

Updated:

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Zoom Privacy Policy

Zoom Video Communications, Inc. ("Zoom") is and its subsidiaries (collectively, "Zoom") are committed to protecting your privacy and ensuring you have a positive experience on our website websites and in using when you use our products and services (collectively, "Products"). This policy covers the Zoom website zoom.us, mobile applications, and desktop clients and is applicable worldwide. "Products").

This policy outlines our data handling practices practices, and in particular how we collect collect, use, and use the disclose Personal Data. It covers all Personal Data that you affirmatively provide during your online and offline interactions with us. As used in this Privacy Policy, "Personal Data" means any us, information that can be used to individually identify a person, and may include, but is not limited to, name, email address, postal or other physical address, credit or debit card number, title, we automatically collect when you interact with our Products, and other personally identifiable information.

If information that we collect about you reside in from third parties. The European Union ("EU"), United Kingdom, Lichtenstein, Norway, Iceland or Switzerland, policy is applicable worldwide, and also describes rights you may have additional rights with respect to your Personal Data, as further outlined below. These rights may include rights under the EU's General Data Protection Regulation ("GDPR"), if you are a resident of the EU, United Kingdom, Lichtenstein, Norway or Iceland.

Zoom Video Communications, Inc. will be the Controller control our use of your Personal Data that is provided, collected and/or processed pursuant to this Privacy Policy in order to, for example, respond and how to requests exercise those rights. For information or service, conclude a business transaction, provision the service, or otherwise for Zoom's business purposes. regarding how Zoom will be a Processor of handles Personal Data that is entered into the service when a Customer uses of K-12 students who use the Zoom services (see "User-Generated Information", below.). If you have any questions about whether any of foregoing applies to you, through "School Subscribers" please contact us using the information set forth visit: [Zoom for K-12 Schools & Districts Privacy Policy](https://zoom.us/docs/en-us/childrens-privacy.html).

As used in the "Contact Us" section below. this Privacy Policy, "Personal Data" means any information that can be used to identify or is reasonably linkable to a specific person.

This policy may be updated from time to time for reasons such as operational practices or regulatory changes, so we recommend that you review our Privacy Policy when returning to our website. If we propose to make any material changes, we will notify you by means of a notice on this page prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

Collection of your Personal Data

Whether you have Zoom account or not, we may collect, either as Controller or Processor, the following categories of collect Personal Data from or about you when you use or otherwise interact with our Service:

* Name

* Title Products. We may gather the following categories of Personal Data about you:

- * Information commonly used to identify you, such as your name, user name, physical address, email address
- * Home/work/mobile telephone number
- * Postal or address, phone numbers, and other physical address similar identifiers
- * Information about your job, such as your title and employer
- * Credit/debit card or other payment information
- * Facebook profile information (when you use Facebook to log-in to our Products or to create an account for our Products)
- * IP addresses and other General information collected passively, as further detailed in the "Passive Collection" section below
- * Device identifiers, as further described in the "Mobile Application" section below about your product and service preferences
- * Our servers automatically record certain Information when you use the Service, including about your device, network, and internet connection, such as your IP address(es), MAC address, other device ID (UDID), device type, operating system type and version, client version, IP addresses along the network path, and the MAC address of your internet connection ("Host Information") client version
- * We also automatically record Information about your usage of the Service, including actions taken, date and time, frequency, duration, quantity, quality, network connectivity, and performance information related to logins, clicks, messages, contacts, content shared, calls, use of video and screen sharing, meetings, cloud recording, and or other feature usage information interaction with our Products ("Usage Information")
- * Other information you upload, provide, or create while using the service ("User-Generated Information"), ("Customer Content"), as further detailed in the "User Generated Information" "Customer Content" section below

User-Generated Information

We collect and retain, generally as a Processor and in order this data to provide you with the Services, best experience with our Products. Mostly, we gather Personal Data and other information you upload, provide, directly from you, directly from your devices, or create while directly from someone who communicates with you using the Service ("User-Generated Information"), including information related to:

