

Slack Security, Privacy and Architecture

Published: June 24, 2024

Salesforce's Corporate Trust Commitment

Salesforce is committed to achieving and maintaining the trust of our customers. Integral to this mission is providing a robust security and privacy program that carefully considers data protection matters across our suite of services, including protection of Customer Data as defined in Salesforce's [MSA Agreement](#).

This documentation describes the architecture of the security- and privacy-related audits and certifications received for, and the administrative, technical and physical controls applicable to the services branded as (a) Slack, including but not limited to the Slack platform, Free Slack Services (as defined below), Slack workflows, Slack AI, and apps running on Slack infrastructure, as operating on the Public Cloud, and (b) GovSlack as operating on the Public Cloud (for the purposes of this document only, the **"Covered Services"**). This documentation does not apply to services that may be associated or integrated with GovSlack. **"Public Cloud"** means the computing services made available over the Internet and offered by third-party providers. References to "Salesforce" include Salesforce, Inc. and its Affiliates, including Slack Technologies, LLC.

"Free Slack Services" are the free usage tier for the Covered Services which are made available as "Free Services" under the Main Services Agreement at [Agreements - Salesforce.com](#) and [Supplemental Terms](#) as may be applicable and updated from time to time.

Platform Controls

Architecture and Data Segregation

The Covered Services are operated on a multitenant architecture at both the platform and infrastructure layers that is designed to segregate and restrict Customer Data access based on business needs. The architecture provides a logical data separation for each different customer via a unique ID.

Public Cloud Infrastructure

The Covered Services are hosted on a Public Cloud, which are computing services offered by providers to anyone who wants to use or purchase them. Like all cloud services, a Public Cloud service runs on remote servers that a provider manages. The "Infrastructure and Sub-processors" documentation available [here](#) provide additional information regarding Public Cloud provider commitments and describe the sub-processing activities for entities material to the Covered Services.

Audits

To verify that our security practices are sound and to monitor the Covered Services for new vulnerabilities discovered by the security research community, the Covered Services undergo security assessments by internal personnel, and for the Slack services by respected external security firms who perform regular audits of the Slack services. In addition to periodic and targeted audits of the Covered Services and features, we also employ the use of continuous hybrid automated scanning of our web platform. Customers may download a copy of available applicable external audit reports [here](#).

Certifications

Certifications are performed on the Slack services, and Customers may download a copy of available applicable certifications [here](#).

Customer Data submitted to the Covered Services is within the scope of annual certifications to the EU-US Data Privacy Framework, UK Extension to the EU-US Data Privacy Framework, and Swiss-US Data Privacy Framework as administered by the US Department of Commerce and further described in our [Notice of Certification](#). The current certifications are available at <https://www.dataprivacyframework.gov/s/> by searching under “Salesforce.”

Security Controls

Salesforce will implement and maintain appropriate technical and organizational measures to protect your Customer Data against accidental or unlawful destruction, loss, alteration, and unauthorized disclosure of or access to Customer’s personal data processed or transmitted through the Covered Services. The Covered Services have a number of security controls, including but not limited to:

- **Access Logging:** Detailed access logs are available both to users and administrators of paid teams. We log every time an account signs in, noting the type of device used and the IP address of the connection. Team Administrators and owners of paid teams can review consolidated access logs for their whole team.
- **Access Management:** Administrators can remotely terminate all connections and sign out all devices authenticated to the Covered Services at any time, on demand.
- **Data Retention:** Owners of paid Slack teams can configure custom message retention policies on a team-wide and per-channel basis. Setting a custom duration for retention means that messages or files older than the duration you set will be deleted from the Covered Services’ production servers on a nightly basis.
- **Host Management:** We perform automated vulnerability scans on our production hosts and remediate any findings that present a risk to our environment.
- **Network Protection:** In addition to sophisticated system monitoring and logging, we have implemented two-factor authentication for all server access across our production environment. Firewalls are configured according to industry best practices, using AWS security groups.
- **Product Security Practices:** New features, significant functionality, and design changes go through a security review process facilitated by the security team. In addition, our code is audited with automated static analysis software, tested, and manually peer-reviewed prior to being deployed to production. The security team works closely with development teams to resolve any additional security concerns that may arise during development. Salesforce also operates a security bug bounty program. Security researchers around the world continuously test the security of the Covered Services, and report issues via the program. More details of this program are available at the [bounty site](#).
- **Team-wide Two-factor Authentication:** Team Administrators can require all users to set up two-factor authentication on their accounts. Instructions for doing this are available in our [Help Center](#).

For some of the controls, the Customer cannot disable them; others provide customization of the Covered Services’ security by Customers for their own use. As such, protecting Customer Data is a joint

responsibility between the Customer and Salesforce. At a minimum, Salesforce will align with prevailing industry standards such as ISO 27001, ISO 27002, and ISO 27018.

Salesforce may conduct security scans and testing of the Slack platform, Slack workflows, and apps running on Slack infrastructure to detect abusive behavior or actions that violate terms for the Services.

Intrusion Detection

Salesforce, or an authorized external entity, will monitor the Covered Services for unauthorized intrusions.

