

PLEASE READ THESE TERMS. THESE TERMS CONSTITUTE AN AGREEMENT BETWEEN YOU AND SALESFORCE.COM, INC.

These Terms of Service apply to your Event registration, the Event itself and use of the Success Community.

Translations:

[Danish](#) | [Dutch](#) | [Finnish](#) | [French](#) | [German](#) | [Italian](#) | [Japanese](#) | [Norwegian](#) | [Russian](#) | [Spanish](#) | [Swedish](#)

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1. DEFINITIONS

"Attendee" means an individual registered for or attending an Event.

"Event" means an event hosted or organized by Salesforce. Event(s) may include but are not limited to, Dreamforce, World Tour, TrailheaDX, conferences and webinars.

"Badge" means the badge provided to you at the Event Check In which will designate your access to the Event, venue areas, and sessions.

"Registration Site" means the public registration web-page accessed through www.salesforce.com and any other website properties of Salesforce, its affiliates, subsidiaries and related entities.

"App" means the Salesforce Events app, a mobile website made available by Salesforce through which Users or Attendees can register for an Event access the Event agenda, sessions, keynote, video and other information and resources.

"Event Dates" mean the Event dates scheduled by Salesforce.

"Partner" means any Salesforce subsidiary, affiliate, Event or sponsor, or customer.

"Required Registration Information" means the information you provide on the Registration Page when registering for an Event. This information may be used to pre-populate attendee's Success Community account and may include personal information such as, first name, last name, picture, company, address, job title, and phone number.

"Salesforce" means salesforce.com, inc. its affiliates, subsidiaries and related entities.

"Salesforce Success Community" or "Success Community" refers to a free existing trusted Salesforce environment made available to Attendees and Users to share ideas, thoughts, experiences and information, including about the Event. This resource is provided to help Attendees have the best Event experience possible.

"Success Community Terms" means the Salesforce Success Community's [Terms of Use](#) and the Success Community's [Participation Guidelines](#), both of which are incorporated here by reference.

"Terms" or "Terms of Service" shall refer to these Terms of Service inclusive of the [Code of Conduct](#), the Success Community's Terms of Use and Participation Guidelines. These Terms of Service govern the Event Registration and participation, and in conjunction with the Success

Community's Terms of Use and Participation Guidelines, Attendee's use of the Success Community.

"Users" mean individuals authorized to access the Salesforce Success Community.

"you" or "your" means you, the individual accepting these Terms, and/or if applicable the company or other legal entity for which you are accepting these Terms.

2. REGISTRATION

REGISTRATION

All Attendees must be registered through the Registration Site. To register for an Event, you must provide required Registration Information on the Registration Site and your promotional code (if any). Salesforce reserves the right to cancel or terminate any registration or discount offer at any time. If you are an existing Salesforce customer the Registration Site may be pre-populated with your information. If you are not a Salesforce customer you will be required to enter your Registration Information, which will be used to create and pre-populate your Success Community account. You will receive a registration confirmation email at the email address you provide during registration.

PAYMENT

Full payment of Event fees may be required to gain access to the Event. If payment for Event registration is required, the payment is due in full no later than the Event start date. Event promotions and discounts cannot be combined with any other offers. Event registration fees paid may only be used for the applicable Event you registered for and may not be applied toward the purchase of any other products, services or events.

If paying by credit card for Dreamforce or TrailheaDX fees, you hereby authorize George P. Johnson (GPJ), acting as proxy on behalf of Salesforce, to charge your credit card for fees associated with this event. The final beneficiary of payment for the Event on your credit card statement is GPJ. Finally, you agree that in the unlikely event that Salesforce cannot resolve your payment issue and you wish to dispute the credit card charge, your electronic statement will serve as evidence that said charge is valid and just, and GPJ will settle the dispute on behalf of Salesforce.