- * Meetings: Meeting title, invitation content, participants, meeting link, date, time and duration. We collect activity recorded in the meeting (such Zoom services, such as joining a meeting host, participant, or leaving), including activity related to third-party integrations, together caller. Some of our collection happens on an automated basis – that is, it's automatically collected when you interact with the date, time, person engaged in the activity, and other participants our Products. In the meeting with the date, time, duration, and quality ratings certain instances, you can choose whether to provide Personal Data to Zoom, but note that you provide. We route audio and video call content may be unable to access certain options and screen sharing content between call participants, but we do services if they require Personal Data that you have not retain provided. You can adjust certain settings to reduce the amount of Personal Data we automatically collect from you, such as by turning off optional cookies in your browser's setting or store by using our Cookie Preferences link at the content unless cloud recording is used.
- * Messages: Message content, sender and recipients, date, time, and read receipts. Content shared: Files and file names, sizes, and types
- * Whiteboards: Whiteboard content, snapshots, and background images
- * Status: Status information, for example bottom of the Zoom homepage.

We may also obtain information about whether and you from a user who uses Zoom. For example, a user may input your contact information when you are active, out of office, invited to a Zoom meeting or have turned call.

Similarly, a Zoom meeting host may record a Zoom meeting and store the recording on **Busy**. You can choose whether or not our system. If a Zoom meeting host decides to **share status information with other users**.

All messages and content you share in **record** a meeting, **including** that person is responsible for obtaining any necessary consent from you before recording a meeting.

We may also gather some **Personal Data about you** from third-party partners. Sometimes, other companies who help us deliver the service (our service providers) and may collect or **others, will be available** have access to **all other participants in that meeting**.

If information on our behalf when you **share a meeting link** use our Products. We have agreements with another user who is our service providers to ensure that they do not **already in** use any of the **meeting, when** information that **user tries to join the meeting he** they collect on our behalf for their own commercial purposes or **she will be able to see for the list** commercial purposes of some other **users** company or third party. We may also receive Personal Data that third parties collect in **the meeting, as well as** other **invitees joining** contexts, which we use in order to better understand our users, advertise and market, and enhance our services.

More about Customer Content

Customer Content is information provided by the **meeting**.

Passive Collection customer to Zoom through the usage of the service. Customer Content includes the content contained in cloud recordings, and **instant messages, files, whiteboards, and shared while using the service**. Customer Content does not refer to data generated by Zoom's network and systems (i.e., data that Zoom creates because the customer is using the system (e.g., meeting routing information and other meeting metadata).

More about passive collection, including the use of cookies

Zoom, our third-party service **providers** providers, and advertising partners (e.g., Google Ads and Google Analytics) automatically collect some information about you when you use our Products, using methods such as cookies and tracking technologies (further described below). Information automatically collected includes Internet protocol (IP) addresses, browser type, Internet service provider (ISP), **referring/exit** referrer URL, **exit** pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream **data** data. We use this information to **analyze trends in the aggregate** offer and improve our services, trouble shoot, and to improve our marketing efforts.

Passive collection involves using cookies or similar technologies to analyze trends, administer the **website** and/or Products.

In addition, when you use some of our Products, **network** website, track users' movements around the website, and gather information **is transmitted back to us** about our user base, such as **Product usage information**. This **location** information **is transmitted back to us, so** at the city level (which we can determine how **derive from IP** addresses). Users **are interacting with our Products, to assist us with improving our Products,** can control the use of cookies at the individual browser level and through the "Cookie Preferences" link on our homepage. We will also make reasonable efforts to **correct any problems** ensure that **may occur**.

Mobile Application

When you download and we do not use our Products, we automatically Products to collect information on the type of device when you use, operating system version, and the device identifier (or “UDID”). We send visit websites offered by companies other than Zoom. For more information regarding cookies or similar technologies, please review our [Cookie Policy](https://zoom.us/cookie-policy).

More about our referral program

You push notifications from time-to-time in order may choose to update you use our referral service to tell others about any events or promotions that we may be running. If our products, which will require you no longer wish to receive these types of communications, provide us with their name and email address. We rely on you can turn them off at to obtain the device level. intended recipient’s consent to ensure you receive proper notifications, be contacted. We will need automatically send a one-time email inviting them to collect certain information about your device such as operating system and user identification information.

Processing of your Personal Data visit the website. Unless we are authorized to communicate further, we will use your Personal Data only in accordance with use that person’s name and email address for the purposes of sending this one-time email and maintaining an activity log of our Privacy Policy. referral program.

