



August 7, 2020
Canon Inc.

Notice of loss of a portion of image data for image.canon

TOKYO, August 7, 2020—Canon Inc. announced today the results of its most recent report on the loss of image data on the image.canon cloud platform. We sincerely apologize to users for any inconvenience.

By this notice, we report the result of our investigation so far made on the incident.

Canon offers services to its users worldwide on our website image.canon, consisting of: (a) short-term storage where users upload and store images for up to 30 days; and (b) long-term storage where users store images of up to 10GB/user with no specific expiration date.

When Canon switched over to a new version of the software to control these services on July 30, the code to control the short-term storage operated on both of the short-term storage and the long-term storage functions, causing the loss of some images stored for more than 30 days.

By August 4, we identified the code causing the incident, and corrected it. We found no unauthorized access to image.canon. The incident caused no leakage of images.

There is no technical measure to restore lost video images. Still images can be restored, but not with original resolutions. We offer our deepest apologies to affected users.

Contact Information

Should you have any questions about this notice, you may [contact us](#) directly.