

Cimulate Notices and License Information

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Services and Features Covered

This documentation is applicable to the services and features provided by Salesforce that are branded as Cimulate.

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 Cimulate Services; and
- Cimulate Services functionality that allows users to interact with third-party products, services, or platforms.

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

Customer Data

This Documentation does not modify Salesforce's obligations with respect to Customer Data as defined in Salesforce's [MSA](#).

Acceptable Use and External-Facing Services Policy

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

MFA Requirement for Using the Covered Services

Salesforce requires customers to enable Multi-Factor Authentication (MFA) for all Cimulate Services, unless otherwise approved by Salesforce in accordance with Salesforce internal policies and procedures. Customer must satisfy the MFA requirement by either: (1) enabling Multi-Factor Authentication for all users who log in to Customer's Cimulate Services through the user interface or (2) ensuring MFA is enabled for all users who use Single Sign-On (SSO) to access Customer's Cimulate 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](#).

Non-SFDC Applications

The Cimulate Services may allow users to interact with Non-SFDC Applications, as described in the Documentation. The Cimulate Services may access, collect, process, and/or store information or content from Non-SFDC Applications.

Distributed Software

- Salesforce may make available various libraries, examples, and demos (or components thereof) at <https://www.npmjs.com/package/@cimulate/search-sdk> and <https://www.npmjs.com/package/@cimulate/copilot-widget>, each of which may be made available under the terms of its own license and may include open source software license(s). Please check the relevant listings and repositories for details. Please see the [Salesforce Open Source Notices website](#) for any additional notices required by licensors related to the Cimulate Services.

Interoperation with Other Services

The Cimulate Services may interoperate with other services provided by Salesforce or third parties. The Notices and License Information documentation for such services provided by Salesforce is available in the [Trust and Compliance Documentation](#).

Third-Party Notices

The Cimulate Services employ third-party generative AI models to provide the Service. Due to the nature of generative AI, the output that it generates may be unpredictable, and may include inaccurate or harmful responses. Customer assumes all responsibility for such output, including ensuring its accuracy, safety, and compliance with applicable laws and third-party acceptable use policies, including the following (as applicable):

- **Anthropic through AWS:** For Anthropic generative AI models through Amazon Web Services, Inc. (“AWS”), [AWS Acceptable Use Policy](#), [AWS Responsible AI Policy](#), and [Anthropic’s Usage Policies](#).
- **Google:** For Google generative AI models, Google’s [Acceptable Use Policy](#) and the [Service Specific Terms](#) applicable to End Users (as defined in the [Google Cloud Platform Terms of Service](#)) of AI/ML models.
- **OpenAI:** For OpenAI generative AI models, [OpenAI’s Usage Policies](#).

Anthropic on AWS, Google, and OpenAI scan model inputs and outputs with automated safety classifiers to detect usage policy non-compliance, but have contracted to not otherwise retain or use Customer Data sent to the model. Noncompliance with the referenced policies may result in suspension or termination of the Services.