More about meeting recordings

If you do not wish us participate in a Recorded Meeting or you subscribe to continue using your Personal Data Zoom cloud recording services, we collect information from you in connection with and through such Recordings. This manner, information may include Personal Data. Meeting hosts are responsible for notifying you can request that your account be deactivated by contacting us as specified if they are recording a meeting, and you will generally hear a notice or see an on-screen notification when recording is in the “Contact Us” section. progress.

How we use and disclose Personal Data

We will only process your Personal Data if we have a lawful basis for doing so. Lawful bases for processing include consent, contractual necessity (i.e. processing that is necessary (i) with your consent (where necessary), (ii) for the performance of a any contract you have with you, such us (such as your user agreement with us that allows us to provide you with the Products) Products), and our “legitimate interests” or the (iii) for other legitimate interest of others (e.g. interests and business purposes including in a manner reasonably proportionate to:

- * Providing, running, personalizing, improving, operating, maintaining our users), Products.

We process may use all of the types of Personal Data when you use our website, desktop client and mobile applications to use or sign-up to use our Service for purposes such as: that we collect for:

- * Account configuration
- * Account maintenance
- * Enabling meetings and webinars between users and third-party participants
- * Hosting and storing personal data from meetings and webinars (only to provide the Service)
- * Personalizing, improving or operating our Service on behalf and business at the direction of the meeting

host

- * Fulfilling requests you make related to the service
- * Protecting, investigating and deterring against fraudulent, harmful, unauthorized or illegal activity
- * Providing reports to users based on information collected from use of our service

- * Processing your orders and deliver delivering the Service Products that you have ordered
- * Providing support and assistance for our Service Products
- * Providing the ability to create personal profile areas and view protected content
- * Providing the ability to contact you and provide you with shipping and billing information
- * Providing customer feedback and support
- * Complying with our contractual and legal obligations, resolving disputes with users, enforcing our agreements

We process

Some of this information may be shared with other meeting participants. For example, all messages and content you share in a meeting, including Personal Data about you or others, will be available to all other participants in that meeting (unless you elect to chat with a subset of meeting participants). If you share a meeting link with another user who is not already in the meeting, when that user tries to join the meeting he or she will be able to see the list of other users in the meeting, as well as other invitees joining the meeting.

- * Facilitating your use of Product features.

Your use of certain product features will result in the sharing or publication of some of your Personal Data. For example, if you visit our website to: participate in a Zoom discussion forum or chat room, you should be aware that the information you provide there will be made broadly available to others, who have access to that discussion forum or chat room.

- * Following the instructions of our users.

Much of the Personal Data we collect, we collect on behalf of our customers. (More specifically, for purposes of GDPR and CCPA, we are the “Processor” of that Personal Data, acting as a service provider on behalf and at the direction of our customer, and our customer is the “Controller” or decisionmaker.) For example, the customer may determine when meetings can be recorded, how long they are kept, and the like.

We are typically required to follow a customer’s instructions related to keep Personal Data we have collected on behalf of that customer. On a customer’s instructions, we may provide reports containing Personal Data relating to the customer’s account.

- * Keeping you up to date on the latest Product announcements, software updates, software upgrades, system enhancements, special offers, and other information information. Read more

We may use identifiers, employment information, payment information, Facebook profile information, technical information, demographic information, usage information, and user-generated information:

- * To provide customer feedback and support (zoom.us/support)
- * To provide and administer opt-in contests, sweepstakes or other marketing or promotional activities on the Zoom.us or affiliate websites
- * Providing you with information and offers from us or third parties
- * To the extent you choose to participate, to conduct questionnaires and surveys in order to provide better products and services to our customers and end users
- * To support recruitment inquiries (zoom.us/careers)
- * To personalize marketing communications and website content based on your preferences, such as in response to your request for specific information on products and services that may be of interest

* To contact individuals that you refer to us and identify you as the source of the referral, in accordance with the “Referral” section below

Referrals

If you choose to use our referral service to tell a friend about our products, you represent that you have their consent to provide us your friend’s name and email address. We will automatically send your friend a one-time email inviting him or her to visit the website. Unless we are authorized by your friend, we will only use your friend’s name and email address for the purposes of sending this one-time email and maintaining an activity log of our referral program.

Choice

You can choose whether to provide Personal Data to Zoom, but note that you may be unable to access certain options, offers, and services if they require Personal Data that you have not provided.

