

Salesforce

● Active Participant

Other Covered Entities

Participation

Privacy Policy

Dispute Resolution

Other Covered Entities

🛡 Demandware LLC

🛡 Heroku, Inc.

🛡 Krux Digital LLC

🛡 Quip LLC

🛡 Salesforce.com, inc.

Participation

EU-U.S. PRIVACY SHIELD FRAMEWORK: ACTIVE

Original Certification Date: 8/12/2016

Next Certification Due Date: 11/2/2018

Data Collected: NON-HR

SWISS-U.S. PRIVACY SHIELD FRAMEWORK: ACTIVE

Original Certification Date: 4/28/2017

Next Certification Due Date: 11/2/2018

Data Collected: NON-HR

PURPOSE OF DATA COLLECTION

Salesforce provides online tools that our customers use to operate aspects of their businesses. These include tools for customer relationship management, customer service, social engagement, community building, data analytics, internal employee management, and platforms for building online applications, among others. In providing these tools, Salesforce processes data our customers submit to our services or instruct us to process on their behalves. While Salesforce's customers decide what data to submit, it typically includes information about their customers, sales leads, prospects, employees, and users of online tools, such as contact information and billing information. Salesforce uses a limited number of third-party service providers to assist us in providing our services to customers. These

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third party providers offer customer support to our customers, perform database monitoring and other technical operations, assist with the transmission of data, and provide data storage services. These third parties may access, process, or store personal data in the course of providing their services. Salesforce maintains contracts with these third parties restricting their access, use and disclosure of personal data in compliance with our Privacy Shield obligations.

Privacy Policy

NON-HR DATA

Document: Salesforce Privacy Shield Notice
(<http://www.salesforce.com/assets/pdf/misc/privacy-shield-notice.pdf>)

Description:

This statement is designed to provide clear and accurate disclosure of all information required by the Privacy Shield's Notice Principle.

Effective Date: 8/1/2016

VERIFICATION METHOD

TRUSTe (<https://feedback-form.truste.com/watchdog/request>)

Dispute Resolution

QUESTIONS OR COMPLAINTS?

If you have a question or complaint regarding the covered data, please contact Salesforce at:

Lindsey Finch

VP & AGC, Global Privacy & Product

Salesforce

Privacy

The Landmark @ One Market St., Suite 300

San Francisco, California 94105

privacy@salesforce.com (<mailto:privacy@salesforce.com>)

Phone: (415) 536-8946 (tel:(415) 536-8946)

Privacy Shield organizations must respond within 45 days of receiving a complaint.

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If you have not received a timely or satisfactory response from Salesforce to your question or complaint, please contact the independent recourse mechanism listed below

NON-HR RECOURSE MECHANISM

TRUSTe (<https://feedback-form.truste.com/watchdog/request>)

Appropriate statutory body with jurisdiction to investigate any claims against Salesforce regarding possible unfair or deceptive practices and violations of laws or regulations covering privacy Federal Trade Commission (<https://www.ftc.gov>)

Self-Certify

[Audiences \(/US-Businesses\)](#)

[U.S. Businesses \(/US-Businesses\)](#)

[European Businesses \(/European-Businesses\)](#)

[EU and Swiss Individuals \(/Individuals-in-Europe\)](#)

[Data Protection Authorities \(/Data-Protection-Authorities\)](#)

Privacy Shield List

[About \(/Program-Overview\)](#)

[Program Overview \(/Program-Overview\)](#)

[Framework Text \(/EU-US-Framework\)](#)

[Inactive Participants \(/inactive\)](#)

[News & Events \(/NewsEvents\)](#)

[Contact \(/assistance\)](#)

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ADMINISTRATION

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The International Trade Administration (<http://www.trade.gov>) (ITA), U.S. Department of Commerce (<https://www.commerce.gov>) manages this site to facilitate the Privacy Shield framework in the United States. External links to other Internet sites should not be construed as an endorsement of the views or privacy policies contained therein. This site contains PDF documents. A PDF Reader (<https://get.adobe.com/reader/>) is available from Adobe Systems Incorporated.

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