If paying by credit card for Salesforce XChange Americas or Salesforce XChange EMEA, you hereby authorize Lenos Software, acting as proxy on behalf of Salesforce, to charge your credit card for registration fees associated with this event. The final beneficiary of payment for the Event on your credit card statement is Lenos Systems. Finally, you agree that in the unlikely event that Salesforce cannot resolve your payment issue and you dispute the credit card charge, your electronic statement will serve as evidence that said charge is valid and just, and Lenos Software will settle the dispute on behalf of Salesforce.

BADGES

Badges are to be picked up at the event check-in area during the Event Dates. Attendees must show a government issued picture ID to be issued their Badge. Badges will not be issued without an ID and Attendees will not be admitted into the venue without a Badge. Badges may contain RFID and/or NFC tags, which will be used to record your attendance and participation in the Event, sessions and events and to provide you with feedback surveys following the sessions, to review and improve the Event, including for safety reasons, and to register you for marketing emails from Salesforce. If you do not wish to receive email marketing, you may elect not to have your badge scanned at an Event. If you demonstrate an interest in a Partner or topic, such as by visiting a booth or attending a session, Salesforce may share your Required Registration information with such Partner if you allow the Partner to scan your badge. Information collected through badges will not be disclosed to third parties, except with Partners as set forth in these Terms.

EVENT CODE OF CONDUCT

By registering and participating in an Event you agree to comply with the Code of Conduct. At all times during an Event Attendees are expected to comply with the Code of Conduct. Failure to comply may result in your Event registration and/or Success Community account being terminated, your employer may be notified and you may be banned from future participation in an Event and other Salesforce events. Please report any violations of the Code of Conduct to onsite security.

GOVERNMENT OFFICIALS

All government employees or officials who register to attend an Event must identify themselves as government employees or officials on the Registration Site. If a government employee or official is offered free or discounted attendance at an Event, the government employee or official may be asked to confirm that s/he has disclosed his or her attendance at an Event to their employing government agency in advance and that their employing agency has provided permission for the employee to accept free or discounted attendance at such Event. Each government employee or official who attends an Event also must confirm that s/he will abide by all relevant rules and regulations imposed by his or her employing agency during the Event, including those rules and regulations relating to the acceptance and disclosure of gifts and gratuities. Government employee or official who attends an Event may be asked to present his/her government issued employee badge at Event check-in.

SECURITY

Salesforce is committed to providing a safe and secure environment. Here are some of the security procedures for an Event:

1. Badges must be worn and visible at all times while you are at the Event venues, events or activities. They may not be shared or exchanged with any person or persons. Violator's badges may be confiscated and their participation in the Event terminated.
2. Bags may be checked randomly during certain hours.
3. No bags or property should be left unattended at any time. Unattended property may be removed.

4. Except as specifically pre-approved in writing, no persons under 18 years of age will be permitted at the Event, including in breakout sessions, keynotes, Expo Hall and all other Event venues.
5. Items prohibited at the Event include: firearms and/or other weapons, explosives, and/or other hazardous materials or articles.

Salesforce reserves the right to take any security measures they deem appropriate to increase the safety of Attendees and exhibitors, without prior notice. Salesforce reserves the right to change the policies set forth herein, without prior notice, and has sole discretion to deny entry to anyone.

CANCELLATIONS AND SUBSTITUTIONS

If you are unable to attend Salesforce XChange Americas, Salesforce XChange EMEA, TrailheaDX, or Dreamforce, you may transfer your registration to another person within your organization (subject to verification) or receive the appropriate refund of fees paid in accordance with the dates outlined below. Substitutions requested after a certain date (see below) may be subject to a US\$100 transaction fee.

All substitution and cancellation requests must be submitted in writing [here](#) and will be processed based on the time and date that the request was submitted (see below). Refunds will not be processed for Attendees that fail to submit a cancellation notice in accordance with these Terms. Failure to check in at the Event does not constitute cancellation and will not give rise to a refund or a credit. Breakout session enrollments, trainings, certifications, and hotel reservations are not transferable.

