GoCanvas SDK Product Description

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1. Product Overview and Included Capabilities

GoCanvas SDK (the "SDK Service") is a standard offering that enables customers and authorized partners to incorporate supported GoCanvas form functionality into their own software products and workflows.

hosted form management and web experiences, technical documentation, and standard support.

The SDK Service is provided as a single offering. Customers may choose which supported platforms to implement based on their needs. Individual SDK platforms are not separately licensed components.

1.1 Supported SDK Platforms

The SDK Service includes the following software components for integration into customer-developed applications:

- **iOS SDK:** A software library distributed through Swift Package Manager for integration into supported iOS applications.
- **Android SDK:** A software library distributed through a Maven-compatible package repository for integration into supported Android applications.
- **Web Application SDK:** A React component library distributed through npm for integration into supported web applications.

These components are incorporated into and deployed as part of the customer's own applications. Available functionality, integration methods, and technical requirements may vary by platform and supported version.

1.2 GoCanvas Platform and API Access

The SDK Service includes access to the GoCanvas platform and supported GoCanvas APIs.

Customers may use supported APIs as needed for their integrations. API usage is not required for every SDK implementation.

Access and use remain subject to applicable authentication requirements, permissions, technical controls, and documented limitations.

API Documentation: GoCanvas API v3 Documentation

1.3 GoCanvas-Hosted Form Builder and Web Client

- **Form Builder:** Enables customers to create, configure, and manage GoCanvas forms.
- **Web Client:** Enables users to access and complete GoCanvas forms through a web browser.

Both experiences are hosted and maintained by GoCanvas and can be configured with supported customer branding, including a custom URL, and linked from the customer's software product.

These hosted experiences are separate from the SDK components embedded within customer-developed applications.

Branding and customization are limited to supported GoCanvas functionality and applicable technical requirements.

1.4 Technical Documentation and Support

The SDK Service includes access to technical documentation, integration resources, and standard support for supported SDK, API, and GoCanvas platform functionality.

Technical documentation and integration resources include:

- **iOS SDK:** GitHub Repository
- **Android SDK:** GitHub Repository
- **Web Application SDK:** npm Package
- **Mobile SDK Sample Implementations:** GitHub Repository

Customers are responsible for implementing and maintaining their integrations using supported SDK versions and applicable technical documentation.

Support responsibilities and service commitments are further described in Section 5.

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2. Customer Responsibilities and Required Inputs

development environments meet the technical requirements of the supported SDK platforms they choose to implement.

2.1 Technical Prerequisites

Depending on the selected SDK platforms and implementation approach, requirements may include:

- Compatible development environments, operating systems, and supported SDK versions.
- Applicable GoCanvas accounts, authentication, permissions, and configuration.
- Required credentials and access to supported GoCanvas services.
- Appropriate integration and testing environments.

Specific technical requirements, dependencies, and configuration instructions are provided in the applicable SDK documentation.

2.2 Implementation Responsibilities

Customers are responsible for integrating the SDK components into their applications, configuring their workflows, testing their integrations, and deploying their software.

GoCanvas provides applicable SDK components, platform access and configuration, technical documentation, and standard onboarding assistance for supported functionality.

Customer-specific development or implementation services provided by GoCanvas, when available, require a separately agreed Statement of Work (SOW).

2.3 Data Storage and Responsibilities

Data collected or processed through an SDK integration may be stored within GoCanvas systems, the customer's applications or infrastructure, or third-party services, depending on the implementation.

GoCanvas is responsible for data stored within GoCanvas-controlled systems in accordance with the applicable agreement and data protection terms.

third-party services they select or manage.

Customers are responsible for configuring and maintaining integrations they develop or manage to transfer data and documents to external systems, unless otherwise agreed.

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3. SDK Integration, Deployment, and Release Responsibilities

GoCanvas provides and maintains supported SDK components for integration into customer-developed applications. Customers are responsible for incorporating those components into their software and managing the resulting application releases.

3.1 Customer Application Integration and Deployment

Customers are responsible for developing, building, testing, deploying, and publishing their applications, including applications incorporating GoCanvas SDK components.

GoCanvas does not publish or manage customer-developed applications as part of the standard SDK Service.

3.2 SDK Release Responsibilities

GoCanvas makes supported SDK updates available through the applicable distribution channels.

Customers are responsible for evaluating, incorporating, and testing applicable SDK updates within their integrations and for deploying updated versions of their applications.

When an SDK update requires customer action or affects compatibility, GoCanvas may provide relevant technical guidance or notification.

