



## Tableau Privacy and GDPR FAQ

- **What type of information does Tableau collect?**

The type of information we collect will depend on your interactions with Tableau. It may include:

- Contact information
- Payment information
- Registration information
- Usage data

Please see our [Privacy Statement](#) for more details about the types of personal information we may collect, how we might use it, why we need it, who we share it with, how we secure it, and how to contact us with questions.

- **Are we required to sign a Data Processing Agreement (DPA) with Tableau?**

Because Tableau is a Salesforce company, all Tableau Online customers will be presented with the Salesforce Data Processing Addendum at the point of product registration or upon renewal. Note that our on-premise products are installed locally on your servers/computers, behind your firewall, and do not automatically transmit your Customer Data back to Tableau. Our Support staff members do not have a built-in remote connection to the software and cannot “tunnel” into your installation. Tableau is not the processor of the Customer Data of our customers licensing our on-premise software. Accordingly, a DPA is not required. Note that for any registration information that may be collected in order to fulfill our contractual obligations to you, Tableau is the controller and accepts related responsibilities under GDPR.

- **Is there anything unique about Tableau Public?**

Tableau Public users are subject to the [Terms of Service](#), as well as the Tableau Public [Data Policy](#). Tableau Public users should not post personal information of others unless they have consent to do so.

- **Does Tableau use any sub-processors?**

Please see the Tableau Online [Infrastructure and Subprocessors](#) documentation for a current list of sub-processors.

- **Where is Tableau Online Customer Data stored?**

Tableau Online Administrators can set the region for Tableau Online Services using Tableau’s platform Account Settings. Please see the Tableau Online [Infrastructure and Subprocessors](#) document for information about data center locations.



- **What mechanism does Tableau use to transfer Customer Data?**

For Tableau Online, the DPA references the [Salesforce Processor Binding Corporate Rules](#) and also includes the Standard Contractual Clauses. For data that Tableau collects and handles as a controller, please see the [Privacy Statement](#) for transfer information.

- **Where can I learn more about Security in Tableau Online?**

Every day, thousands of companies around the world use Tableau products to see and understand their data, so we have built our solutions with security in mind. See the Tableau Online [Security page](#), and the Tableau Online [Security, Privacy, and Architecture](#) document for more detail.

- **How do we opt-out of communications from Tableau?**

Our marketing emails allow you to easily unsubscribe, but you can also contact us at [customerservice@tableau.com](mailto:customerservice@tableau.com) at any time to let us know that you no longer wish to receive further marketing emails.

- **What if we have more questions?**

If you have any questions about how we use your personal information, or if you have any other privacy-related questions, please contact us at [privacy@tableau.com](mailto:privacy@tableau.com) or at Tableau Software, Inc., Attn: Tableau Legal, 1621 N 34th St., Seattle, Washington 98103 or The Oval, Shelbourne Road, Dublin 4, Ireland