Salesforce XChange Americas, TrailheaDX, and Dreamforce registration fees paid online and applicable refunds are processed in USD. Salesforce XChange EMEA registration fees paid online and applicable refunds are processed in EUR. TrailheaDX and Dreamforce refunds are processed by GPJ. Salesforce XChange Americas and EMEA refunds are processed by Lenos Software.

All times set forth below and in these Terms are Pacific Time.

Salesforce XChange Americas: For a full refund of the Event registration fees, cancellation notices must be received by 11:59:59 p.m. on Friday, April 7, 2017. Cancellation notices received between 12:00:00 a.m. on Saturday, April 8, 2017 and 11:59:59 p.m. on Friday, May 5, 2017 will be processed at 50% of the Event registration fees. No refunds will be processed for cancellation notices received after 12:00 a.m. on Saturday, May 6, 2017. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. on Friday, May 12, 2017. Substitution requests received after 12:00 a.m. on Saturday, May 13, 2017 may be subject to a USD\$100 processing fee.

Salesforce XChange EMEA: For a full refund of the Event registration fees, cancellation notices must be received by 11:59:59 p.m. on Friday, May 5, 2017. Cancellation notices received between 12:00:00 a.m. on Saturday, May 6, 2017 and 11:59:59 p.m. on Friday, June 2, 2017 will be processed at 50% of the Event registration fees. No refunds will be processed for cancellation notices received after 12:00:00 a.m. on Saturday, June 3, 2017. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. on Friday, June 9, 2017.

Substitution requests received after 12:00:00 a.m. on Saturday, June 10, 2017 may be subject to a EUR\$100 processing fee.

TrailheaDX: For a full refund of the Event registration fees, cancellation notices must be received by 11:59:59 p.m. on Friday, May 19, 2017. Cancellation notices received between 12:00:00 a.m. on Saturday, May 20, 2017 and 11:59:59 p.m. on Friday, June 16, 2017 will be processed at 50% of the Event registration fees. No refunds will be processed for cancellation notices received after 12:00:00 a.m. on Saturday, June 17, 2017. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. on Friday, June 23, 2017. Substitution requests received after 12:00:00 a.m. on Saturday, June 24, 2017 may be subject to a USD\$100 processing fee.

Dreamforce: For a full refund of Event registration fees, cancellation notices must be received by 11:59:59 p.m. on Friday, September 29, 2017. Cancellation notices received between 12:00:00 a.m. on Saturday, September 30, 2017 and 11:59:59 p.m. on Friday, October 27, 2017 will be processed at 50% of the Event registration fees. No refunds will be processed for cancellation notices received after 12:00:00 a.m. on Saturday, October 28, 2017. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. on Friday, November 3, 2017. Substitution requests received after 12:00:00 a.m. on Saturday, November 4, 2017 may be subject to a USD\$100 processing fee.

AFFILIATED SERVICES

If, the Event website provides third party affiliated services information including accommodation information and transportation information or discounts, such information is provided solely as a convenience to our Attendees. Inclusion on the Registration Page does not indicate approval or endorsement by Salesforce. Under no circumstances will Salesforce be liable in any way for any third party services, including, but not limited to, quality, availability, errors or omissions, or damages of any kind. You must evaluate and bear all risks associated with the use of any third party services, including any reliance on the availability, quality or usefulness of such services. You may be subject to additional terms and conditions that may apply when you use affiliate services.

EXTENDED HOTEL CANCELLATION POLICY

A valid credit card is required to guarantee a hotel reservation and hotel fees will be charged directly to the Attendees. Hotel reservations are provided as an Affiliated Service and Salesforce is not responsible for any issues or disputes between Attendee and hotel. Attendees will be responsible for complying with the hotel cancellation policy.

