

ZOOM Security and Privacy Guidelines

For Staff

Version 1.3

This document outlines the security and privacy safeguards that Algonquin College staff must implement when using Zoom for meetings with other colleagues or third party participants (e.g. vendors). Faculty should use the *Zoom Security and Privacy Guidelines for Faculty* when conducting online classes with learners.

1.0 HOW TO CONFIGURE YOUR ZOOM ACCOUNT

1.1 MINIMUM SAFEGUARDS

1. Create a Zoom account

- Use only your Algonquin College email address
- Create a strong password, using a minimum of 12 characters, with at least one upper and one lower-case letter, one number and one special character. You must not use the same password as an existing one
- If you already have an account, **go [here](#) and follow the next steps**
- Keep your Zoom software, extensions and plug-ins updated with the latest versions

2. Use increased passcode protection

- Settings → "Meeting" tab → "Security" → enable "Require passcode for participants joining by phone"
- Settings → "Meeting" tab → Security → Disable "Embed Passcode in Invite Link For One-Click Join"

3. Enable a waiting room

- Settings → "Meeting" tab → "Security" → enable "Waiting room" → Waiting Room Options → Click "Edit Options" → Check radio button "Everyone"

4. Disable automatic recording

- Settings → "Recording" tab → disable "Automatic Recording"

5. Avoid noise background by muting participants upon entry

- Settings → "Meeting tab" → "Schedule Meeting" → Enable "Mute Participants Upon Entry"

6. Ensure the privacy of participants joining the session by phone

- Settings → "Telephone" tab → enable "Mask phone number in the participant list"

1.2. ADDITIONAL SAFEGUARDS FOR CONFIDENTIAL MEETINGS

For meetings when **confidential matters** or **sensitive information** (e.g. personal health or counselling information) is discussed, the following additional safeguards should be implemented.

1. **Disable the ability for participants to record the meeting locally and to save chats**
 - Settings → "Meeting" tab → "In Meeting (Basic)" → "Chat" → Check the box "Prevent participants from saving chat"
 - Settings → "Recording" tab → "Local recording" → Disable "Allow hosts and participants to record the meeting to a local file"

2.0 HOW TO CONDUCT A MEETING

1. **Ensure Zoom is updated to get the best performance**
 - To check for updates, navigate to the profile image in the top right-hand corner of the Zoom application and click "Check for Updates"
2. **Invite colleagues to a meeting using only Algonquin College email addresses**
3. **Do not publish your meeting information on a public web page or widely accessible site**
4. **Only conduct Zoom video meetings in private**
 - Make sure there is no risk of accidental or deliberate audio or visual eavesdropping
 - Use headphones or earphones
 - Ensure that you have a clean, work-appropriate background

3.0 HOW TO RECORD MEETINGS

There may be certain circumstances where there are legitimate business purposes for recording meetings (e.g. training and professional development purposes; document meetings with third party vendors).

If you intend to record online sessions in the context of the provision of health care services please refer to the guidelines *Photographing or Recording a Patient by Staff of Algonquin College Health Services* posted on <https://www.algonquincollege.com/healthservices/privacy/>.

3.1. RESPECT EVERYONE'S PRIVACY

The following safeguards **must be implemented by the host** while recording a meeting with other employees or third party participants (e.g. vendors).

1. **Inform the participants before recording** that the session will be recorded, the purposes for which the session will be recorded and how it will be used
2. Employees should understand that they generally have the choice to participate or not. **If they do not want to be recorded employees should turn off their audio and camera**

3. Passcode – How to protect your recordings
 - Settings → "Recording" tab → "Require passcode to access shared cloud recordings" → Enable.
4. Delete all copies of the recordings when no longer required

3.2. HOW TO ADD CLOSED CAPTIONS AND RETRIEVE RECORDINGS

Zoom supports closed captions for every session that is recorded to the cloud. To enable closed captions, follow this **one-time setup**:

1. Enable "*Cloud Recording*"
 - Settings → "Recording" tab → enable "*Cloud Recording*"
2. Check that "*Enable Transcription*" is turned on.
 - Settings → "Recording" tab → under the section "*Advanced Cloud Recording*" check the box titled "*Audio Transcript*", then click Save to confirm the change

After the meeting ends, hosts will receive an email that notifies them that a cloud recording is available. **A short time later**, usually within 24 hours, hosts will also receive a separate email letting them know that **the audio transcript for the recording is available**. Only when the audio transcripts are available, the recordings will be displayed with closed captions.

The transcript is automatically embedded within the recordings. To see the captions

- Open the recording from *My Recordings*
- Click the Play button
- Click the CC icon at the bottom right of the screen

For additional Zoom information or assistance, *including security and privacy related concerns*, please contact the ITS Service Desk via phone (613-727-4723 ext. 5555), email (5555@algonquincollege.com) or [web form](#).

If you have any questions or concerns specifically about the processing of your personal information by Algonquin College, please contact the Freedom of Information (FOI) Coordinator by email (FOIcoordinator@algonquincollege.com). Please note: This is for FOI related questions or concerns only. For all other concerns, please contact the ITS Service Desk.