



## Zoom Security FAQs

FAQ	Answer
Is Zoom secure?	<p>The security of the Zoom platform has been assessed and determined to be acceptable for general usage for Charles Sturt purposes.</p> <p>Although Zoom have now fixed some known security issues, Zoom is not recommended for use when discussing highly confidential subjects or for sharing files of a confidential or private nature.</p> <p>If you have any specific concerns about security and privacy please contact DIT ICT security via the <a href="#">Staff Service Centre</a> or <a href="#">Student Central</a>.</p>
Do the meeting options I choose affect the security and privacy of my meeting?	<p>Yes. There are a number of security options that are recommended to use when scheduling meetings, such as enforcing participant registration, log in, and use of the waiting room feature.</p> <p>It is important for meeting organisers to verify the identity of participants. Look under advanced options when scheduling to enable the waiting room, and when possible require participants to log in by selecting Charles Sturt University SSO.</p> <p>Read the <a href="#">Tips for Securing Your Zoom Meeting</a> and the Zoom blog on <a href="#">Best Practices for Securing Your Virtual Classroom</a>.</p>
Does Zoom collect and store meeting or participant data?	<p>Zoom's privacy policy states they do not collect meeting data unless the cloud recording option is selected by the organiser.</p> <p>However, they do collect participant data in order to provide the service, communicate with customers and provide support.</p> <p>Data collected includes your name, username and email address, or phone number when you use this information to access or use Zoom.</p> <p>The Charles Sturt Zoom single sign-on (SSO) solution automatically provides only very limited personal information. For staff this includes name and email address, for students only the name is shared. Other personal information (e.g. phone numbers) is managed by the user as part of their profile. Access and use of Zoom for non-authenticated meetings will share email address information with Zoom as it is required for the (non-SSO) login process.</p> <p>Go to <a href="#">Zoom's Privacy Policy</a> for details of the information Zoom does collect and how they use that data.</p>
Is data held in Australia?	<p>Zoom services generally store data in the United States and user can select data centres available to their regions. However, through global data centres, data may come in from wherever users are located. They may transfer your data to the U.S., or to third parties acting on our behalf, for the purposes of processing or storage.</p> <p>If you are concerned about privacy of Zoom recordings, you can also record locally rather than into the cloud.</p> <p>Go to <a href="#">Zoom Help Center – Local Recording</a> to find out more.</p>

<p>Does Zoom use encryption?</p>	<p>Zoom uses encryption between client to server and server to client.</p> <p>If recording to Zoom servers, encryption is not “end-to-end” as it would typically be defined. The vendor - Zoom Video Communications, does have access to the data.</p> <p>However, Zoom state that in instances where all participants are using a Zoom client and the meeting is not being recorded, all video, audio, screen sharing and chat content is encrypted between sending and receiving clients.</p> <p>Find out more in the blog <a href="#">The Facts Around Zoom and Encryption for Meeting/Webinars</a>.</p> <p><a href="#">Zoom's Privacy Policy</a> states it does not monitor, access or use the recordings or transcripts unless requested.</p>
<p>Can anyone access my Zoom meeting?</p>	<p>If meeting participants are not required to authenticate to join a Zoom meeting, anyone with access to the unique meeting link can access your meeting.</p> <p>It is important for meeting organisers to verify the identity of participants. Look under advanced options when scheduling to enable the waiting room, and when possible require participants to log in by selecting Charles Sturt University SSO.</p> <p>Read the <a href="#">Tips for Securing Your Zoom Meeting</a> and the Zoom blog on <a href="#">Best Practices for Securing Your Virtual Classroom</a>.</p>
<p>Where can I get further general advice on web conferencing security?</p>	<p>The Australian Cyber Security Centre has published general advice on <a href="#">web conferencing security</a>.</p>

