



INSTRUCTURE

Relationships, Openness, and Trust

Myles Carrick

Director of Customer Success (APAC)

Trust is like air

we tend to notice it only when it
becomes scarce or polluted

Annette Baier, NZ Philosopher
(and later, Warren Buffett)

A trust deficit

WIRED

DAVID NIELD SECURITY 05.27.19 07:00 AM

ALL THE WAYS GOOGLE TRACKS YOU—AND HOW TO STOP IT

FINANCIAL REVIEW

Canva criticised after data breach exposed 139m user details

Paul Smith *Technology Editor*

May 26, 2019 — 4:32pm

High profile Australian technology company Canva has faced criticism for a cyber attack that saw the data of approximately 139 million users stolen

The sizable data breach at the online design company came less than a week after a [million funding round](#) saw its valuation soar to \$US2.5 billion (\$3.6 billion) and its co-founders Melanie Perkins and Cliff Orbecht on to the Rich List with f

The New York Times

Opinion

It's Time to Break Up Facebook

By Chris Hughes

May 9, 2019

A hand is seen reaching up from the water, set against a blue sky with white clouds. The overall scene is in shades of blue, with the hand and text in white.

A trust deficit

- × Motives
- × Opaqueness
- × Failure



From the first day of school to the last day of work



CANVAS



BRIDGE

30+ million users
4000+ customers
75 countries
Ages 3 through 73

Trust is not an optional extra

Our approach stems from our values

- 1 **Ownership**
- 2 **Relationships**
- 3 **Openness**
- 4 **Simplicity**

Our approach stems from our values

- 1 Ownership
- 2 Relationships
- 3 Openness
- 4 Simplicity

Relationships

in our platforms +

1

**Customer
Success
Management**

2

Community

3

**Partners &
integration**



Openness

1

Code

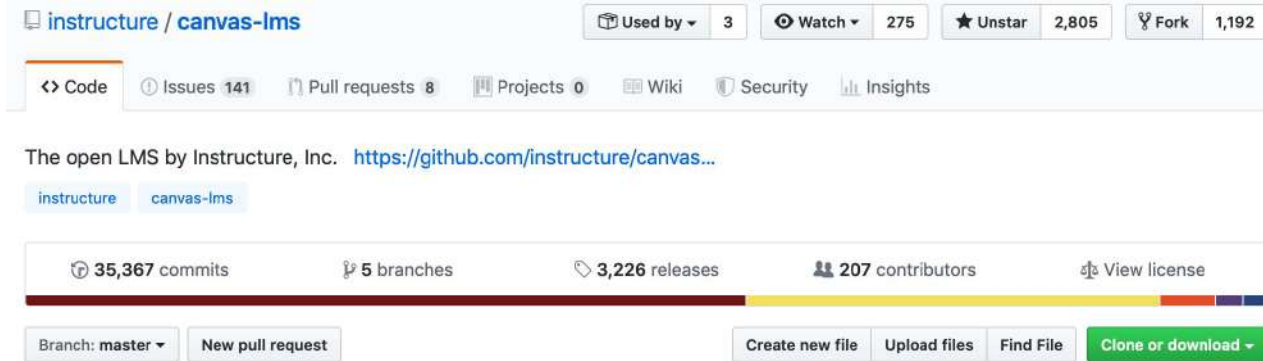
2

Privacy

3

Security

Our Canvas codebase & tools are open (really!)



The screenshot shows the GitHub repository page for 'instructure / canvas-lms'. At the top, it displays repository statistics: 'Used by 3', 'Watch 275', 'Unstar 2,805', and 'Fork 1,192'. Below this, navigation links include 'Code', 'Issues 141', 'Pull requests 8', 'Projects 0', 'Wiki', 'Security', and 'Insights'. A description reads: 'The open LMS by Instructure, Inc. <https://github.com/instructure/canvas...>'. The repository name 'instructure / canvas-lms' is shown in a light blue box. A progress bar indicates repository activity with 35,367 commits, 5 branches, 3,226 releases, and 207 contributors. At the bottom, there are buttons for 'Branch: master', 'New pull request', 'Create new file', 'Upload files', 'Find File', and a green 'Clone or download' button.



CANVAS



We're open about Privacy

Clear, no-nonsense Privacy Policy

Compliance with all local privacy laws

(APP, FERPA, FIPPA, COPPA, CIPA, SOPIPA, GDPR, etc)

Private by design



We're super open about Security



Canvas				
2015	✓ Summary Report	✗	✗	✗
2016	✓ Summary Report	✗	✗	✗
2017	✓ Summary Report	✗	✗	✗
2018	✓ Summary Report	✗	✗	✗
2019	✓ Summary Report	✗	✗	✗

COUNT	TECHNICAL SEVERITY
4	Critical vulnerabilities
12	High vulnerabilities
22	Medium vulnerabilities
13	Low vulnerabilities
1	Informational finding

**How might you
build on your values
to maintain trust?**



CANVAS





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