PERSONAL RELEASE

Salesforce (and/or others on behalf of Salesforce) will be photographing, recording (both audio and video), webcasting and podcasting ("Recordings") at Event venues, events or activities. This includes but is not limited to keynotes, breakout sessions, technical sessions, hosted events, concerts and other activities. By agreeing to these Terms and attending the Event:

- You agree that your image, likeness, voice, statements and other identifying characteristics (your "**Image**") may be Recorded, and you consent to the use of your Image in connection with the use of the Recordings.
- You irrevocably grant Salesforce and its agents, contractors, licensees and designees and their respective successors and assigns (the "**Salesforce Parties**") a non-exclusive, worldwide, royalty-free and fully paid-up, perpetual license to use, reproduce, distribute, prepare derivative works of, translate, display, perform and otherwise exploit the Recordings and your Image therein, in whole or in part, in any and all media formats and through any and all media channels, in any manner and for any purpose in connection with Salesforce, its business and/or Event (including any future reoccurrence of the Event or a similar event), and for any other lawful purpose.
- You waive any right you may have to inspect and/or approve the use of the Recordings or any reproductions thereof, and you agree that Salesforce is not obligated to make any use of your Image or exercise any of the rights granted to it.
- You understand that your Image may appear in Recordings made available to you, other attendees, or the public, and that third-parties may retain and distribute those Recordings.
- You agree that Salesforce exclusively owns all rights (including without limitation, intellectual property rights) in the Recordings and all results and proceeds derived from the use of the Recordings and your Image therein, and that no portion of such proceeds will be shared with you.
- You waive and release any and all rights of privacy and publicity, and any and all claims to compensation or damages or of violation of intellectual property rights, in connection with the use of the Recordings and your Image therein and/or any advertising or publicity relating thereto.
- You represent that you are of full legal age and have read this release and fully understand its contents.

FORWARD LOOKING STATEMENTS

Some of the Event presentations and sessions will contain projections or other forward-looking statements regarding future events or the future financial performance of Salesforce, its partners and affiliates. Words such as "expects," "goals," "plans," "believes," "continues," "may," and variations of such words and similar expressions identify forward-looking statements. In addition, any statements that refer to or may imply future financial performance, our anticipated growth and trends in our businesses, and other characterizations of future events or circumstances are forward-looking statements. All such statements that are not historical facts are based on our current expectations and are subject to a number of risks and uncertainties, and the actual events or results may differ materially. Please refer to Salesforce's filings with the Securities and Exchange Commission, specifically, our most recent earnings release and our most recent Form 10-Q or Form 10-K for more information on the risk factors that could cause the actual results to differ materially from those contained in forward-looking statements, including, among others, variable product demand; product introductions by Salesforce's competitors; pricing pressures; and manufacturing issues, including product defects, errata, lower than anticipated manufacturing yields, and supply of components.

ASSUMPTION OF RISK

Your participation in and attendance of an Event or any related activities is completely voluntary. Salesforce does not guarantee admittance to any specific event, session or keynote and reserves the right to refuse admittance to any session, keynote or event to any Attendee, at its sole discretion. Unless specified otherwise all events, keynotes and session are seated on a first-come first-served basis. You accept and assume all risks of any and all personal injury or damage to your personal property that you may face while attending an Event or related activities, using the Success Community or using the Affiliated Services, and waive any claims against Salesforce or its Partners relating to such risks.

UNFORESEEN CIRCUMSTANCES

The Event program schedule is subject to change at any time without prior notice. Salesforce cannot guarantee the attendance of any exhibitor or speaker, or that any scheduled event will take place.

Salesforce will not be held liable and no reimbursement will be made, in the event of the cancellation or modification of the times, dates, sessions and/or events of an Event as a result of an event that is beyond Salesforce's control, including but not limited to inclement weather, earthquake, flood, or other act of God, war, invasion, act of foreign enemy, hostilities, riot, national state of emergency, plague, act/threat of terrorism, civil unrest, strikes or other labor disputes, or any other similar or related event which delays or prevents any or all of the Event.

