Architecture Diagram: draw.io for Jira Cloud (com.mxgraph.jira.plugins.drawio)

Diagram data is stored only in the customer's Jira site. Arrow colour = data category (see legend). Connections below the browser are optional or user triggered. Shown for the first release after 4.4.0 (October 2026); the note at the bottom lists what differs in 4.4.0.

Atlassian Cloud: the customer's Jira site (data residency region selected by the customer) and the Forge platform

Atlassian Marketplace licensing
Licence status of the app for this site. Atlassian handles billing and licence checks

Jira content store: DIAGRAM DATA AT REST, ONLY HERE
Issue attachments: diagram source (.drawio XML), or for embedded diagrams a cached copy with a reference to the source, and a PNG preview of each diagram if an administrator turns on Save PNG preview. Issue properties listing the diagrams on each issue. App settings (Enable AI, Save PNG preview) in an app property. Encrypted at rest, backed up and region pinned by Atlassian.

Forge external auth token store
OAuth tokens for the optional Google Drive, OneDrive and GitHub connections. Encrypted, held by Atlassian, never visible to the app

Forge invocation logs
Function calls and errors, no diagram or user content. Kept by Atlassian for 30 days, visible to draw.io developers

Atlassian platform controls
Encryption at rest and in transit, backups, data residency, audit log, tenant isolation (SOC 2 Type II, ISO 27001). Egress control: the app reaches only the hosts in its manifest

read / write

token used per call

invocation logs

Forge static hosting (Atlassian CDN)
Serves the app code: the draw.io editor, the issue panel and the dialogs. Nothing is loaded from draw.io servers

Jira and Confluence REST APIs
Called as the logged in user. The app can only see and change what that user can. Confluence (same site, read only) when a user embeds a diagram from Confluence

Atlassian identity
Account id and display name of the current user, used for attribution

Forge functions (draw.io backend, runs on Atlassian)
backend: reads and saves the app settings for administrators. ext-auth: read only proxy to Drive, OneDrive, GitHub when a user connects them; it refuses any request that is not on its list of read requests. No storage, no content logging

licence records

app code

diagram attachments, issue properties (as the user)

account id, display name

optional: files from connected Drive, OneDrive, GitHub; app settings

Seibert Group GmbH
Marketplace vendor (ISO 27001). Receives licence and installation records from Atlassian: site URL, licence tier, technical contact. Not in the diagram data path

Legend
Blue: content, attachment and diagram data
Green: user identity data
Orange: diagnostic data
Purple: licensing data
Grey: application code
No analytics or advertising trackers in the app

User's browser
Jira issue with the draw.io panel, the editor dialog, the Add, Embed and draw.io AI dialogs, the diagram search page and the administration page. All diagram rendering and editing happens here; diagram data is held in memory while editing and written back to Jira on save

URL, file and font fetch

site hostname, licence state (sampled)

AI request (issue context)

error reports

AI request

Third parties

Image and font hosts
Images and web fonts in a diagram are loaded by the viewer's browser directly from their host, but only from icons.diagrams.net, the CoreUI icons on GitHub and Google Fonts. Google Fonts stylesheets come through aj.draw.io/proxy. Forge blocks all other hosts and the app names them

AI models: Anthropic and OpenAI (United States), Workers AI (Cloudflare)
Receive AI requests from the AI service. No training on them; Anthropic deletes within 30 days (2 years if flagged for misuse), OpenAI keeps up to 30 days

Google Drive, OneDrive and SharePoint, GitHub
Optional: only when a user connects their own account to embed a file. Read only. Tokens held by Atlassian

Not present
No analytics or advertising providers, no other subprocessors.

draw.io Ltd infrastructure: Cloudflare Workers at aj.draw.io, log.draw.io and www.draw.io, and logs in Google Cloud Logging (United States). No diagram data at rest.

aj.draw.io/proxy
Fetches a file or URL the user opens or embeds, the stylesheets of Google Fonts used in a diagram, and the Google Fonts font files that exports and PNG previews embed. Never images. Processed in memory, not stored

aj.draw.io/license
Stores site hostname and licence state in Cloudflare KV, 90 day expiry, refreshed by a sampled ping. No user data

What draw.io never holds
Diagram content at rest, user profiles, usage analytics. Customer data is never used to train AI models. Server logs contain no diagram data.

log.draw.io
Error reports (message, stack trace, app version, app frame address). Through Cloudflare, which removes IP addresses, to Google Cloud Logging: kept 30 days, write once, no diagram data

www.draw.io/generate: AI service
Only for the draw.io AI action, which a Jira administrator can switch off (Enable AI). Receives the user's text plus the issue's summary, description, comment text and project key and name, with no comment authors or account IDs, passes them to an AI model and returns the diagram. Not stored or logged

Settings and lockdown
A Jira administrator can switch the draw.io AI features off on the draw.io administration page (AI Configuration, Enable AI), which removes the draw.io AI action and button from issues; AI is on by default. The Jira app has no lockdown mode. Without a user action, the only connections outside Atlassian are error reports, the licence ping, the images and fonts a diagram uses from the permitted hosts, and the stylesheets of Google Fonts it uses, fetched through aj.draw.io/proxy.
Differences in 4.4.0: images and fonts load from any host; the AI request includes the Jira user details of the comments' authors; Pusher is listed in the app's permissions but not used; ext-auth forwards any request the app sends (the app only sends read requests); Forge blocks Google Fonts stylesheets, so those fonts fall back.