

Skip to main content

Updated:

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Zoom Video Communications, Inc. ("Zoom") 29, 2020

Dear Zoomer,

Privacy is committed an extremely important topic, and we want you to protecting your know that at Zoom, we take it very seriously. Here are the facts about user privacy as it relates to Zoom and ensuring your use of our services:

* We do not sell your personal data. Whether you have are a positive experience on our website business or a school or an individual user, we do not sell your data.

* Your meetings are yours. We do not monitor them or even store them after your meeting is done unless we are requested to record and store them by the meeting host. We alert participants via both audio and video when they join meetings if the host is recording a meeting, and participants have the option to leave the meeting.

* When the meeting is recorded, it is, at the host's choice, stored either locally on the host's machine or in using our products Zoom cloud. We have robust and services (collectively, "Products"). This policy covers validated access controls to prevent unauthorized access to meeting recordings saved to the Zoom website zoom.us, mobile applications, and desktop clients and cloud.

* Zoom collects only the user data that is applicable worldwide. required to provide you Zoom services. This policy outlines our handling practices includes technical and how operational support and service improvement. For example, we collect information such as a user's IP address and use OS and device details to deliver the Personal best possible Zoom experience to you regardless of how and from where you join.

* We do not use data we obtain from your use of our services, including your meetings, for any advertising. We do use data we obtain from you provide during when you visit our marketing websites, such as zoom.us and zoom.com. You have control over your online own cookie settings when visiting our marketing websites.

* We are particularly focused on protecting the privacy of K-12 users. Both Zoom's Privacy Policy (attached) and offline interactions with us. As used in this Zoom's K-12 Schools & Districts Privacy Policy, "Personal Data" means any information that can be used Policy are designed to individually identify a person, reflect our compliance with the requirements of the Children's Online Privacy Protection Act (COPPA), the Federal Education Rights and may include, but is not limited to, name, email address, postal or other physical address, credit or debit card number, title, Privacy Act (FERPA), the California Consumer Privacy Act (CCPA), and other personally identifiable information. applicable laws.

We are committed to protecting the privacy and security of your personal data. If you reside in have questions, please contact the European Union ("EU"), United Kingdom, Lichtenstein, Norway, Iceland privacy team at privacy@zoom.us or Switzerland, you may have additional rights with respect the support team at https://support.zoom.us(https://support.zoom.us/hc/en-us).

Thank you, and safe Zooming!

Aparna Bawa

Chief Legal Officer, Zoom

Zoom Privacy Policy

Zoom is committed to protecting your Personal Data, as further outlined below. These rights may include rights under the EU's General Data Protection Regulation ("GDPR"), if privacy and ensuring you are have a resident of positive experience when using the EU, United Kingdom, Lichtenstein, Norway services we provide, which we generally refer to as Zoom or Iceland. Zoom Video Communications, Inc. will be the Controller services, or when visiting our promotional or marketing websites, such as zoom.us and zoom.com.

This policy explains how we handle data, including what we collect and how we obtain it, how we use it, when and if we disclose it, and some of your Personal options for managing your data that is provided, collected and/or processed pursuant with Zoom. It applies worldwide to this Privacy Policy in order to, for example, respond all of our subsidiaries and covers all data that you provide to requests for us, as we describe below.

Information that can be used to identify or service, conclude a business transaction, provision the service, or otherwise for Zoom's business purposes. Zoom will be reasonably associated with a Processor of data that specific person is entered into "personal data". Where the service when a Customer uses data described in this policy is personal data, we only disclose it in the Services (see "User-Generated Information", below.). If you ways we have any questions about whether any stated.

In addition to this privacy policy, we have established policies to protect K-12 students using our services through their schools for their education. For information regarding how Zoom handles personal data of foregoing applies K-12 students who use Zoom through their schools, who we generally refer to you, as school subscribers, please visit: [Zoom for K-12 Schools & Districts Privacy Policy](<https://zoom.us/docs/en-us/childrens-privacy.html>).

Aside from providing services to K-12 students through school subscribers as discussed above under our Zoom for K-12 Schools & Districts Privacy Policy, Zoom does not knowingly allow children under the age of 16 to sign up for their own accounts. If you are a parent or legal guardian and believe your child has given us information, you can contact us using the information set forth in at privacy@zoom.us, and we will take appropriate steps to investigate and address the "Contact Us" section below. issue.

