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Sub-processor Notice (Microsoft Corporation)
Answers to Frequently Asked Questions ("FAQs")
Updated on: August 21, 2023

This document addresses common questions that may arise with respect to the sub-processor notifications distributed by Salesloft on June 16, 2023 and September 1, 2023 relating to Salesloft's relationship with Microsoft Corporation. This document is provided for informational purposes only, and does not form a part of any agreement for Salesloft's services between Salesloft and its customers.

1. Does this notice apply to my organization? The new sub-processor notice applies to all customers that currently or in the future use services features that Salesloft provides utilizing Microsoft Corporation. Currently, Salesloft utilizes Microsoft Corporation's Azure OpenAI service to provide the Conversations Action Items and Conversations Summary features, which will be enabled by default on all customer accounts with access to Conversation Intelligence functionality effective October 17, 2023, excluding any customer instances hosted within Salesloft's EU hosting (EU1) region. If you don't know which Salesloft hosting region(s) applies to your company, please contact your Salesloft account team or Customer Support (support@salesloft.com).

2. Why did Salesloft send two separate new sub-processor notifications relating to Microsoft Corporation? On June 16, 2023, Salesloft notified customers of Salesloft's engagement of a new vendor, Microsoft Corporation, to help Salesloft provide certain new generative AI product features (Conversations Action Items and Conversations Summary). Because Microsoft Corporation processes personal data provided by customers utilizing these features, Microsoft is considered a Salesloft sub-processor. At the time of the initial notice, all features provided utilizing Microsoft Corporation were disabled by default. On September 1, 2023, Salesloft will issue a follow-up notice communicating a change in our approach to making certain generative AI features available to customers. Specifically, effective October 17, 2023, the generative AI features currently provided by Salesloft utilizing Microsoft Corporation will be automatically enabled for customers by default. Once these features are enabled (whether by your account administrator or by Salesloft), Microsoft Corporation will be considered a sub-processor of your company's personal data. Please note that future functionality may be released by Salesloft utilizing Microsoft Corporation's services, and such features may also be enabled by default within your organization's account.

3. What Microsoft services does Salesloft currently use? Salesloft uses Microsoft's Azure OpenAI Service ("Azure OpenAI") to provide certain generative AI service features. Azure OpenAI is a fully self-contained version of the OpenAI software that Microsoft hosts and operates as an API-based SaaS solution. With Azure OpenAI, customers get access to OpenAI models with the security capabilities of Microsoft Azure. To learn more about Azure OpenAI, click here.

4. What functionality provided utilizing Azure OpenAI is being enabled by default? Effective October 17, 2023, Salesloft will enable by default the following features:

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- Conversations [Action Items:](#) Action Items is your co-pilot in collecting and sharing action items that drive accountability on both sides of the table. Stay on top of what you need to do next to keep your opportunities moving forward.
- Conversations [Summary](#): Summary gives a summary of any recorded calls, so that leaders can get deal context faster and confidently assess how an opportunity is really going.

Action Items and Summary will be available (at no additional charge) to customers with Conversation Intelligence functionality included as part of the customer's services package.

In the future, Salesloft may develop and release additional services features utilizing Microsoft Corporation's services. These features may also be enabled by default. By using such functionality, you acknowledge and agree that Microsoft Corporation will be a sub-processor of your company's personal data.

5. Why is Salesloft enabling Action Items, Conversations Summary, and future generative AI features automatically for my company's account? We believe that by harnessing the power of AI to amplify every seller's productivity and generate and tailor content more quickly, we can drive your teams towards the right actions to yield the best outcomes. Turning these features on automatically will allow customers to realize the immense value provided by them.

6. What Salesloft customer data will be transferred to Azure OpenAI?
Both Action Items and Summary involve the processing of your Conversations transcripts, which may contain personal data related to your contacts (e.g., customers or prospects). In the future, Salesloft may develop new generative AI product features utilizing Microsoft Corporation's services, as identified within Salesloft's online product documentation and/or sub-processor list published within the [Salesloft Trust Portal (https://trust.salesloft.com)](https://trust.salesloft.com). If you elect to use any existing or new generative AI product features, the feature's functionality and your specific use case(s) will determine the scope of data transferred to Microsoft Corporation. Your organization's data will not be transferred to Microsoft Corporation if Action Items, Conversations Summary, and future AI services released by Salesloft (and provided using Microsoft Corporation's services) are disabled for your account.

