to enable the integration between Covered Services and the Third-Party Platform.

DocuSign

Customer’s use of the Covered Services’ integration with DocuSign must comply with the [DocuSign Developer Terms and Conditions](#). Customers are solely responsible for ensuring they have the necessary rights from DocuSign to enable the integration between the Covered Services and the DocuSign products and services, and to allow the use of the DocuSign integration by Customer or their users.

Google Maps Feature

- The Covered Services include features, integrations, services, and content provided to you by the Google Maps Static API (for the purposes of this document, the “Vlocity Google Maps Features”).
- Customers are solely responsible for ensuring they have the necessary rights from Google to enable the integration between the Vlocity Google Maps Features and the Google products and services, and to allow the use of the Vlocity Google Maps Features by Customer or their users. Customer’s use of the Vlocity Google Maps Features is subject to the [Google Maps Additional Terms of Service](#) and the [Google Privacy Policy](#). If Customer has end users in the European Economic Area, Customer must comply with Google’s [EU User Consent Policy](#). Customer’s failure to comply with the Google Maps Additional Terms of Service may result in suspension or termination of Customer’s access to Google Maps within the Covered Services.
- By using the Vlocity Google Maps Features, Customer is providing data, which may include Personal Data, directly to Google, and such submission of data is subject to [Google’s Privacy Policy](#).

Google Places Features

- The Covered Services include features, integrations, services, and content provided to you by Google Places (for the purposes of this document, the “Vlocity Google Places Features”). The Vlocity Google Places Features include address auto-completion.
- Customers are solely responsible for ensuring they have the necessary rights from Google to enable the integration between the Vlocity Google Places Features and the Google products and services, and to allow the use of the Vlocity Google Places Features by Customer or their users. Customer’s use of the Vlocity Google Places Features is subject to the [Google Maps Additional Terms of Service](#) and the [Google Privacy Policy](#). If Customer has end users in the European Economic Area, Customer must comply with Google’s [EU User Consent Policy](#). Customer’s failure to comply with the Google Maps Additional Terms of Service may result in suspension or termination of Customer’s access to Google Maps within the Covered Services.
- By using the Vlocity Google Places Features, Customer is providing data, which may include Personal Data, directly to Google, and such submission of data is subject to [Google’s Privacy Policy](#).

National Plan and Planning Enumeration System (NPPES) Features

Third party content may be available to Customer through the use of features that permit a Customer to query the National Plan and Planning Enumeration System (NPPES). Any such National Plan and Planning Enumeration System (NPPES) information is Content, not part of the Services, and is provided "As Is", with no warranties whatsoever.

PDFTron

Certain Covered Services include Document Generation and Contract Management features incorporating PDFTron technology. The following notice applies to such features: Document technology powered by PDFTron WebViewer and PDFTron PDF SDK copyright © PDFTron™ Systems Inc., 2001-2021 (www.pdftron.com), and distributed by salesforce.com, Inc. under license. All rights reserved.

Distributed Software

- The End User License Agreement and/or Order Form Supplement for the Covered Services mobile and desktop applications listed below can be found on the Agreements and Terms page of the salesforce.com legal website.

[Vlocity for iOS](#)

[Vlocity for Android](#)

[Vlocity DX for Desktop](#)

- Please see the Open Source section of the [Trust and Compliance Documentation website](#) for any notices required by licensors related to the Covered Services.
- For clarity, the Vlocity Build Tool desktop application is a Non-SFDC Application under the Master Subscription Agreement and is subject to the applicable open source license(s), including without limitation, The MIT License included in the download.

External Resources

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