This policy and the Zoom for K-12 Schools & Districts Privacy Policy may be updated from time to time for reasons such as operational practices periodically because our business, or regulatory changes, so we recommend regulations that you review our Privacy Policy when returning apply to our website. Zoom, may change. If we propose to make any material changes, changes to the way we handle personal data as described here, we will notify you by means of a posting an updated notice on this page prior to the change becoming effective. our website. We encourage you to periodically review this page regularly for the latest information on our privacy practices. The effective date at the top of this policy indicates when the policy was last revised.

Collection And Use of your Personal Data

Zoom Services

We may collect, either as Controller or Processor, obtain data when you use Zoom in order to deliver our services and provide a better experience to you. The following categories of Personal data about you we obtain when you use Zoom include data you provide to us as well as data that our system collects from you. When we say "customer", we mean the person or otherwise interact company that signs up for and has the account with our Service:

* Name

* Title

* Email address

* Home/work/mobile telephone number

* Postal Zoom. A “host” is someone who can host meetings under a customer account. “You” or other physical address

* Credit/debit card information

* Facebook profile “user” or “participant” is anyone who uses Zoom. (“You” and “user” may also include customers. Some of the information (when you below applies only to customers, though, and we use Facebook “customer” to log-in highlight those places.)

Data you give us (or that we may receive from another Zoom user, for example, in a meeting invite):

Type of Data

Examples

Zoom Uses it to our Products

Information that identifies you

For customers: Account owner name, billing name and address, payment method

Your name, username and email address, or phone number, when you use this information to access or use our services

The phone number a Zoom Phone user dials

Create an a customer account

Provide Zoom services

Communicate with a customer

Respond to requests for our Products)

* IP addresses support

Other account data

Your phone number (if you choose to put it in), language preference, password (if SSO is not used), title, department

Create a customer account

Provide Zoom services

Customer content: information you or others upload, provide, or create while using Zoom

Cloud recordings, chat / instant messages, files, whiteboards, and other information collected passively, as further detailed in shared while using the “Passive Collection” section below

* Device identifiers, as further described in service, voice mails

Provide Zoom services*

Store chat logs (for delivery and so you can review and search chat history)

Store recordings, if explicitly requested by the “Mobile Application” section below
* host or Customer

Store voice mail for Zoom Phone

*Zoom does not monitor or use customer content for any reason other than as part of providing our servers automatically record certain information when you services. Zoom does not sell customer content to anyone or use the Service, including it for any advertising purposes.

Data that our system collects from you:

Type of Data

Examples

Zoom Uses it to

Technical information about your devices, network, and internet connection

IP address, MAC address, other device ID (UDID), device type, operating system type and version, client version, IP addresses along type of camera, microphone or speakers, connection type, etc.

The network path, phone number of a person making a call using Zoom services (e.g. Zoom Phone)

Connect you to and the MAC address optimize your experience using our services

Provide customers dashboards and reports

Respond to requests for support

Monitor performance of our data centers and networks

Conduct anonymized, aggregated analytics to improve Zoom’s service performance

Approximate Location

To the nearest city (we do not “track” your internet connection (“Host Information”)
* specific location)

Connect you to the nearest data center

Comply with privacy and other laws – for example, so we also automatically record information about can provide you with the right notices for your usage area

Suggest choices such as language preferences

Monitor performance of the Service, including actions taken, date and time, frequency, duration, quantity, quality, network connectivity, our data centers and performance information related networks

Respond to logins, clicks, messages, contacts, requests for support

Information about how you use Zoom (this is NOT information or content shared, calls, you share in your meetings or in chats)

Did you use of video VoIP or a phone call?

Did you shift from the mobile client to the desktop?

Optimize your Zoom experience

Respond to requests for support

Conduct anonymized, aggregated analytics to improve Zoom's performance.

