



Cybershore

Vendor Report

Vendor Report for Canva Inc.

This report is based on publicly available information and does not consider artefacts such as external assurance reports or contract terms that may only be provided to clients. Refer to the References slide for a list of resources used to generate this report.

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Canva Inc. – Vendor Summary

Launched in 2013, Canva is a cloud-based graphic design tool used to create on-brand marketing content, sales presentations, training videos and more by companies of all sizes. It includes features such as drag-and-drop design and photo editing with access to custom fonts, frames, shapes, grids, and icons along with a stock library with thousands of pre-licensed photos, videos, illustrations, soundtracks and more. Canva also has many pre-built templates including logos, posters, presentations, infographics, social media posts, newsletters, menus, and more.

Teams can create data visualisations such as custom charts and diagrams using internal data. Once visual projects are completed, teams can choose to publish online, share with others, or download. Visuals can also be embedded directly into presentations. Pricing for Canva is per user, per month, and billed yearly, but users can also start with a free version.

[Canva's Trust webpage](#) provides information about:

- Security and how Canva stores and keeps data secure.
- Privacy and how Canva achieves compliance with global privacy laws.
- Legal terms and policies, compliance with global regulations and procurement information.

Canva Inc. – Key Risk Drivers

- Users can create, upload, and share any type of design in Canva – this may include personal information or classified information.
- While by default, all content posted on Canva is private, if a design is published publicly, it is accessible by anyone that has the URL to the file and file links can be on-forwarded or placed on the internet by recipients.
- The free version of Canva increases the likelihood that a user signs up without the knowledge of IT or IT Security (Shadow IT) – this may affect:
 - adoption of already existing and approved software.
 - lead to information becoming vulnerable to unauthorised access, leaks, or potential misuse.
 - Result in operational misalignment
- Users might integrate Canva with existing applications to streamline workflows. Integrations may not be detected by Security, leading to potential breach points.
- Canva uses Artificial Intelligence (AI). While Canva does not train AI on user content, the functionality can be turned on in the Privacy Settings. There are two risks: (1) Canva might widen its use of AI over time (e.g., enabling training on user content by default) and (2) an administrative user, either intentionally or unintentionally might enable the setting.

Vendor Security & Privacy Facts

- ISO 27001 certified with a dedicated security team.
- Hosting with cloud providers who have top-tier physical security controls.
- High availability using a global CDN (Cloud Delivery Network) to prevent network attacks.
- Threat detection and logging and alerting systems that notify the on-call teams about potential incidents.
- Secure development including peer review and testing of code prior to release, and manual and automated checks for security issues.
- Release management where software is only released after qualifying it in development and staging environments.
- Weekly vulnerability scans of production environments.
- External penetration tests throughout the year.
- Bug Bounty Program inviting security researchers to investigate vulnerabilities in Canva.
- Encryption in transit (TLS/SSL) and at rest (AES256). The version of TLS is not specified.
- Data security applying the least privilege principle where people and systems can only access the data they need to do their job.
- Single Sign On (SSO) and Multi Factor Authentication (MFA) options for users and enterprises to secure their accounts.
- Role Based Access Control (RBAC) enabling that users can be assigned different roles to administer, manage, design or access content.
- Guidelines on the Canva website to help users protect their accounts covering [account settings](#) incl. passwords and MFA and [sharing permissions](#).

Vendor Security & Privacy Facts

- Privacy Policy is defined and available on the Canva website: <https://www.canva.com/policies/privacy-policy/>
- Canva has a team of dedicated privacy specialists across Australia, the United States, United Kingdom, China and the Philippines and a network of advisors across the globe.
- Canva stores data in the United States of America (USA) and data is processed by Canva group members in Australia, New Zealand, the Philippines, the United Kingdom, Singapore, Europe, and the United States pursuant to Canva's intra-group Data Transfer Agreement.
- Service providers used by Canva require to enter into Data Processing Agreements with Canva.
- Users can delete or download their data in their Account Settings and make other privacy requests at privacy@canva.com.
- Canva comply with laws requiring consent for marketing and tracking and provide the ability to opt-out.
- Strict Internal policies on handling, securing, and retaining user data and responding to incidents.
- Canva maintain up-to-date records of our data processing activities and data flows.
- Where Canva transfers data to a place other than where the user lives (especially if it has less strict privacy laws), adequate technical, organisational, and contractual safeguards are in place.
- Canva practice privacy by design, with new products and projects undergoing Data Protection Impact Assessments.
- Canva uses Artificial Intelligence (AI) but does not train AI on user content, unless enabled in the Privacy Settings.

References

- <https://www.canva.com/trust/>
- <https://www.canva.com/security/>
- <https://www.canva.com/trust/privacy/>



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