You can sign-up, and therefore consent, to receive email or newsletter communications from us. If you would like to discontinue receiving these communications, you can update your preferences by using the “Unsubscribe” link found in such emails or by contacting us using the information in the “Contact Us” section of this policy.

Data Subject Rights [emailing unsubscribe@zoom.us](mailto:unsubscribe@zoom.us).

We send you push notifications from time to time to your Personal Data as set forth below. Please note that in some circumstances, we may not be able to update you about any events or promotions that we may be running. If you no longer wish to fully receive these types of communications, you can turn them off at the device level. To ensure you receive proper notifications, we will need to collect certain information about your device such as operating system and user identification information.

* Comply with your requests, our legal obligations or the legal obligations of our customers.

This includes responding to a legally binding demand for information, such as a warrant issued by a law enforcement entity of competent jurisdiction, or as reasonably necessary to preserve Zoom’s legal rights.

* A word about location data.

As discussed above, we may ask collect information about your broad geographic location (city-level location) when you are using our Products or have them installed on your device. We use this information for service-related purposes (such as optimizing your connection to provide our data center), supporting compliance (such as by telling us where you’re located, which can determine what laws or regulations apply to you), and suggesting customizations to your experience with additional our Products (e.g. your language preference). We do not “track” you using location data and we only use this information in connection with your request, which providing the best experience with the Products to you.

* What role do service providers play?

Note that we may be use third-party service providers and our affiliated entities to help us do any of the things discussed here, and they may have access to Personal Data, Data related to the specific activity they are doing for example, if us in the process. We need to verify your identity forbid our service providers from selling

Personal Data they receive from us or on our behalf, and require them to only use Personal Data in order to perform the nature services we have asked of your request. them, unless otherwise required by law.

Does Zoom sell Personal Data?

We do not allow marketing companies, advertisers, or anyone else to access Personal Data in such situations, however, exchange for payment. Except as described above, we will still respond do not allow any third parties access to let you know any Personal Data we collect in the course of our decision. providing services to make users. We do not allow third parties to use any of Personal Data obtained from us for their own purposes, unless it is with your consent (e.g. when you download an app from the following requests, contact Marketplace). So in our humble opinion, we don't think most of our users would see us as selling their information, as that practice is commonly understood.

That said, Zoom does use certain standard advertising tools which require Personal Data (think, for example, Google Ads and Google Analytics). We use these tools to help us improve your advertising experience (such as serving advertisements on our behalf across the Internet, serving personalized ads on our website, and providing analytics services). Sharing Personal Data with the third-party provider while using these tools may fall within the contact details referred extremely broad definition of the "sale" of Personal Data under certain state laws because those companies might use Personal Data for their own business purposes, as well as Zoom's purposes. For example, Google may use this data to improve its advertising services for all companies who use their services. (It is important to note advertising programs have historically operated in this manner. It is only with the "Contact Us" section recent developments in data privacy laws that such activities fall within the definition of this policy.

* Access: a "sale"). If you opt out of "sale" of your info, your Personal Data that may have been used for these activities will no longer be shared with third parties.

Data Subject Rights

We do our best to give you reasonable controls over the Personal Data we process about you as set forth below. Depending on where you reside, you may be entitled to certain legal rights with respect to your Personal Data.

Here are the types of requests you may make related to Personal Data about you, subject to applicable laws, rules, or regulations:

* Access: You can request more information about the Personal Data we hold about you. You can also request a copy of the Personal Data.

* Rectification: If you are a California resident, you can request information about both the categories and specific pieces of data we have collected about you in the previous twelve months, the reason we collected it, the category of entities with whom we have shared your data and the reason for any disclosure.

* Rectification: If you believe that any Personal Data we are holding about you is incorrect or incomplete, you can request that we correct or supplement such data. You can also correct some of this information directly by logging into your service account. Please contact us as soon as possible upon noticing any such inaccuracy or incompleteness.

* Objection: You Objection: You can contact us to let us know that you object to the collection or use of your Personal Data for certain purposes.

* Erasure: Opt Out of "Sales": You can ask us to opt you out of certain advertising practices related to your Personal Data by clicking on the "Do Not 'Sell' My Personal Information" link. You can also use an authorized

agent to submit a request to opt-out on your behalf if you provide the agent written permission to do so. We may require the agent to submit proof that you have authorized them to submit an opt-out request.

