

## Certinia Infrastructure and Sub-processors

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### Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to the services and managed packages listed in the Infrastructure and Sub-processors Table below (collectively, for the purposes of this document only, the “Covered Services”). Capitalized terms used in this documentation are defined in Certinia’s MSA and/or Data Processing Addendum.

Sub-processor Notifications. Certinia Customers may subscribe to notifications of new sub-processors for those Covered Services for which Customer has a then-current active subscription by filling out this [form](#).

### Customer Support for all Services

The below table lists those entities providing support services, including technical operations support. Any Customer Data processed is for support purposes.

Entity Name	Entity Type	Entity Country
Certinia Inc.	Certinia Affiliate	United States
Certinia Australia Pty Ltd	Certinia Affiliate	Australia
Certinia Canada, Inc.	Certinia Affiliate	Canada
Certinia Spain NL	Certinia Affiliate	Spain
Certinia UK Limited	Certinia Affiliate	United Kingdom
Certinia Netherlands BV	Certinia Affiliate	Netherlands
Certinia Ireland Ltd	Certinia Affiliate	Republic of Ireland
Metacube Software, Pvt. Ltd.	Third-Party Service Provider: Customer Support	India
Concentrix Solutions Corporation	Third-Party Service Provider: Customer Support	India
AWS	Where a Customer accesses services through the Certinia CLX system	Global

## Customer Data Storage and processing

### Salesforce

Salesforce and its entities are sub-processor for Customer Data. The infrastructure that Certinia uses to store data submitted by customers to the Core Services ("Customer Data") is owned by, or access to the infrastructure is controlled by, [Salesforce](#). For customers that are already Salesforce CRM customers at the time they become Certinia customers, the Core Services are typically installed in the same Salesforce tenant (or "Org") where their Salesforce CRM applications are installed, and Customer Data is typically stored in the same data centers where their Salesforce data is stored. For customers that are not already Salesforce CRM customers, or that elect to run the Core Services in a separate Org from their Salesforce CRM applications, Customer Data is typically stored in data centers in the region from which a customer subscribes to the Core Services; however, customers can request at the time of sign-up to be hosted in a different region.

You may reference the following Salesforce article for a complete list of instances and locations: [Where is my Salesforce instance located?](#)

### Core Services

The following legal entities are engaged in the processing of Customer Data, including storage, processing and customer support, where customers have subscribed to such services.

Subprocessor	Location	Sub-processing Activities
AppExtremes LLC (dba "Conga")  Hosted by Amazon Web Services	Global	The Conga Applications include the Conga Composer, Conductor, Workflow, Contracts, Sign, and Grid applications. FinancialForce makes the Conga applications available to its customers as an authorized reseller of AppExtremes, LLC (d/b/a "Conga").
Cloud Elements Inc.  Hosted by Amazon Web Services	Global	"Integration Hub Connectors" are connectors that enable sharing of data between FinancialForce and third-party applications. FinancialForce makes the Integration Hub Connectors available to its customers as an authorized reseller of Cloud Elements Inc.

**Bank application connectors**

The following legal entities are engaged in the processing of Customer Data, including storage, processing and customer support.

Entity Name	Location	Sub-processing Activities
Plaid	Global	Bank integration support enabling customers to reconcile bank details directly within the Services.