Security Logs

Systems used in the provision of the Covered Services log information to their respective system log facilities or a centralized logging service (for network systems) in order to enable security reviews and analysis. Salesforce maintains an extensive centralized logging environment in the production environment which contains information pertaining to security, monitoring, availability, access and other metrics about the Covered Services. These logs are analysed for security events via automated monitoring software, overseen by the security team. For GovSlack, the logs are only accessible from within the GovSlack environment and only by Qualified US Persons. "Qualified US Persons" are individuals who: (a) are United States citizens or lawful permanent residents; (b) are physically located within the United States while performing support for GovSlack; and (c) have completed a background check as a condition of their employment with Slack.

Incident Management

Salesforce maintains security incident management policies and procedures. Salesforce notifies impacted customers without undue delay of any unauthorized disclosure of their respective Customer Data by Salesforce or its agents of which Salesforce becomes aware to the extent permitted by law. Salesforce publishes system status information on the [Salesforce Trust website](#) and/or the [Slack System Status page](#). Salesforce typically notifies customers of significant system incidents by email, and for incidents lasting more than one hour, may invite impacted customers to join a conference call about the incident and Salesforce's response. Security incident management for GovSlack is performed by Qualified US Persons.

Data Encryption

The Covered Services use industry-accepted encryption products to protect Customer Data (1) during transmissions between a customer's network and the Covered Services; and (2) when at rest. The Covered Services support the latest recommended secure cypher suites and protocols to encrypt all traffic in transit. We monitor the changing cryptographic landscape closely and work promptly to upgrade the service to respond to new cryptographic weaknesses as they are discovered and implement best practices as they evolve. For encryption in transit, we do this while also balancing the need for compatibility with older clients.

Reliability, Backup, and Business Continuity

We understand that you rely on the Covered Services to work. Our infrastructure runs on systems that are fault-tolerant, for failures of individual servers or even entire data centres. Our operations team tests disaster recovery measures regularly and has a 24-hour on-call team to quickly resolve unexpected incidents. Salesforce performs regular backups, facilitates rollbacks of software and system changes when necessary and replication of data as needed. Where possible, Salesforce will assist the Customer with data recovery for Major Catastrophic Events, as limited by data residency requirements of the locality and

capabilities within the region. **“Major Catastrophic Event”** means three broad types of occurrences: (1) natural events such as floods, hurricanes, tornadoes, earthquakes, and epidemic; (2) technological events such as failures of systems and structures such as pipeline explosions, transportation accidents, utility disruptions, dam failures, and accidental hazardous material releases; and (3) human-caused events such as active assailant attacks, chemical or biological attacks, cyber attacks against data or infrastructure, and sabotage. Major Catastrophic Event does not include bugs, operational issues, or other common software related errors.

Customer Data is stored redundantly in multiple locations in our hosting provider’s data centres to ensure availability. We have well-tested backup and restoration procedures which allow recovery from a major disaster. Customer Data and our source code are automatically backed up every night. The operations team is alerted in the event of a failure in this system. Backups are fully tested at least every 90 days to confirm that our processes and tools work as expected.

Data at Rest

Salesforce will store Customer Data at rest within certain major geographic areas except as otherwise provided in your Order Form.

Return of Customer Data

Within 30 days post contract termination, customers may request return of their respective Customer Data submitted to the Covered Services (to the extent such data has not been deleted by Customer or, for the Free Subscription Services, deleted as described in the Deletion of Customer Data section below). Information about the export capabilities of the Covered Services can be found at the [Slack Help Center](#).

Deletion of Customer Data

The Covered Services provide the option for workspace Primary Owners to delete Customer Data at any time during a subscription term. Within 24 hours of workspace Primary Owner-initiated deletion, Salesforce hard deletes all information from currently running production systems (excluding team names and search terms embedded in URLs in web server access logs). Covered Services backups are destroyed within 14 days (backups are destroyed within 14 days, except that during an on-going investigation of an incident such period may be temporarily extended).

After termination of all subscriptions associated with any of the Covered Services (“Subscription Termination”), a Customer may elect to delete its account. In such an event, Salesforce shall, within 14 days, delete, and ensure that all of its Affiliates and the permitted third party hosting providers delete, all copies of Customer Data (excluding team names and search terms embedded in URLs in web server access logs).

When a Customer terminates a paid subscription to Enterprise Grid or GovSlack, and if a Customer does not otherwise elect to delete its account, Salesforce will, within 90 days following the Subscription Termination, delete, and ensure that all of its Affiliates and applicable third party hosting providers delete, all copies of Customer Data (excluding team names and search terms embedded in URLs in web server access logs) within 14 days after Salesforce has initiated deletion of the customer's account. When a Customer terminates any paid subscription to the Covered Services other than Enterprise Grid or GovSlack, the Customer’s subscription will continue under the free usage tier for the Covered Services as a Free Slack Service and be subject to the Free Slack Service Data Deletion section, and, except as described in the Data

Deletion for Free Slack Services section, the Customer Data will not be deleted until (i) the Customer self deletes the workspace, or (ii) the Customer otherwise instructs Salesforce to delete their Customer Data. Upon the occurrence of such events, Salesforce shall, within 14 days, delete, and ensure that all of its Affiliates and the permitted third party hosting providers delete, all copies of Customer Data (excluding team names and search terms embedded in URLs in web server access logs).

