

August 3, 2020
Canon Inc.

Notice of image.canon temporary suspension of service and loss of a portion of image data

TOKYO, August 3, 2020—Canon Inc. announced today that the company found a portion of users' still image and video image data stored in its image.canon cloud photo platform was lost. We sincerely apologize to our customers for any inconvenience.

On July 30, we identified an issue within the 10GB long term storage on image.canon. Some of the original photo and video data files have been lost. In order to conduct further review, we have temporarily suspended both the mobile application and web browser service of image.canon.

We confirmed that there was no leak of image data, and the still image thumbnails of the affected files were not affected.

Details about our plan to resume the service and how to contact a Canon representative will be made available on the website of the Canon Group company for your particular country or region in due course.

We apologize for any inconvenience, and ask for your continued patience and understanding.

Contact Information

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