3.3 Urgent Security Updates

Security-related updates may require accelerated coordination when a vulnerability presents a material risk to supported SDK functionality or GoCanvas services.

applicable agreement.

4. Maintenance, Updates, and Supported Versions

4.1 Included Maintenance

GoCanvas provides ongoing maintenance of supported SDK components, including defect corrections, security updates, and updates necessary to maintain compatibility with supported platforms and GoCanvas services.

4.2 Release Timing and Updates

GoCanvas makes updated SDK versions available through the applicable distribution channels and provides relevant technical documentation.

Customers are responsible for incorporating SDK updates into their applications, testing compatibility with their integrations, and deploying updated versions of their software.

SDK maintenance does not include commitments to new features, custom enhancements, fixed release schedules, or identical functionality across supported platforms.

4.3 Supported Versions

Customers must maintain SDK versions and application environments within applicable supported-version and compatibility requirements. Continued compatibility with older SDK versions is not guaranteed indefinitely.

5. Support and Incident Communications

GoCanvas provides standard support for supported SDK, API, and GoCanvas platform functionality, including the GoCanvas-hosted Form Builder and Web Client.

5.1 Customer Support Responsibilities

Customers remain responsible for communicating updates to their end users.

5.2 GoCanvas Technical Support and Escalation

Issues involving supported GoCanvas functionality may be escalated to GoCanvas through established support channels.

Customers should provide relevant diagnostic information when available. Urgent incidents may be escalated immediately.

GoCanvas is responsible for investigating and communicating with customers regarding issues within supported GoCanvas functionality.

5.3 Service Status and Incident Communications

The publicly accessible GoCanvas Status Page provides information about service availability, reported incidents, and scheduled maintenance.

Customers may monitor this page for service updates and are responsible for communicating relevant information to their own end users.

The Status Page supplements, but does not replace, established technical support and escalation channels.

5.4 Support and Service-Level Commitments

Support availability, response times, resolution commitments, and other applicable service levels are governed by the customer's agreement with GoCanvas and applicable support policies.

The SDK Service does not independently establish additional support tiers or service-level guarantees.

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6. End of SDK Service and Transition Responsibilities

6.1 SDK Service Deactivation

When the SDK Service ends, the customer's authorization to use the SDK Service ends, including associated SDK components, APIs, and GoCanvas-hosted services, unless otherwise expressly agreed.

GoCanvas may deactivate the associated GoCanvas accounts, platform access, and service configurations in accordance with the applicable agreement.

SDK license keys, where required, are subject to applicable expiration and renewal requirements. Continued use of SDK components after termination is not authorized unless separately agreed.

6.2 Continued GoCanvas Access

Ending the SDK Service does not automatically terminate an independently continuing GoCanvas subscription.

However, SDK functionality and associated GoCanvas platform access cannot necessarily be discontinued independently. Continued use of GoCanvas services following SDK termination requires a separately authorized subscription and any necessary technical arrangements.

Data access, retention, and deletion remain subject to the applicable agreement and GoCanvas data management policies.

6.3 Customer Applications and Existing Installations

Customers are responsible for making necessary changes to their applications and integrations when the SDK Service ends, including discontinuing SDK-dependent functionality.

Customers remain responsible for their application distribution, deployment, and communications to end users.

Applications already installed on end-user devices may remain installed after SDK service termination. However, continued functionality, compatibility, and access to

After the SDK Service ends, GoCanvas has no ongoing obligation to provide SDK releases, maintenance, or compatibility updates, except as expressly provided in the applicable agreement.

7. Standard Service Scope

The SDK Service is a standardized GoCanvas offering consisting of the SDK components, platform access, supported APIs, hosted experiences, documentation, and support capabilities described in this Product Description.

The service uses supported GoCanvas functionality and standard operational processes. Customer-specific software development, custom enhancements, and ongoing integration maintenance are not included in the standard offering. Additional implementation or maintenance services may be provided under a separately agreed Statement of Work (SOW).

Pricing, subscription duration, user quantities, usage allowances, and other customer-specific commercial terms are established in the applicable agreement or ordering documents.

This Product Description defines the standard SDK offering and does not independently establish additional product entitlements or service-level commitments. SDK usage rights are limited to the customer products expressly authorized in the applicable agreement.

Version History

Previous versions of the GoCanvas SDK Product Description are available below for reference.

Version	Publication Date	Description	PDF
1.0	November 3, 2026	Initial publication	View PDF