3. SUCCESS COMMUNITY

PROVISION OF SUCCESS COMMUNITY

The Success Community is a free site created for Salesforce customers, Partners, prospects and Attendees. The Success Community is subject to these Terms of Service and the [Success Community Terms](#) including the [Success Community Participation Guidelines](#). If an Event registrant does not have an existing Success Community Account that registrant's Registration Information may be automatically entered into the Success Community to create a User account for the Attendee. Use of the Success Community is at your sole risk.

Salesforce may modify the functionality of the Success Community and its interface at any time at Salesforce's sole discretion, and such modifications may result in a loss of data associated with that functionality.

SUCCESS COMMUNITY ACCOUNT

Your first name and last name may be displayed on your Success Community account. Your Success Community account is for your use only and cannot be shared or used by anyone else. You are solely responsible for maintaining the confidentiality of your Success Community username and password, and are entirely responsible for any and all activities under your Success Community account. You agree to notify Salesforce immediately of any unauthorized use or any other breach of security involving your username and password or account. Salesforce will not be liable for any loss incurred as a result of an unauthorized use of a username/password or account.

Salesforce may suspend or terminate your access to a Success Community immediately without any liability, upon notice, if in Salesforce's sole judgment you have violated these Terms or the Success Community Terms. Salesforce may also suspend or terminate your use of a Success Community, or condition your continued use with additional terms communicated to you. If your continued use, in Salesforce's sole judgment, poses an undue or disproportionate burden on the Success Community, the Event, or networks, or if your activity on the Success Community is disruptive or detrimental to other Users or the security of the a Success Community, your account and Event registration may be cancelled, your employer may be notified and you may be banned from future participation in the Event and other Salesforce events.

RESPONSIBILITIES

Should the information you provided (including the employment or contact information) as part of your Required Registration Information or your Success Community information change it is your responsibility to update your contact information as soon as possible.

You are solely responsible for compliance with your employer's policies and requirements. Furthermore, you are responsible for compliance with any regulatory or legal requirement you may be subject to as a result of your employment, residence, or role within an organization.

You shall:

1. be responsible for your compliance with these Terms and the Success Community Terms
2. be responsible for all activities occurring within or from your Success Community account,
3. use commercially reasonable efforts to prevent unauthorized access to or use of the Success Community, and notify Salesforce promptly of any such unauthorized access or use, and
4. use the Success Community only in accordance with these Terms and the Success Community Terms, for its intended purpose and in compliance with all applicable laws and government regulations.

You shall not:

1. make the Success Community available to anyone else,
2. sell, resell, rent or lease the Success Community,
3. use the Success Community to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy rights,
4. use the Success Community to store or transmit malicious code or malware, or to engage in phishing or other fraudulent activity,
5. interfere with or disrupt the integrity or performance of the Success Community or any third-party data contained therein,
6. attempt to gain unauthorized access to the Success Community, or Salesforce or Partner systems or networks, or
7. scrape, data extract or data mine, or any related activity, from the Success Community.

SUCCESS COMMUNITY CODE OF CONDUCT

These terms are in addition to the Success Community's Terms. Violation of these terms or the Success Community Terms (including the Participation Guidelines) may result in termination of your Success Community account and/or cancellation of your Event registration, notification of your employer and you may be banned from future participation in the Event and other Salesforce events.

In your use of the application, **you shall not:**

1. Use a Success Community in connection with unsolicited commercial messages;
2. Violate any anti-spam or similar law; or
3. Use or enable the use of any automated system that calls to a Success Community more frequently than may reasonably be performed by a human user using a standard web browser.

SUCCESS COMMUNITY USE ANALYSIS

Salesforce may track and analyze your use of a Success Community, including, but not limited to, data submitted, for the purposes of helping Salesforce improve both the Success Community and Attendee's experience in using the Success Community and furthering our understanding of Users' usage of a Success Community. Salesforce may disclose such data about your use of a Success Community ('Usage Statistics') to third parties for the purpose of assisting Salesforce in such tracking or analysis, or where required by law.