Setting and preferences chosen by the user

Join with video off

Require meeting password

Enable waiting room

Do not allow screen sharing, meetings, cloud recording, and other feature usage information ("Usage Information")

* sharing other information than host

To provide you upload, provide, or create while using choices for how you use Zoom

Metadata

Duration of the Service ("User-Generated Information"), as further detailed meeting / Zoom Phone call

Email address, name, or other information that a participant enters to identify themselves in the "User Generated Information" section below

User-Generated Information

We collect meeting

Join and retain, generally leave time of

participants

Name of the meeting

Date / time that meeting was scheduled

Chat status (unless a setting is actively chosen by user)

Call data records for Zoom Phone

Provide Zoom services

Provide customers dashboards and reports

Respond to requests for support

Recordings

If you attend a Zoom meeting or webinar as a Processor participant, the host may choose to record the session, and in order if so, the host is responsible for obtaining consent from you. Zoom helps hosts obtain consent from meeting participants by providing visual and audio cues to provide alert participants of a recording. A meeting host may even turn on a pop-up notice which requires a participant to click a "continue" button to acknowledge notice of the Services, recording. Recordings may contain personal data and other information you upload, provide, or create while using may be stored in Zoom's cloud at the Service ("User-Generated Information"), including information related to:

* Meetings: request of the customer. A meeting title, invitation content, participants, host may choose to store a recording of a meeting link, date, time on the host's local storage device, not in Zoom's cloud. When a host chooses to do that, Zoom does not have any control over the recording. Our customer may also request that a transcript be made of the recording stored in our cloud. The transcript, which may also contain personal data, is treated the same way as the recording by Zoom.

Zoom Phone allows customers to record phone calls, receive voice mail recordings, and duration. We collect activity recorded obtain transcripts of voicemail, all which may contain personal information and also be stored in our cloud.

Zoom does not monitor, access or use the recordings or transcripts that a meeting (such as joining host or leaving), including activity related Zoom Phone customer may choose to third-party integrations, together with the date, time, person engaged store in Zoom's cloud, unless he or she requests us to, for example, to provide technical support.

Attention Tracking

If you attend a Zoom meeting or webinar as a participant, the activity, and other host (or their account administrator) may have enabled Attention Tracking. This feature is operational only when a host is sharing their screen. It places a small clock icon next to a participant's name to indicate only to the host when Zoom is not the active window on the participant's computer for more than 30 seconds, when the host is sharing their screen. While Zoom may provide certain tools to show that attention tracker is on, it is the meeting host's responsibility to notify meeting participants if this feature is in use. Neither the meeting with host nor Zoom can see or access any other applications on a participant's screen or computer. Also, the date, time, duration, and quality ratings that you provide. We route audio and video call content Attention Tracker does not allow Zoom to monitor what takes place in a meeting, and does not apply to meetings where screen sharing content

between call participants, but we do not retain or store turned on. Using other features of the content unless cloud recording is used.

* Messages: Message content, sender and recipients, date, time, and read receipts. Content shared: Files service does not activate Attention Tracker.

Zoom Marketing Sites

Zoom may also gather data from you when you visit our marketing websites, such as zoom.us and file names, sizes, zoom.com. These are our webpages that tell you about our product, plans and types

* Whiteboards: Whiteboard content, snapshots, pricing, features, and background images

* Status: Status information, for example other information about whether and when you are active, out Zoom. The categories of office, or have turned on Busy. data we collect from our websites include: data you can choose whether or not to share status information with give us; data we may obtain from cookies or similar analytics tools; data we receive from referrals by other users.

All messages customers; and content data we collect if you share choose to answer any marketing communications. As used in this section, "you" means visitors to our marketing pages or people who do the things we describe here. ("You" here does not mean a meeting, including Personal user of Zoom services.)

Data about you or others, will be available can choose to all other participants in give us:

Type of Data

Examples

Zoom Uses it to

Information that meeting identifies you

Your name, username, physical address, email address, phone number

Create an account when you sign up

Respond to requests from you

Send you marketing communications, unless you tell us not to (or if you share a meeting link with another user who say it's OK, i.e., opt-in)

Information about your job

Company, title, department

Provide tailored information

Respond to requests from you

Payment information

Credit/debit card (goes directly to our payment processor; credit card information is not already in the meeting, when that user tries to join the meeting he accessed or she will be able stored by Zoom)

Charge you when you sign up for a paid plan

Data we may obtain about you:

Type of Data

Examples

Zoom Uses it to see

Data collected through the list use of other users cookies and pixels

Data collected from tools such as Google Analytics and

Google Ads

(All cookies are visible in the meeting, as well as other invitees joining Cookie Preferences tool. You have control over what non-essential cookies you accept. For more information, see our [Cookie Policy](<https://zoom.us/cookie-policy>) and the meeting.

Passive Collection (Cookie section below)

Analyze how our website is used so we can improve your experience

Allow you to do things like completing orders, sharing pages, and remembering settings.

