

Protection of EU Personal Data in Salesforce's Services



Trust is the #1 value at Salesforce and we maintain a comprehensive set of [security and compliance](#) certifications and attestations. Salesforce customers can use our Services, protect their data, and comply with EU law by relying on our industry-leading legal and technical frameworks and safeguards. We provide a comprehensive privacy program, including resources that document our compliance and help our customers on their own privacy journeys.

We offer industry-leading technical and organizational measures to enable customers to maintain control of their data and who has access to it. We provide encryption of data in transit as standard as well as encryption of data at rest features. These include encryption key management options such as Bring Your Own Key (BYOK). An overview of the measures we have implemented can be found in the Security, Privacy and Architecture Documentation for our services, [here](#). More information on data encryption at rest options is [here](#).

In addition to our proven technical and organizational measures, we offer the strongest contractual protections available for challenging government requests for data.

- **Data Processing Addendum (“DPA”).** Salesforce’s [DPA](#) provides comprehensive and best-in-class protections for both our customers’ and their users’ data, including industry-leading protections around global government access requests in response to the European Court of Justice’s decision in Schrems II and the associated European Data Protection Board Recommendations for supplementing cross-border transfer mechanisms.
- **Binding Corporate Rules (“BCRs”).** [Salesforce’s BCRs](#) have been approved by all EU data protection regulators, including our lead regulator, the French Commission nationale de l’Informatique et des libertes (“CNIL”), and contain specific protections from government requests for access to EU personal data (Section 10). BCRs reflect the [highest data protection standards](#) in existence, have not been challenged in court, and remain a legally valid transfer mechanism.
- **Standard Contractual Clauses (“SCCs”).** Salesforce’s [DPA](#) incorporates the [latest set of SCCs](#) for the transfer of personal data outside of Europe, which contain additional protections from government requests for access to EU personal data in response to Schrems II. More information is [here](#).

While data transfers continue to be legal between EU and non-EU countries, we recognise that some customers want to keep more of their data local. Many Salesforce services are delivered in data centres in the EU, which enables customers to store data on EU servers, and to minimize the amount of data transferred outside of the EU. Building on this strong residency offering, Salesforce’s [Hyperforce EU Operating Zone](#) will further allow customers to process and store their data in the EU, including keeping company data, search indexes, and encryption keys within the EU.

[Salesforce’s Transparency Report](#) shows that it is rare for Salesforce to receive non-EU government requests for EU customer personal data. Due to the nature of our business, Salesforce generally does not process data that is of particular [interest](#) to U.S. or other non-EU law enforcement or intelligence services. Trust starts with transparency. Unless prohibited by law, Salesforce would always notify a customer if it were to receive a request for that customer’s Customer Data. This [document](#) explains the principles that Salesforce follows if we receive such a request.

More information. For more on Salesforce’s commitment to privacy including our approach to government data requests, please visit [compliance.salesforce.com](#) and [salesforce.com/privacy/overview/](#). You can also contact your Salesforce Account Executive to learn how we can help you accelerate your mission success.

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