USER GENERATED CONTENT

Providing content on any Success Community or any Salesforce site is voluntary. Content may include comments, posts, pictures, links, documents, or any other content provided by Users on the Success Community or site in conformity with these Terms ("User Generated Content" or "UGC"). Salesforce may monitor any UGC and remove or reject any content which Salesforce, at its sole discretion, determines violates these Terms or is otherwise not in keeping with the purpose of the Success Community, or any law or regulation.

Salesforce does not claim ownership of any User Generated Content. If you choose to submit UGC to a Success Community, you hereby grant Salesforce a perpetual, irrevocable and fully sublicensable, worldwide, royalty-free, non-exclusive license to use, distribute, reproduce, format, publish, syndicate, publicly perform and publicly display your User Generated Content and to incorporate such UGC into other works in any format or medium now known or later developed for any and all commercial or non-commercial purposes.

All UGC, whether publicly posted or privately transmitted, is the sole responsibility of the person from whom such content originated. This means that you, and not Salesforce, are entirely responsible for any and all UGC that you upload, post, share, or otherwise display via the Site.

WARRANT AND REPRESENTATIONS ON UGC: By posting or submitting UGC you warrant and represent that you own or otherwise control any and all of the rights to your submission including, but not limited to, all the rights necessary for you to provide, post, upload, input or submit the UGC. To the extent that the UGC submitted contains copyrighted content you warrant and represent that (a) you are the copyright owner of such content, or that the

copyright owner has granted you permission to use such content consistent with the manner and purpose of your use, (b) you have the rights necessary to grant the licenses and sublicenses to the content, and (c) that each person depicted in such content, if any, has provided consent to your posting of the UGC. Salesforce reserves the right to request a proof of ownership or permission, and to refuse to post UGC without such proof or if such proof is not, at its sole discretion, sufficient.

SUCCESS COMMUNITY OWNERSHIP

Subject to the limited rights expressly granted hereunder, Salesforce reserves all rights, title and interest in and the Success Community, including all related intellectual property rights subsisting therein. Salesforce grants no rights to you hereunder other than as expressly set forth herein.

4. GENERAL PROVISIONS

WARRANTIES

SALESFORCE MAKES NO WARRANTIES OF ANY KIND WITH RESPECT TO THE EVENTS, EVENT REGISTRATION OR SUCCESS COMMUNITY, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SALESFORCE SPECIFICALLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SALESFORCE DOES NOT REPRESENT OR WARRANT THAT YOUR USE OF THE SUCCESS COMMUNITY WILL MEET YOUR REQUIREMENTS OR THAT YOUR USE OF THE SUCCESS COMMUNITY WILL BE UNINTERRUPTED, TIMELY, SECURE OR FREE FROM ERROR.

FURTHERMORE, SALESFORCE MAKES NO REPRESENTATION THAT THESE TERMS, OR THE TOOLS, WEBSITES OR CONTENT PROVIDED HEREUNDER (THE "MATERIALS"), ARE APPROPRIATE, AVAILABLE OR LEGAL IN TERRITORIES OUTSIDE THE USA. THOSE WHO CHOOSE TO ACCESS THESE MATERIALS FROM OTHER LOCATIONS DO SO ON THEIR OWN INITIATIVE AND ARE RESPONSIBLE FOR COMPLIANCE WITH ANY AND ALL APPLICABLE LAWS.

YOU REPRESENT AND WARRANT THAT YOU ARE AUTHORIZED TO ENTER INTO THIS AGREEMENT AND THAT YOU CAN AND WILL COMPLY WITH ALL THE TERMS OUTLINED HEREIN.

CHANGES TO THESE TERMS

Salesforce may make changes to these Terms from time to time. You understand and agree that if you participate in the Event or use a Success Community after the date on which the Terms have changed, your use will signify acceptance of the updated Terms.

PERSONAL INFORMATION

Salesforce will handle and protect your Success Community account and the Required Registration Information provided in accordance with Salesforce's Privacy Statement located at

<http://www.salesforce.com/company/privacy/>.

