

Canva Transparency Report

Current as at: 24 April 2024

Canva, like most technology companies, occasionally receives requests from law enforcement agencies seeking User Data that we process on behalf of our users. Canva responds to these requests for User Data in accordance with our Authority Request Access Policy.

Canva strongly believes its users should be in control of where their personal data goes. Canva will only disclose user data in response to valid legal process, unless we think sharing such information could prevent serious harm. Canva will not voluntarily give its user's data to governments for surveillance purposes. We strongly believe in the importance of trust, and so we will be as transparent as laws will allow in relation to requests we receive for user data.

This transparency report provides information relating to law enforcement requests for User Data that Canva processed from 1 July 2024 to 31 December 2024.

Type of Request	Number of Authority Requests Received	Authority Requests Where User Data Provided	Authority Requests Where No Data Provided (ie rejected / challenged)	Percentage of Authority Requests Provided
Legal Requests	24	13	11	54%

Informal requests				
Emergency Requests				
Total	24	13	11	54%

Definitions

- User Data: Means any data about a user of canva.com which may include the contents of communications with Canva or other users, account Information (such as owner name and contact information, account billing information, length of service, subscription type, login information), metadata and designs.
- Subpoena: A compulsory demand issued by a governmental entity for the production of documents in a criminal case (such as grand jury subpoenas).
- Court Order: An order issued by a judge upon a finding that there are reasonable grounds to believe that the information sought is relevant and material to an ongoing criminal investigation.
- Search Warrant: An order issued by a judge upon a finding of probable cause by law enforcement.
- National Security Letters: A national US security letter issued under 18 U.S.C. § 2709.
- FISA Orders: An order or request issued under the Foreign Intelligence Surveillance Act for user information issued in the U.S.

- Informal request: All requests other than Emergency Requests and Legal Requests.
- Legal Requests: include Subpoenas, Court Orders, Search Warrants, National Security Letters, FISA Orders and other valid legal process.
- Emergency request: Emergency requests relate to circumstances involving imminent danger of death or serious physical injury to any person.