

ZOOM Security and Privacy Guidelines

For Faculty

Version 1.6

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

1.0 HOW TO CONFIGURE YOUR ZOOM ACCOUNT

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 security

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

3. Prevent any disruptions in your online classroom

- Settings → "Meeting" tab → "*Security*" → enable "*Waiting room*" → Waiting Room Options → Click "Edit Options" → Check radio button "Everyone"
- Settings → "Meeting" tab → "*Schedule Meeting*" → enable "*Mute Participants Upon Entry*"
- Settings → "Meeting" tab → "*In Meeting (Basic)*" → disable "*Private Chat*" (if needed, this option can be modified during a session by clicking on the three dots in the chat window and selecting "*Participant Can Chat With Everyone Publicly and Privately*")
- Settings → "Meeting" tab → "*In Meeting (Basic)*" → disable "*File Transfer*"
- Settings → "Meeting" tab → "*In Meeting (Basic)*" → enable "*Screen Sharing*" and select the option "Host Only" (if needed, this option can be modified during the meeting by clicking on the arrow on the top right corner of the "*Share Screen*" button, select "*Advanced Sharing Options*", and under the tab "*Who can share?*" select "*All Participants*")
- Settings → "Meeting" tab → "*In Meeting (Basic)*" → disable "*Annotation*"
- Settings → "Meeting" tab → "*In Meeting (Advanced)*" → disable "*Virtual Background*"

4. Disable automatic recording

- Settings → "*Recording*" tab → Disable "*Automatic Recording*"

5. **Disable the ability for learners 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”

6. **Ensure the privacy of learners joining the session by phone**
 - Settings → “Telephone” tab → enable “Mask phone number in the participant list”

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 learners 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

5. **Encourage learners to do the following**
 - Use a private protected space and a background appropriate for a classroom setting
 - Use headphones or earphones
 - Consult this [factsheet](#) for additional guidance.

3.0 HOW TO RECORD AND SHARE ONLINE CLASS SESSIONS

3.1. RESPECT LEARNER PRIVACY

The following safeguards **must be implemented by the instructors** before recording a meeting with a learner or other participant.

1. **Inform the participants before the meeting begins by posting the following statement in the meeting invite and the meeting chat so that it is available for the entire session:**

*Please note that this session is being recorded for the purpose of **(instructor to insert purpose here)**. Personal information, such as video and audio recordings, collected through Zoom will be used by Algonquin College under the authority of the Ontario Colleges of Applied Arts and Technology Act, 2002, section 2 and in accordance with sections 39, 41 and 42 of Ontario’s Freedom of Information and Protection of Privacy Act.*

At Algonquin College we respect your privacy: by default, all participants' video and audio are turned off upon entry. Furthermore, the recordings won't display the participants' names. If you wish to not be recorded, please leave your camera and audio turned off. Your instructor will indicate how to submit any questions without being recorded.

If you have any questions about the processing of personal information by Algonquin College, please contact the Freedom of Information Coordinator, by phone at 613-727-4723 ext. 6407 or by e-mail via FOIcoordinator@algonquincollege.com

2. **Disable Participants Video** and enable **Mute Participants Upon entry** to avoid any inadvertent collection of video or audio recordings from learners who don't want to be recorded (**one-time setup**)
 - Settings → "Schedule Meeting" → uncheck the box "Participants Video" and check the box "Mute Participants Upon Entry"

3. **Disable Display Participants' name in the recording (one-time setup)**
 - Settings → "Recording" tab → "Cloud Recording" → uncheck the box "Display participants' names in the recording"

4. For those learners who do not want to be recorded, indicate they can submit their questions in the private chat with the instructor

5. **Set a passcode to protect recordings stored on the Zoom cloud and do not allow learners to download the recordings**
 - Settings → "Recording" tab → Enable "Cloud Recording"
 - Settings → "Recording" tab → Enable "Only authenticated users can view cloud recordings"
 - Settings → "Recording Tab" → "Require passcode to access shared cloud recordings"

When the above settings are enabled, **ONLY** if learners have Zoom accounts (through <https://zoom.us>), and they are logged into their account they will be able to access the recordings. Note: **Students must be advised to use their Algonquin email address when they create their Zoom Basic accounts.**

6. There are **two options to share recordings with learners**
 - i. Go to Brightspace → Tools → Zoom Classroom → "Cloud Recordings" tab → Enable "Publish" next to the recording you want to share with learners in your class.
 - ii. Go to [Zoom recordings](#) → Click "Share" next to the recording you want to share with learners in your class → Click on "Sharing information" to view the link and password to share with learners.
When a recording is available, instructors will also receive an email from ZOOM. Instructors will be able to share the recordings using the Zoom link and password received via email.

7. **Delete all copies** of the recording stored either on the cloud or your device **when no longer required.**

8. If it is necessary to upload the video on YouTube, instructors must only use the College's official YouTube accounts and share the video within the learners who participated in the session in private mode or post it on a restricted private group. **The College's preference is not to use YouTube, but rather to use Zoom instead**

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, instructors will receive an email that notifies them that a cloud recording is available. **A short time later**, usually within 24 hours, instructors 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.