By registering for this Event, you agree that Salesforce may use your email address to send Event updates and post-event survey evaluations. If you enter your cell phone number, You agree that Salesforce may send you Event-related messages (SMS, MMS or otherwise) at the cell number you provided on the Registration Site even if that number is on a National or State Do Not Call List. These messages may include Event updates, reminders or other information to help you enjoy the event. You may opt-out of future Event-related text messages by replying "STOP, QUIT, CANCEL, END or UNSUBSCRIBE" to any such message. You may continue to receive text messages for a short period while Salesforce processes your request, and you may also receive text messages confirming the receipt of your opt-out request. Standard text messaging charges applied by your cell phone carrier will apply. If you change or deactivate the phone number you provided on the Registration Site, you must update your account information to help prevent us from inadvertently communicating with anyone who acquires your old number.

Additionally, by allowing Salesforce Partners and/or exhibitors to scan your badge you authorize Salesforce to share with such Partner or exhibitor your first and last name, title, company, physical address, phone numbers, and email address provided to Salesforce as Required Registration Information.

For Japanese Users only

Salesforce accepts and responds to any requests such as disclosure, correction, addition, or deletion and veto of use or provision of personal information (the "Disclosure Requests") from the person who provided his/her personal information. For detailed procedures of disclosure request, please refer to the Salesforce's Basic Personal Information Protection Policy (<http://www.salesforce.com/jp/company/personalinfo.jsp>).

Contact for inquiries regarding Personal Information Handling: (Japan Chief Privacy Officer)
privacymark@salesforce.com

THIRD PARTY LINKS

The Success Community the App or other Event materials may contain links to third party sites; such linked sites are not under the control of Salesforce and Salesforce is not responsible for the content of any linked site or any link contained in a linked site. Salesforce reserves the right to remove any links at any time. Salesforce does not endorse the companies or products to which it links and reserves the right to note such on its web pages. If you decide to access any of the third party sites linked you do so entirely at your own risk.

GOVERNING LAW AND JURISDICTION

These Terms and any disputes arising out of or related hereto, shall be governed exclusively by the internal laws of the State of California and controlling United States federal law, without regard to their conflicts of laws rules or the United Nations Convention on the International Sale of Goods.

VENUE, WAIVER OF JURY TRIAL

The state and federal courts located in San Francisco County, California shall have exclusive jurisdiction to adjudicate any dispute arising out of or relating to these Terms. Each party hereby consents to the exclusive jurisdiction of such courts. Each party hereby waives any right to jury trial in connection with any action or litigation in any way arising out of or related to these Terms. Each party agrees to the applicable governing law above without regard to choice or conflicts of law rules, and to the exclusive jurisdiction of the applicable courts above.

RELATIONSHIP OF THE PARTIES

These Terms and the activities governed hereby; do not create a partnership, franchise, joint venture, agency, fiduciary or employment relationship between the parties. There are no third-party beneficiaries to these Terms.

WAIVER AND CUMULATIVE REMEDIES

No failure or delay by either party in exercising any right under these Terms shall constitute a waiver of that right. Other than as expressly stated herein, the remedies provided herein are in addition to, and not exclusive of, any other remedies of a party at law or in equity.

SEVERABILITY AND ASSIGNMENT

If any provision in these Terms is held by a court of competent jurisdiction to be contrary to law, the provision shall be modified by the court and interpreted so as best to accomplish the objectives of the original provision to the fullest extent permitted by law, and the remaining provisions of these Terms shall remain in effect.

You may not assign any of your rights or obligations hereunder, whether by operation of law or otherwise, without the prior written consent Salesforce. Salesforce's sole remedy for any purported assignment in breach of this paragraph shall be termination of this Agreement and non-participation in the Event. Salesforce may assign these Terms, in whole or in part, as necessary for the execution of the Event without your consent and at its sole discretion. Subject to the foregoing, these Terms shall bind and inure to the benefit of the parties, their respective successors and permitted assigns.