Evaluate the success of our Marketing campaigns

Send you tailored Zoom advertising when you are on other sites.

(For more information on how Zoom uses cookies, see our [Cookie Policy](<https://zoom.us/cookie-policy>))

Third Parties

Data Enrichment services

Mailing Lists

Public Sources

Send you marketing communications, unless you tell us not to (or if you say it's OK, i.e., opt-in)

Provide tailored information based on your interests

Cookies and Automated Collection of Data

This section applies to marketing websites only and does not apply to Zoom services. There are no advertising cookies or tracking technology in our third-party service providers automatically collect some services.

Zoom collects information about you when you use visit our Products, using methods marketing websites, unless you tell us not to by adjusting your cookie setting. We use such things as cookies and tracking technologies (further described below), from our advertising service provider tools (e.g., Google Ads). 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 marketing sites (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data data.

We use this information to determine the offers to make for our services, analyze trends in on and run the aggregate marketing site, and administer understand users' movements around the website and/or Products.

In addition, when you use some of our Products, network marketing site. We also gather information is transmitted back to us about our visitors, such as Product usage information. This location information is transmitted back to us, so at the city level (which we get from IP addresses) for tailoring advertising and selecting the language to use to display the website.

You have choices about what cookies can determine how users are interacting with be used. You can adjust cookie settings by turning off optional cookies in your browser's setting or by using our Products, Cookie Preferences link at the bottom of the Zoom homepage. To assist us with improving ensure that you do not receive Advertising Cookies, you can adjust the slider at the Cookie Preferences link to "Required Cookies/CCPA Opt-Out".

For more information regarding cookies or similar technologies, please review our Products, and [Cookie Policy](<https://zoom.us/cookie-policy>).

Our Referral Program

You can use our referral program to correct any problems that may occur.

Mobile Application tell others about Zoom. When you download do, you will be asked to provide that person's name and use our Products, email so that we automatically collect information can contact them. We rely on you to make sure the type of device person you use, operating system version, are referring to us has agreed to be contacted. We will send a one-time email inviting them to visit the marketing site. Unless that person says they want to hear more, we will only use their name and email address to send this one-time email and to maintain an activity log of our referral program.

Marketing Communications

You can sign up to receive email or newsletter communications from us. If you would like to stop receiving these communications, you can update your preferences by using the device identifier (or "UDID"). "Unsubscribe" link found in these emails, or by emailing [unsubscribe@zoom.us](mailto:unsubscribe@zoom.us).

We may send you push notifications from time-to-time in order to update you about any events or promotions that we may be running. If you no longer wish don't want to 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 setting on your device such as operating system and user identification information.

Processing of your Personal Data

We will use your Personal Data only in accordance with our Privacy Policy. If you do not wish us to continue using your Personal Data in this manner, you can request that your account allows these notifications to be deactivated by contacting us as specified in the "Contact Us" section.

We will only process your Personal delivered.

Additional Data if we have a lawful basis for doing so. Lawful bases for processing include consent, contractual necessity (i.e. processing that is necessary for the performance of a contract with you, such as your user agreement with us that allows us Uses

Specific Requests. In addition to provide you with the Products) and our "legitimate interests" or the legitimate interest of others (e.g. our users),

We process Personal uses described above, Zoom may also receive data when from you use our website, desktop client and mobile applications to use or sign-up to use our Service for purposes such as:

- * 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 and business
- * Fulfilling requests specific purposes. When you make related give it to the Service
- * Protecting, investigating and deterring against fraudulent, harmful, unauthorized or illegal activity
- * Providing reports based on information collected from us, we use of our Service
- * Processing your orders and deliver the Service that you have ordered
- * Providing support and assistance for our Service
- * 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 Personal data when you visit our website to: for that specific purpose:

- * To keep you up to date on the latest Product Service announcements, software updates, software upgrades, system enhancements, special offers, and other information
- * To provide customer feedback and support (zoom.us/support)
- * To provide and administer run opt-in contests, sweepstakes or other marketing or promotional activities on the Zoom.us or affiliate websites
- * Providing To provide you with information and offers from us or third parties
- * To the extent If 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 respond to you when you apply to join us (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
- * interest.

Comply with legal obligations. We use data to contact individuals that detect, investigate and stop fraudulent, harmful, unauthorized or illegal activity. We also use data to comply with our contractual and legal obligations, resolve disputes with users, and enforce our agreements, if needed.