Zoom does not exchange your Personal Data with third parties for payment, even if you do not opt-out of the “sale” of information. If you opt-out, we will adjust your preferences accordingly.

* Erasure: You can request that we erase some or all of your Personal Data from our systems. Data subjects who want their data deleted can do so by deactivating their account. Deactivation will delete all account usage and related information. If you are not a Zoom customer and would like your data deleted, please contact the data Controller directly about deleting information.

* Restriction of Processing: You Processing: You can ask us to restrict further processing of your Personal Data.

* Portability: You have the right to Portability: You can ask for a copy of your Personal Data in a machine-readable format. You can also request that we transmit the data to another entity where technically feasible.

* Withdrawal of Consent: If Consent: If we are processing your Personal Data based on your consent (as indicated at the time of collection of such data), you may have the right to withdraw your consent at any time. Please note, however, that if you exercise this right, you may have to then provide express consent on a case-by-case basis for the use or disclosure of certain of your Personal Data, if such use or disclosure is necessary to enable you to utilize some or all of our Products.

* Right to File Complaint: You Complaint: You have the right to lodge a complaint about Zoom’s practices with respect to your Personal Data with the supervisory authority of your country or EU Member State.

Under certain circumstances we will not be able to fulfill your request, such as if it interferes with our regulatory obligations, affects legal matters, matters including a Zoom user’s rights to data contained in their account, we cannot verify your identity, or it involves disproportionate cost or effort, effort. But in any event event, we will respond to your request within a reasonable timeframe and provide you an explanation.

In order to make such a request of us, please contact our Privacy Team at privacy@zoom.us.

Data Retention

How long we retain your Personal Data depends on the type of data and the purpose for which we process the data. We will retain your Personal Information for the period necessary [\[privacy@zoom.us\]\(mailto:privacy@zoom.us\)](mailto:privacy@zoom.us) or by writing to fulfill the purposes outlined in this following address:

Zoom Video Communications, Inc.

Attention: Data Privacy Notice unless Officer

55 Almaden Blvd, Suite 600

San Jose, CA 95113

If you have a longer retention period is required or permitted by law.

Cookies and Tracking Technologies password protected Zoom and our partners use cookies or similar technologies to analyze trends, administer the website, track users’ movements around the website, and gather information about our user base, such as location information based on IP addresses. Users can control the

account, we will use of cookies at the individual browser level. For more information regarding cookies or similar technologies, please review our [Cookie Policy](https://zoom.us/cookie-policy). your browser may offer you a “Do Not Track” option, which allows you to signal to operators of websites and web applications and services (including behavioral advertising services) that you do not wish such operators account information to track certain of verify your online activities over time and across different websites. Our Products do not support Do Not Track requests at this time, which means that identity. If not, we collect information about your online activity both while you are using the Products and after will ask you leave our properties.

Interest-Based Advertisements

We partner with third parties to either display advertising on our website or to manage our advertising on other sites. Some of our third-party partners use technologies such as cookies and other technologies to gather provide additional information about your activities on this website, our affiliates’ websites, and unaffiliated websites in order needed to provide you advertising based upon verify your browsing activities and interests. With respect to our interest-based ads, we adhere to self-regulatory principles for online behavioral advertising issued by identity. The Digital Advertising Alliance (“DAA”) type and the European Interactive Digital Advertising Alliance (“EDAA”) (collectively, the “OBA Principles”). More amount of information about we request will depend on the OBA Principles can be found at https://digitaladvertisingalliance.org/principles and https://www.edaa.eu/european-principles/. If you wish to not have information about nature of your online activities over time and across different websites used for request, the purpose sensitivity of serving you interest-based ads, you can opt-out by clicking [here](https://optout.aboutads.info/?c=2#!/) and here (or if located in the EU [click here](https://youronlinechoices.eu/)). Please note that (1) this does not opt you out of being served ads, relevant information, and even if you opt out the risk of interest-based ads, you will continue to receive generic ads and (2) we store your opt-out preference for interest-based ads in a cookie on your device, and therefore you may have to opt out again harm from unauthorized disclosure or deletion. If you delete your cookies.

Geolocation

We collect information about where you are located when you are using our Products. We use this information for purposes such as optimizing your connection to our data center, supporting compliance, a California resident and suggesting customizations to your experience with our Products (e.g. your language preference).