5. ENTIRE AGREEMENT

These Terms constitutes the entire agreement between the parties in relations to the Event and Event Registration and supersedes all prior and contemporaneous terms, agreements, proposals or representations, written or oral, concerning its subject matter. If any Success Community Terms conflict with Success Community applicable terms herein, the Success Community Terms including the Participation Guidelines (located in the footer of the Success Community website) will supersede these terms with regards to an Attendee or User's activity or use of the Success Community.

Without limiting the foregoing, no part of this Agreement shall be superseded or governed by any Master Subscription Agreement or other agreement between Salesforce or an affiliate thereof. To the extent that these Terms are translated, such translation is provided for solely for

convenience, and the English version of these Terms shall be govern any disputes arising here from.

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Privacy

Privacy Statements

Learn about our commitment to privacy protection

[Full Privacy Statement](#) ›

[EU General Data Protection Regulation Resources](#) ›

[Salesforce's Processor Binding Corporate Rules, applicable only to Sales Cloud, Service Cloud, Chatter, Communities and Force.com \("BCR Services"\)](#)

[Salesforce's Notice of Privacy Shield Certification](#)

[Salesforce Data Processing Addendum FAQ](#)



Privacy Statement Highlights

Important information

- Salesforce.com, inc.'s ("Salesforce" or the "Company") full Privacy Statement contains more information about the Company's Web site privacy practices.
- Salesforce has **certified** certain of its services under the [EU-U.S. Privacy Shield Framework](#) and the [Swiss-U.S. Privacy Shield Framework](#). For more information on our Privacy Shield compliance, please click [here](#).

Information collected

- When you request additional information or register on Salesforce's Web sites, the Company will ask you to provide basic contact information.
- When you purchase Salesforce's applications or services (the "Services"), the Company will ask you to provide billing information.
- When you register for or attend corporate events, the Company will ask you to provide basic contact information, billing information, and information on your participation in the events on Salesforce's Web sites.
- Salesforce uses common Internet technologies, such as cookies and Web beacons, to keep track of interactions with the Company's Web sites and emails.
- For more information about Salesforce's information collection practices, please click [here](#).

Use of information

- Salesforce uses information collected to provide you with the Services you request.

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- Salesforce may use information collected to improve the Company's Web sites and Services.
 - Unless described in the full Privacy Statement, Salesforce does not share, sell, rent, or trade personally identifiable information with third parties for their promotional purposes. Salesforce may share information collected with other companies that work on Salesforce's behalf.
 - For more information about Salesforce's use of information collected, please click [here](#).
 - Salesforce uses robust security measures to protect information. Additional information about the Company's privacy and security practices is available [here](#).
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Customer Data

- Customers of Salesforce may electronically submit data or information to the Company's Services ("Customer Data").
 - Salesforce will not review, share, distribute, or reference any such Customer Data except as provided in Salesforce's Master Subscription Agreement, or as may be required by law. In accordance with Salesforce's [Master Subscription Agreement](#), Salesforce may access Customer Data only for the purposes of providing the services, preventing or addressing service or technical problems, at a Customer's request in connection with customer support matters, or as may be required by law.
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Communication preferences

- Every marketing email from Salesforce contains instructions on how to opt out of receiving further marketing emails from the Company.
 - If you provide Salesforce with contact information, you can manage how the Company uses your information by accessing our [Preference Center](#).
 - In general, you may update or change your registration information by editing your user or organization record. For additional information about requests to access, change or delete your information, please click [here](#).
 - You may manage your receipt of marketing and non-transactional communications by clicking on the "unsubscribe" link located on the bottom of the Company's marketing emails. Additionally, you can [unsubscribe here](#).
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How to contact us

For more information about salesforce.com's information practices, please view the Company's full [Privacy Statement](#). Questions regarding salesforce.com's Privacy Statement or information practices should be [directed here](#) or by mail:

Salesforce.com Privacy
The Landmark @ One Market Street, Suite 300
San Francisco, CA 94105

CALL US AT 1-800-667-6389