Disclosures

During use of Zoom. When you refer use Zoom, some data will be disclosed to us other participants and identify to meeting or webinar hosts. For instance, when you attend a meeting, your name might appear in the attendee list. If you turn on your video camera, your image will be shown. If you send a chat or share content, that can be viewed by others in the chat or the meeting.

Customer Content, Dashboards and Reports. Customer content, including information shared during meetings, information about participants in meetings and any recordings of meetings, belongs to our customers. Customers may use this content, which may include personal data about participants, for their own purposes. Customers may also receive data we collect (for example, participants' names) when they generate Zoom dashboards and usage reports for themselves.

At the direction of our Customers. As described more below, under the source EU's GDPR, Zoom is a "Processor" of customer content and personal data that our Customers may put into our systems when they use Zoom. Our customers are the referral, in accordance "Controllers". We follow their directions regarding this data, and may store it, delete it, or disclose it at their direction.

For Legal Reasons. We may also disclose data when we respond to valid legal process including jurisdiction. Zoom's policies regarding compliance with valid legal process preclude cooperation where a government does not have jurisdiction. Zoom may also disclose data when reasonably necessary to preserve Zoom's legal rights.

To Third Party Service Providers. We use third-party service providers to help us provide portions of the "Referral" section below

Referrals

If you choose Zoom services and give support. Examples of these third parties include public cloud storage vendors, carriers, our payment processor, and our service provider for managing customer support tickets. They only receive data needed to provide their services to us. We have agreements with our service providers that say they cannot use any of this data for their own purposes or for the purposes of another third party. We prohibit our referral service providers from selling data they receive from us or receive on our behalf. We require service providers to tell use data only in order to perform the services we have hired them to do (unless otherwise required by law). For example, we may use a friend company to help us provide customer support. The information they may receive as part of providing that support cannot be used by them for anything else. For more information about our products, service providers, please see our [Sub-processors page](https://zoom.us/subprocessors).

Does Zoom sell Personal Data?

We do not sell your data.

We do not allow marketing companies, advertisers or similar companies to access personal data in exchange for payment. We do not allow third parties to use any personal data obtained from us for their own purposes, unless you represent that consent (e.g., when you have download an app from the Marketplace). Our customers may use the webinar service to generate their consent own marketing leads and they may provide marketing information to you. When you register for a webinar, you provide us your friend's name data to the host of the webinar, and email address. We will automatically send if required, any consent that you give about your friend a one-time email inviting him or her data would be to visit them, as well. Zoom may keep the

website. Unless we are authorized by your friend, we will only use data about the registration in our system in order to facilitate the webinar, but Zoom does not use your friend's name and email address or share that data other than to provide the services. A customer may also charge for their webinars. Again, that transaction is between the purposes of sending this one-time email host and maintaining an activity log participant of the webinar. Zoom is not selling any data.

As described in the Zoom marketing sites section, Zoom does use certain standard advertising tools on our referral program.

Choice marketing sites which, provided you can choose whether to provide have allowed it in your cookie preferences, sends personal data to Zoom, but note the tool providers, such as Google. This is not a "sale" of your data in the sense that you most of us use the word sale. However, California's CCPA law has a very broad definition of "sale". Under that definition, when Zoom uses the tools to send the personal data to the third-party tool providers, it may be unable considered a "sale". It is important to access certain options, offers, know that advertising programs have always worked this way and services if they require Personal we have not changed the way we use these tools. It is only with the recent developments in data privacy laws that you have such activities may fall within the definition of a "sale".

Because of CCPA's broad definition, as is the case with many providers since the CCPA became law, we provide a "Do Not provided. Sell My Personal Information" link at the bottom of our marketing sites. You can sign-up, and therefore consent, to receive email or newsletter communications from us. If you would like use this link to discontinue receiving these communications, you can update change your Cookie Preferences by using and opt out of the "Unsubscribe" link found use of these advertising tools. If you opt out, Personal Data that was used by these tools will no longer be shared with third parties in such emails or a way that constitutes a "sale" under CCPA.

Data Retention

We will retain personal data collected for as long as required to do what we say we will in this policy, unless a longer retention period is required by contacting us using law. Customers can delete their own content.