Sharing your Personal Data

We do not sell or rent your Personal Data would like to third parties for any purposes, including marketing.

We share Personal Data within Zoom and its affiliated companies, and with third party service providers for purposes of data processing or storage.

We also share Personal Data with business partners, service vendors and/or designate an authorized third-party agents or contractors in order to provide requested Products or transactions, including processing orders, processing credit card transactions, hosting websites, hosting event and seminar registration and providing customer support. We provide these third parties with Personal to complete/utilize the requested Product or transaction.

In some cases, we may choose agent to buy or sell assets. In these types exercise any of transactions, user information is typically one your rights, please contact privacy@zoom.us.

* Residents of the transferred business assets. Moreover, if we, or substantially all of our assets, were acquired, European Union ("EU"), United Kingdom, Lichtenstein, Norway, Iceland or Switzerland.

If we go out of business or enter bankruptcy, user information would be one of you reside in the assets that is transferred European Union ("EU"), United Kingdom, Lichtenstein, Norway, Iceland or acquired by a third party. Switzerland, you acknowledge that such transfers may occur, and that any acquirer of us or our assets may continue have legal rights with respect to use your Personal Data as Data, including those set forth under the EU's General Data Protection Regulation ("GDPR").

* Residents of the state of California.

If you reside in this policy. As required by law, we California, you may respond to subpoenas, court orders, or similar have legal process by disclosing rights with respect to your Personal Data and other related information, if necessary. We also may use Personal Data and other related information Data, including those set forth under the California Consumer Privacy Act ("CCPA"). Zoom is prohibited from discriminating against California consumers that choose to establish or exercise our legal their privacy-related rights or defend against legal claims. under the CCPA.

Data Retention

How long we collect and possibly share retain your Personal Data and any other additional information available to us in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Zoom's terms of service, or as otherwise required by law.

While navigating Zoom's website or Products, you may be directed to content or functionality that is hosted by a third-party. When information is collected depends on behalf the type of Zoom exclusively, Zoom's Privacy Policy will be referenced data and the purpose for which we process the data. We will govern how retain your Personal Information is used. for other, non-Zoom sites or services, the site/service owner's privacy policy will be referenced. You should review such third party's privacy and security policies prior period necessary to use. fulfill the purposes outlined in this Privacy Notice unless a longer retention period is required by law.

Security of your Personal Data

Zoom is committed to protecting the Personal Data you share with us. We utilize a combination of industry-standard security technologies, procedures, and organizational measures to help protect your Personal Data from unauthorized access, use use, or disclosure. When we transfer credit card information over the Internet, we protect it using Transport Layer Security (TLS) encryption technology.

We recommend you take every precaution in protecting your Personal Data when you are on the Internet. For example, change your passwords often, use a combination of upper and lower-case letters, numbers, and symbols when creating passwords, and make sure you use a secure browser. If you have any questions about the security of your Personal Data, you can contact us at privacy@zoom.us.

Linked Websites and Third-Party services

Our websites and services may provide links to other third-party websites and services which are outside our control and not covered by this policy. We encourage you to review the privacy policies posted on these (and all) sites you visit or services you use.

Newsgroups/forums

If you participate in a Zoom discussion forum or chat room, you should be aware that the information you provide there will be made broadly available to others, potentially inside or outside Zoom, who have access to that discussion forum or chat room. Also, please recognize that individual forums and chat rooms may have additional rules and conditions. Each participant's opinion on a forum or chat room is his or her own and should not be considered as reflecting the opinion of Zoom.

Meeting Recordings

If you use a feature of the Products that allows for Recordings (defined below), we collect information from you that you provide in connection with such use and through such Recordings, to the extent you provide it to us. This information may include Personal Data, if you provide us with Personal Data.

For hosts -- By installing or using Zoom Rooms software or any other Zoom software, tool or feature that allows for meeting or Webinar recording (each, a "Recording"), you acknowledge and agree that you and your company are responsible for (i) clearly notifying all individuals (whether or not they are Zoom users) who are present in a meeting or Webinar (whether in-person or remotely) (each, an "Attendee") for which you make a Recording that such meeting or Webinar might be recorded, and (ii) obtaining any consent necessary for such a recording as required by applicable laws, rules and regulations, including without limitation data privacy laws. By making a Recording of any meeting or Webinar using any Zoom Products, you and your company represent and warrant that (a) you have received legally sufficient consent from all Attendees for such recording prior to starting a Recording, (b) you will only make, use, store and otherwise process such Recording in accordance with all applicable laws, rules and regulations, including data protection laws and (c) you will store and otherwise restrict access to such Recordings using appropriate technical and organizational safeguards. Any person and/or entity who makes a Recording of a meeting or webinar shall be the data controller of that Recording, and Zoom will be the data processor with respect to the Recording.

