Logging - draw.io for Confluence Cloud and Jira Cloud

- Applies to: draw.io for Confluence Cloud (com.mxgraph.confluence.plugins.diagramly), draw.io Zero Egress for Confluence Cloud (com.jgraph.confluence.drawioforge), draw.io for Jira Cloud (com.mxgraph.jira.plugins.drawio)
- Developed and operated by draw.io Ltd (UK). Marketplace vendor: Seibert Group GmbH.
- Version 1.1, 28 November 2026. Contact: support@draw.io

Summary

- The apps do not log diagram content, page or issue content, user names, email addresses, Atlassian account IDs, IP addresses, passwords or access tokens.
- The logs draw.io keeps are stored in Google Cloud Logging in Frankfurt, Germany, for 30 days and then deleted automatically.
- The Zero Egress app sends no logs outside Atlassian. The Forge platform blocks every outbound connection from it.

What is logged

1. Error reports (Confluence and Jira apps)

When a script error occurs in the app, the browser sends a short report to log.draw.io. Errors in the diagram editor and viewer of the Confluence app go to ac.draw.io/log, which feeds the same log. A report contains:

- the severity and the editor version
- the error message and the stack trace (file names and line numbers in the app's own code)
- the address of the app's frame. This is a Forge address that includes the Confluence or Jira site hostname and the app's installation and deployment identifiers. Reports from the editor and viewer drop the values of any query parameters.

Error messages are technical text produced by the app or the browser. They can include Confluence page, attachment or content IDs. Where an error could quote user data, such as a message that fails to parse or a failed Gliffy conversion, only the type of error is sent.

2. Diagnostic events (Confluence app)

The diagram editor and viewer record a small number of events, for example that a diagram was opened, that a save had to be retried, or that a page a diagram refers to was not found. An event carries its name, the file size and element counts, editor settings such as the theme, the app version and a one-way hash of the file reference. A search typed into the editor's Help menu is recorded with the search text.

3. Licence notice (Confluence and Jira apps)

When a user tries to edit without a valid licence, the app sends one notice with the site address.

4. Gliffy migration report (Confluence app, only on request)

During a Gliffy migration, a site administrator can choose to send a migration report to draw.io support. It is only sent after the administrator confirms it. It contains counts, failure reasons, review verdicts and the site hostname, and diagram and page names only if the administrator ticks the option to include them.

5. No request logs

The service behind log.draw.io and ac.draw.io/log passes on only the fields listed above. It keeps no record of the request itself, the browser's user agent or the IP address.

6. Forge platform logs (all three apps)

The apps' backend functions run on Atlassian Forge and write no log entries of their own. Atlassian records an invocation log for each function call, without content, and keeps it in the Forge developer console for 30 days. Atlassian runs these logs; see Atlassian's own documentation for them.

Where logs are kept and who can see them

- Error reports, diagnostic events, licence notices and migration reports pass through a Cloudflare Worker (at the Cloudflare data centre nearest the user) to a Google Cloud service in Frankfurt, and are stored in Google Cloud Logging in Frankfurt, Germany, encrypted with a key held there. Until 28 November 2026 they were stored in the United States.
- Storage is write once. Access is limited to two senior engineers at draw.io Ltd, who review the logs weekly, and automated monitoring raises alerts around the clock.
- Logs are used only to find and fix faults, to answer support requests and to check that licences are valid. They are not used for analytics, advertising or profiling, and they are not shared with anyone else.

Retention

Log	Kept for
Error reports, diagnostic events, licence notices, migration reports (draw.io)	30 days, then deleted automatically
Forge invocation logs (Atlassian)	30 days in the Forge developer console

There are no backups of these logs and no copies outside Google Cloud Logging.

Customer controls

- **Zero Egress app.** No logs leave Atlassian. The app switches its error reports off, and the Forge platform blocks all outbound connections.
- **Lockdown mode** (Confluence app configuration). This switches off the optional features that send data to draw.io, the diagnostic events of the diagram editor and the licence notice. Error reports continue in lockdown mode.
- **Blocking at the network.** Blocking log.draw.io and ac.draw.io/log in a proxy or firewall stops error reports without affecting how the apps work.