Data Deletion for Free Slack Services:

The foregoing Customer Data Deletion section above applies to Free Slack Services except as follows:

Upon termination of the Free Slack Services by either party, Salesforce shall, within 14 days, delete, and ensure that all of its Affiliates and the permitted third party hosting providers delete, all copies of Customer Data (excluding team names and search terms embedded in URLs in web server access logs).

Effective as of August 2024 for inactive Free Slack Services and September 2024 for active Free Slack Services, Customer Data which are older than one year may be deleted, in the same manner as if the Customer's subscription had terminated. This deletion will occur on a rolling basis.

Infrastructure

As further described in the "Infrastructure and Sub-processors" documentation available [here](#), Salesforce uses infrastructure provided by Amazon Web Services, Inc. ("AWS") to host or process Customer Data submitted to Covered Services and features. Information about security provided by AWS is available from the [AWS Security website](#). Information about security and privacy-related audits and certifications received by AWS, including information on ISO 27001 certification and SOC reports, is available from the [AWS Compliance website](#).

Additional Information

Prohibition on Sensitive Data and Processing

Customers have additional obligations around submitting certain sensitive data to all Covered Services and features:

- If a Customer is a health care provider, health care clearinghouse, health plan, or an entity performing functions on behalf of such entities, submitting personal health data is prohibited, except in limited circumstances where, subject to restrictions, Salesforce has expressly permitted such submission. If Customer does submit personal health information or other sensitive or regulated data to the Covered Services, then Customer is responsible for ensuring that its use of the Covered Services to process that information complies with all applicable laws and regulations.
- Payment cardholder data and authentication data, credit or debit card numbers, or any associated security codes or passwords are prohibited unless Salesforce has obtained a Payment Card Industry Attestation of Compliance (AOC) for the applicable Services. See available applicable certifications at the Salesforce Compliance Portal.
Criminal justice information ("CJI") and federal tax information ("FTI") are prohibited except where (i) Salesforce has obtained any required certifications or attestations for the Covered Services and (ii) for CJI and FTI, Salesforce has expressly permitted such submission by Customer pursuant to legally required contractual terms. If Customer does submit the above-listed types of information or other sensitive or regulated data (for example, export-controlled data) to the

Covered Services,, then Customer is responsible for ensuring that its use of the Covered Services to process that information complies with all applicable laws and regulations.

Further, Salesforce prohibits Customers from processing Customer Data using the Service for certain use cases, as described in the [Salesforce Acceptable Use and External-Facing Services Policy](#).

Analytics

Salesforce may track and analyze the usage of the Covered Services for purposes of security and of helping Salesforce improve both the Covered Services and the user experience in using the Covered Services. For example, we may use this information to understand and analyze trends or track which of our features are used most often to improve product functionality.

Salesforce may share anonymous usage data with Salesforce’s service providers for the purpose of helping Salesforce in such tracking, analysis and improvements. Additionally, Salesforce may share such anonymous usage data on an aggregate basis in the normal course of operating our business; for example, we may share information publicly to show trends about the general use of our services.

Workspace and Account Information

To access or use the Covered Services, Customers must provide information about Users or system administrators (“**Workspace and Account Information**”). Workspace and Account Information consists of name, email, organization, billing address, country, state, zip code, phone number, user or display name, password, domain and/or similar details. Workspace and Account Information is not Customer Data under the Agreement; rather, Salesforce processes this data as a data controller, including for communications and marketing, internal administration, to enforce terms and conditions, and to secure, deliver, and provide improvements to the Covered Services. Salesforce provides appropriate protections for Workspace and Account Information and treats it consistently with the [Slack Privacy Statement](#), pursuant to the definitions therein.

Interoperation with Other Services

The Covered Services may interoperate or integrate with other services provided by Salesforce or third parties. When third-party systems connect to the Covered Services, these external systems supply metadata to the Covered Services for the purpose of maintaining the intended functionality of the integration, for example an external system may supply a third-party record ID, file name, folder name, or similar label intended to identify a record that is being sent to the Covered Services. Salesforce may collect and store such metadata to ensure product functionality, and to assist in debugging, support and for security purposes. Salesforce provides appropriate protections for such metadata and treats it consistently with the [Slack Privacy Statement](#). Security, Privacy and Architecture documentation for services provided by Salesforce is available in the [Trust and Compliance Documentation](#). Salesforce also provides a variety of platforms and features that allow Salesforce users to learn about Salesforce products, participate in communities, connect third-party applications, and participate in pilots, testing and assessments, which are outside the scope of this documentation. Salesforce may communicate with users that participate in such platforms and features in a manner consistent with the [Slack Privacy Statement](#). Additionally, Salesforce may contact users to provide transactional information about the Covered Services; for instance, through system-generated messages, such as Slack notifications. Salesforce offers customers and users the ability to deactivate or opt out of receiving such messages.