Transfer and Storage of Personal Data

Zoom services generally store data in the information United States, though through our global data centers, data may come in from wherever users are located. We may transfer your data to the "Contact Us" section U.S., or to third parties acting on our behalf, for the purposes of this policy. processing or storage. Our customers may choose to have their data Subject Rights

You stored outside of the U.S; for example, they may choose to have certain rights their data stored in their geographic vicinity. We may store local data locally in order to comply with respect specific local laws and regulations. By using Zoom, or providing personal data for any of the purposes stated above, you consent to the transfer to and storage of your personal data in the U.S., or other location as set forth below. Please note that directed by our customer. In some certain limited circumstances, we courts, law enforcement agencies, regulatory agencies, or security authorities in those other countries may not be able entitled to fully comply with access your personal data.

Security of your Personal Data

Zoom is committed to protecting your personal data. We use a combination of industry-standard security technologies, procedures, and organizational controls and measures to protect your requests, data from unauthorized access, use, or disclosure.

We may ask recommend you to provide us with additional information take every precaution in connection with protecting your request, which may be Personal Data, data when you are on the Internet. For example, if we need to verify change your identity or 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 nature security of your request. In such situations, however, data, please contact our security team at security@zoom.us

Linked Websites and Third-Party Services

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

Data Subject Rights

Generally, when we obtain personal data, we do so on behalf of our decision.

To make any customers. For purposes of GDPR and CCPA, our customer is the following requests, contact us using “Controller”, or decision maker, for the contact details referred to in personal data, and we are the “Contact Us” section of this policy. “Processor”, acting as a “service provider” for, and at the direction of, our customer. “Processing” just means doing something with the data. We are typically required to follow a customer’s instructions about personal data we hold for that customer.

These are certain requests you can make related to personal data about you, which we will respond to as much as we can under applicable laws. (See below for other legal rights you may have with respect to your personal data depending on where you reside.)

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

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

* Opt Out of “Sales”: You can ask us to take you out of certain advertising related to your personal data by clicking on the “Do Not ‘Sell’ My Personal Information” link.

* 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 For instructions on how to delete all account usage and related information. If you are not a Zoom customer and would like your data deleted, account please contact the data Controller directly about deleting information. see [\[https://support.zoom.us/hc/en-us/articles/201363243-How-Do-I-Delete-Terminate-My-Account\]](https://support.zoom.us/hc/en-us/articles/201363243-How-Do-I-Delete-Terminate-My-Account)(<https://support.zoom.us/hc/en-us/articles/201363243-How-Do-I-Delete-Terminate-My-Account>)

* Restriction of Processing: You can ask us to restrict further processing of your personal data.

* Portability: (This just means you can ask us to stop using it for what we have been using it for.) This may mean that we have the right to delete your account.

* **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 someone else where it's technically feasible, possible.

* **Withdrawal of Consent:** If we are processing your personal data based on your consent (as indicated at that you gave us when we got the time of collection of such data), data, you may have the right to withdraw your consent at any time. Please note, however, that For example, if you exercise this right, you may have to then provide express consent on a case-by-case basis signed up for the use or disclosure of certain of your Personal Data, if such use or disclosure is necessary to enable marketing communications you can request to utilize some or all of our Products, be removed from these communications.

* **Right to File 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

Sometimes we will not be able to fulfill your request, such as request. If it interferes prevents us from complying with our regulatory obligations, affects obligations or impacts other legal matters, if we cannot verify your identity, or if it involves disproportionate requires extraordinary cost or effort, but in any event we will respond to your request within tell you in a reasonable timeframe time and provide give you an explanation. In order

To make such a request of us, request, 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

US: 1-888-799-9666

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

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In some cases, we may choose to buy or sell assets. In these types of transactions, user information is typically one business purposes.

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If we go out of business or enter bankruptcy, user information would be one of the assets that is transferred or acquired by a third party. you acknowledge that such transfers may occur, and that any acquirer of us or our assets reside in California, you may continue have legal rights with respect to use your personal Data as data, including those set forth in this policy. As required by law, we may respond to subpoenas, court orders, or similar legal process by disclosing your Personal Data and other related information, if necessary. We also may use Personal Data and other related information to establish or exercise our legal rights or defend against legal claims.

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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. reason we encourage you to review the privacy policies posted on these (and all) sites you visit or services you use.

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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>.

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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:support@zoom.us) . [privacy@zoom.us](mailto:support@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).

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