use MY data - Zoom information

We have chosen Zoom as the platform for our virtual events. We are aware that there are concerns with Zoom's privacy controls however when reviewing other available solutions, we found that no platform is without issues and so we have chosen Zoom for its usability and accessibility.

Instructions on how you can participate in our virtual events will be issued in advance of the event. Zoom allows attendees to participate through video, audio and/or written chat all of which are optional.

The below guidance on the use of the Zoom platform has been loaned to us by the Ada Lovelace Institute.

Accessibility
Zoom enables keyboard navigation, screen reader support, and closed captioning.

Privacy issues and user experience
The privacy policies and practices of a range of video conferencing platforms are disappointing and many generally fail to meet GDPR obligations (see analysis).

The privacy practices of Zoom have come under criticism by the media. We share these concerns and encourage Zoom, as well as other video conferencing providers, to realise their responsibilities to user privacy, and particularly due to their increased role offering a high-demand service under the present social isolation. Zoom's recent statement, updates and pledge to improve privacy is welcome however we will look to them to do more to protect the privacy and security of their users.

What privacy concerns should I be aware of?
Zoom, similar to most mass-participation video conferencing applications, does not use end to end encryption. It uses transport layer encryption, which means the content of the communication can be visible to Zoom. It has also been reported that Zoom is leaking email addresses and photos. It is also unclear if, or how, Zoom combines data from third parties and available sources and how that data is used.

Why aren't these issues explained in their privacy policy?
This is unclear. Their privacy policy doesn't follow best practice and risks misguiding users. Questions and comments on their privacy measures can be sent to their privacy team at privacy@zoom.us or the support team at https://support.zoom.us.

Advice for minimising exposure while using Zoom
- Use Zoom in the web browser instead of downloading the desktop or mobile app (although please be aware that some features are not be available in the web browser)
- Open the browser version on a separate incognito/private browser window
- Be aware written chat logs are stored on Zoom's servers, so you may wish to avoid sharing private information in written chat
- For advanced users, you may wish to run Zoom on a virtual machine or an operating system on a USB