

TABLEAU CLOUD GxP QUALIFICATION

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Tableau Cloud Platform / System Qualification

As a Software-as-a-Service (SaaS) provider, Tableau Cloud is compliant with leading global SaaS data security and compliance standards in ISO 27001/27017/27018 and SOC 1/2 and adheres to global data privacy and residency requirements such as those outlined in GDPR. A complete and up-to-date list of compliance certifications is available at [Tableau | Salesforce Compliance](#).

However, as it pertains to [GxP compliance](#), it is important to note that **accountability for GxP requirements resides with the regulated company**. Tableau Cloud provides integrated quality controls and follows industry best practices into its software development life cycle and operational processes which regulated companies may utilize to ensure they are meeting compliance requirements.

Operational processes:

Under the [Salesforce Secure Development Lifecycle](#), Tableau Cloud is committed to a robust secure software development lifecycle. Additionally, the following Tableau Cloud capabilities can help facilitate the GxP compliance for Tableau Cloud customers:

Tableau Cloud activity log and associated audit:

Tableau Cloud provides auditing features in the form of the [Activity Log](#). Utilizing the Activity Log can help fulfill the regulatory audit, compliance, security, and governance requirements essential for companies that are beholden to GxP compliance. For example, Activity Log functionality can help regulated companies by providing information to system administrators on users who have modified access controls to Tableau content during the time period captured by the logs.

Instructions on how to set up the Activity Log can be found at [Set Up Activity Log - Tableau](#). Additional help information on the Activity Logs are available at:

- [Audit Permissions Using the Activity Log - Tableau](#)
- [Use Admin Insights to Create Custom Views – Tableau](#)

Data availability, confidentiality and data integrity:

Having confidence in accessing information is a crucial part of a regulated company's GxP qualification. Tableau Cloud and Salesforce adhere to the strictest standards for regional data security and privacy. Customer data never leaves the region in which it is hosted per [Technical Considerations for Migrating from Tableau Server to Tableau Cloud - Tableau](#). Tableau Cloud adheres to data privacy requirements such as those outlined in [GDPR - Data Protection Impact Assessments & Salesforce Services](#).

Tableau and Salesforce are responsible for system uptime, updates, and maintenance. Additionally, Salesforce provides disaster recovery and business continuity for Tableau Cloud services as outlined in [DR Summary - Tableau Cloud on Hyperforce](#).



Documenting the Tableau Cloud Platform Qualification

On top of legal documents such as enterprise agreements, and master services agreements, Tableau Cloud customers should obtain the necessary documentation from the Salesforce Trust Center, where Salesforce provides a comprehensive collection of compliance certifications and attestations to support the qualification process, or contact their account representative.

The HLS company should clearly document how it will utilize deliverables from Tableau, the mechanism for keeping documentation up-to-date, and the process for retrieving the documentation.

Under the Cloud shared responsibility model, HLS companies should also qualify Tableau Cloud (and document this) as they are doing today for Tableau Server qualification. System qualification involves ensuring that Tableau Cloud has undergone sufficient testing to demonstrate its suitability for use, which is a step below full validation. This process involves either testing the platform internally or relying on vendor-provided test results to confirm its reliability. Once the necessary testing (mainly system checks) is completed and documented, the system can be officially recognized as qualified.

Based on the nature and risk level of the GxP processes supported by Tableau Cloud, you should assess whether an official quality agreement is necessary.

