



Anti-Spam Policy

Customers certify that they will use all services only to send Messages (including, without limitation, text messages and commercial emails) to subscribers and recipients that have expressly consented (opted-in) to receive them. Customers are forbidden to transmit unsolicited: text messages or commercial email, junk email, or bulk email ("Spam") via the services. SFDC does not buy or sell email or phone number lists, nor does SFDC allow Customers to use purchased or harvested email or phone number lists.

Customers must reconfirm (permission pass) or stop mailing/messaging an existing recipient or list as applicable when it is determined to be in violation of the Agreement and applicable Documentation, including this Anti-Spam Policy. Violations or failures to comply with SFDC policies may result in termination of Customer's access to the services and their respective platforms. If an industry or government group creates a list of email addresses, telephone numbers or other addresses whose status has changed, such as email addresses added to a "do not contact" list or telephone numbers that have been assigned to a new user, then SFDC reserves the right to block Messages from being sent to those addresses/numbers. Regardless, the responsibility for ensuring compliance with any obligation to refrain from sending Messages to such addresses/numbers rests with Customers. SFDC shall not be liable for either blocking or failing to block Messages to such addresses or phone numbers.

Customers agree that they will not send Messages via the services unless the recipient has opted-in to receive such Messages from the Customer in the manner required by any applicable law. For any opt-in list of email addresses or phone numbers used by Customers, Customers agree to provide SFDC with the source of the addresses/numbers, the method used for recipient opt-in, details surrounding the process used, and whatever other information relates to the transaction or sign-up process used. This includes, but is not limited to, date and time of sign up, IP address of signup, website signed up from, disclosures provided in connection with the signup, manner of obtaining agreement, and whatever other information the Customer asked of the recipient at point of sign up.

Customers agree that an unsubscribe or opt-out option will be automatically appended to every email sent. If a marketing email is sent with an unsubscribe option removed, it will be considered a violation of this policy and may result in termination of a Customer's account.

Customers certify that they will not use rented, traded, or purchased lists, email append lists, or any list that contains email addresses and phone numbers captured in any method other than express, Customer-specific recipient opt-in when using the services and their respective platforms to send

Messages. The use of opt-out lists for such communications is prohibited. SFDC retains the right to review Customer lists and Messages to verify that Customers are abiding by the privacy and permission policies set forth herein.

Messaging Recipients: Reporting and Addressing Complaints

You should only receive commercial emails and text messages sent through the services that you have agreed to receive from SFDC Customers. SFDC Customers certify that all email addresses and phone numbers used in the services for Messages are opt-in contacts for people who have given permission to SFDC Customers to send them emails and/or text messages. As indicated above, SFDC does not allow any SFDC Customer to use the services to send unwanted text messages or commercial emails. If you do not recognize who sent you a message, you can report it to SFDC as spam by doing the following: (1) visit Contact Security, select “I want to report a Suspicious or Unsolicited email, or Inappropriate Content,” and click “Report Email,” and (2) use the form to provide the requested information, including the necessary email header details for Salesforce to investigate the report.. SFDC receives, investigates, catalogs, and takes appropriate action based on complaints SFDC receives.

Each email sent by SFDC Customers through the services is required to contain a link that allows recipients to easily unsubscribe in an automated way from receiving future emails from the sender. You may also change your expressed interests at any time. If you wish to unsubscribe or change your interests, simply follow the instructions at the bottom of any email. To unsubscribe from future SMS messages sent by an SFDC Customer through the services, follow the instructions provided by the sender within the message, or contact the sender. If that does not work, please let us know by doing the following: (1) visit Contact Security, select “I want to report a Suspicious or Unsolicited email, or Inappropriate Content,” and click “Report Email,” and (2) use the form to provide the requested information, including the necessary email header details for Salesforce to investigate the report..

SFDC does not share individual personal information provided to SFDC with any third party unless it is involved with SFDC in delivering the service and disclosed in advance to SFDC Customers, except when compelled by law to share. SFDC does not sell or rent any such information.

If you have any questions about this Anti-Spam Policy, please (1) visit Contact Security, select “I want to report a Suspicious or Unsolicited email, or Inappropriate Content,” and click “Report Email,” and (2) use the form to provide the requested information, including the necessary email header details for Salesforce to investigate the report..