7. Can we opt out of the use of Action Items and Conversations Summary? Yes. Action Items and Summary are currently disabled by default and must be enabled by your company's Salesloft administrators ("Team Admins"). On October 17, 2023, we will enable Action Items and Summary for all customer accounts. However, use of Action Items and Conversations Summary is optional. If you do not want Microsoft to process your organization's data, Action Items and Conversations Summary may be disabled at any time by your Salesloft account administrators. You may also opt-out of auto enablement of these features by contacting Salesloft at support@salesloft.com, provided that you submit your opt-out request by October 10, 2023.

8. How do I disable the New AI Services? Instructions for enabling and disabling Conversations AI features can be found [here.](#)

9. What will Microsoft do with my company's data? Microsoft does not use AI model prompts or completions (customer data inputs and outputs, respectively) to train or improve Azure or OpenAI

models or any other Microsoft service made available to other Microsoft customers. Microsoft Corporation does not transfer customer inputs or outputs to OpenAI the company. For more information about how the Azure OpenAI protects customer data, refer to Microsoft's Data, privacy, and security for Azure OpenAI Service article.

10. How long will Azure OpenAI store my company's data? The Azure OpenAI service, by default, stores prompts and completions for 30 days for abuse monitoring and human review. However, Salesloft has received an exemption from this process, so Azure OpenAI will not store or otherwise retain Salesloft customer data beyond the time necessary to execute the requested processing.

11. Where are the data centers used for the Azure OpenAI service? Salesloft's US hosting regions (US1-US4) utilize the Azure OpenAI instance hosted in the Azure East US region. Salesloft's EU hosting (EU1) region utilizes the Azure OpenAI instance hosted in the Azure France Central region. Refer to Azure geographies for details. If you are unsure about the Salesloft hosting region(s) applicable to your company, please contact your Salesloft account team or Customer Support (support@salesloft.com).

12. Does Salesloft have a data protection agreement and cross border personal data transfer mechanism in place with Microsoft? Yes, Salesloft's agreement with Microsoft Azure includes the Microsoft Products and Services Data Protection Addendum, which incorporates the EU Standard Contractual Clauses (SCCs) and is protective of customer data, including personal data contained therein. Please note that all agreements governing Salesloft's use of Azure OpenAI are between Salesloft and Microsoft Corporation, and you do not need to enter into a separate agreement directly with Microsoft in order to use Action Items, Conversations Summary, or any other Salesloft product provided utilizing Azure OpenAI.

13. What is Microsoft Corporation's address?
Microsoft Corporation
One Microsoft Way
Redmond, Washington 98052

14. Where does Salesloft publish its list of sub-processors? A complete list of Salesloft's sub-processors, including hosting locations by platform component and Salesloft hosting region, is published publicly in the Salesloft Trust Portal (https://trust.salesloft.com). The Trust Portal also offers the ability to subscribe to updates and request access to confidential Salesloft documentation related to security, privacy, and compliance.

15. Does the notice apply to Rhythm? No, Salesloft does not utilize Azure Open AI or any other third-party AI model to provide Rhythm. Disabling Action Items and Conversations Summary will not affect your ability to use Rhythm workflows. Because the models for Rhythm's Conductor AI models (see additional information below) were built in-house and are hosted by us, customer data is not transferred to any third party AI model in order to train or to make Conductor AI available. Please note that Salesloft does not use personally identifiable information received from customers or Salesloft platform users to train Conductor AI.

16. What is Rhythm? On June 21, 2023, Salesloft announced the launch of Rhythm. Rhythm is a patent pending workflow prioritization platform that is powered by Conductor AI, Salesloft's machine learning AI Engine backed by models and algorithms designed in house by Salesloft. Conductor AI determines which tasks in your workflow are most likely to lead to positive sales outcomes, and ranks these tasks in order of importance.

17. Does the notice apply to Draft an Email Step with AI? No. Draft an Email Step with AI is currently provided utilizing OpenAI (the company), not Azure OpenAI. Drafting with AI allows you to generate text for emails based on platform user inputs. Please note that the prompts (inputs) for this feature do not require, and customers should not input, personal data, so OpenAI is not considered a sub-processor of personal data. Salesloft uses the OpenAI API exclusively to provide this functionality and has not opted in to allow OpenAI to use prompts and completions to train their models or improve their service.