For attendees – Please be advised that for any meetings or Webinars you attend, Recordings can be enabled by a meeting or webinar host. By signing up for Zoom's services or otherwise using them in any way, including without limitation by attending any Zoom meeting or webinar, you expressly acknowledge that Zoom may, if instructed by a meeting host, make and store Recordings for Zoom meetings or webinars, and may make such recordings available to hosts and other Attendees at the direction of the host. A visual notification will be sent to Attendees who connect to a meeting or webinar via the Zoom web-based platform, and an audio notification will be sent to Attendees who dial-in by telephone only. A host may also send an audio notification to Attendees who are logged into the web platform, provided that you may not receive such notifications if you disable them in your account settings, so please check before each meeting or webinar if you want to receive the notifications. If you do not want to be recorded, you can choose to leave the meeting or webinar.

Transfer and Storage of Personal Data

Our Products are generally hosted and operated in the United States ("U.S.") through Zoom and its service providers. providers, though data may be collected from wherever our users are located. We may transfer your Personal Data to the U.S., to any Zoom affiliate worldwide, or to third parties acting on our behalf for the purposes of processing or storage. Where local law requires, we may store data locally in order to comply with global regulations. By using any of our Products or providing any Personal Data for any of the purposes stated above, you consent to the transfer and storage of your Personal Data, whether provided by you or obtained through a third party, to the U.S. as set forth herein, including the hosting of such Personal Data on U.S. servers.

EU-U.S. Privacy Shield and Swiss-U.S. Privacy Shield

Zoom **Video Communication, Inc.** participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield. Zoom is committed to subjecting all Personal Data received from EU member countries, Switzerland, and the United Kingdom, in reliance on the Privacy Shield Frameworks, to the Framework's applicable Principles. To learn more about the Privacy Shield Frameworks, and to view our certification, visit the U.S. Department of Commerce's Privacy Shield List, <https://www.privacyshield.gov/list>.

Zoom is responsible for the processing of Personal Data it **receives, receives** under the Privacy Shield Framework, and subsequently transfers to a third party acting as an agent on its behalf. Zoom complies with the Privacy Shield Principles for all onward transfers of Personal Data from the EU, Switzerland, and the United Kingdom including the onward transfer liability provisions.

With respect to Personal Data received or transferred pursuant to the Privacy Shield Frameworks, Zoom is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. In certain situations, Zoom may be required to disclose Personal Data in response to **valid and** lawful requests by public **authorities, including to meet national security authorities** or **pursuant to requests from law enforcement requirements.**

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>.

Under certain conditions, more fully described on the Privacy Shield website [<https://www.privacyshield.gov/article?id=How-to-Submit-a-Complaint>], you can invoke binding arbitration when other dispute resolution procedures have been exhausted.

Standard Contractual Clauses

In certain cases, Zoom will transfer Personal Data from the EU in accordance with the European Commission-approved Standard Contractual Clauses, a copy of which can be obtained at <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32010D0087>.

Contact Us

To address your individual rights or

If you have any privacy-related questions or comments related to this privacy policy, please send an email to [privacy@zoom.us](<mailto:privacy@zoom.us>) . [privacy@zoom.us](<mailto:privacy@zoom.us>) . You can also contact us by writing to this address:

Zoom Video Communications, Inc.

Attention: Data Privacy Officer

55 Almaden Blvd, Suite 600

San Jose, CA 95113

If you reside in the EU, United Kingdom, Lichtenstein, Norway or Iceland, you can also contact our [Data Protection Officer](https://zoom.us/gdpr).

California Privacy Rights: Under California Civil Code sections 1798.83-1798.84, California residents are entitled to ask us for a notice identifying the categories of personal customer information which we share with our affiliates and/or third parties for marketing purposes, and providing contact information for such affiliates and/or third parties. If you are a California resident and would like a copy of this notice, please submit a written request the address above.

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