



Salesforce's Principles for Government Requests for Customer Data

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This document is provided to assist in answering questions raised by customers when evaluating Salesforce's online services. This document is not legal advice. Salesforce urges its customers to consult with their own counsel to familiarize themselves with the requirements that govern their specific situations. This information is provided as of the date of document publication, and may not account for changes after the date of publication.

About these principles

Salesforce may on occasion receive a request from a government agency or law enforcement authority seeking access to data belonging to a customer. This document explains the principles that Salesforce follows if we receive such a request. Our goal is always to protect our customers' data, while complying with applicable laws.

Trust is our #1 value

At Salesforce, trust is our number one value. The protection of our customers' data is paramount, and we safeguard that data with a robust, comprehensive, and transparent privacy and security program. Our privacy and security program is designed to protect our customers' privacy and protect data submitted by or for our customers to our services ("Customer Data" as defined in our [Master Subscription Agreement](#)), including personal data ("Personal Data" as defined in our Master Subscription Agreement), against unauthorized access or disclosure.

We notify an affected customer of any request for its Customer Data unless we are explicitly prohibited from doing so by law

Trust starts with transparency. Unless prohibited by law, Salesforce always notifies a customer when it receives a request for that customer's Customer Data, including a government request, as further set out in the "Compelled Disclosure" section of our Master Subscription Agreement.

Where possible, we refer the requesting government agency to the affected customer

We believe our customers should have as much control as possible over their respective Customer Data. Salesforce is not the owner of Customer Data, and we strongly believe that any governmental agency seeking access to Customer Data should address its request directly with

that customer where possible. Accordingly, if we receive a government request for Customer Data, if permitted by law, we try to refer the request to the affected customer so that the customer can work with the governmental agency directly to respond.

Salesforce's Processor Binding Corporate Rules contain specific requirements regarding our handling of government requests for EU Personal Data

If we receive a government request for Personal Data governed by [Salesforce's Processor Binding Corporate Rules](#) ('BCRs'), and we are prohibited by law from notifying the affected customer, we use best efforts to request that the confidentiality requirement be waived in order for us to notify the appropriate EU data protection authorities. Our commitment to this approach is described in Section 10 of our BCRs, which are legally binding on Salesforce and have been reviewed and approved by all EU data protection authorities.

We do not disclose Customer Data to government agencies unless compelled by law and we challenge unlawful requests

We review each government request for Customer Data on a case-by-case basis and only comply if and to the extent we determine the request is lawful. When reviewing the lawfulness of a government request, we take into account all applicable laws, including the laws of other jurisdictions, where applicable. We require governmental agencies to follow the required legal process under applicable laws, such as issuing their request via a subpoena, court order, or search warrant. Where we believe a government request for Customer Data is invalid or unlawful, we try to challenge it.