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Dear UC Davis Colleagues,

A number of you have expressed concern over Zoom privacy and security. We write to share how the UC and this campus are monitoring these concerns.

What are key concerns? With coronavirus-created demands, Zoom's nationwide usage jumped from 10 million monthly users in December to about 200 million daily users today.   With greater popularity has come greater public scrutiny of Zoom. The New York Attorney General's Office and members of Congress issued letters last week requesting information from Zoom on how users' privacy rights are protected, including inquiring about Zoom's sharing of information with Facebook. Zoombombing, where unauthorized users hijack a Zoom session, has also become an unfortunate phenomenon.

Does it apply to the UC Davis Zoom product? The heightened media attention makes it hard to know whether the latest concerns have been validated by experts, applies to you and the UC Zoom contract, has already been fixed by Zoom, or has been addressed by campus privacy and IT professionals. Know that unlike many K-12 users or private citizens who use free Zoom, your Zoom is protected by UC's contractual data security and privacy terms and safeguards. Additionally, the UC Davis campus privacy, information security, and unit information technology leads are monitoring Zoom's developments.

Has Zoom fixed the issues? Last week, Zoom responded quickly to many concerns. Zoom revised its Privacy Policy on March 29th to clarify that Zoom data and content will never be shared for advertising.   The Facebook sharing feature was disabled. Zoom added features to minimize the risk of Zoombombing.   And, Zoom committed to a 90-day moratorium on new features so as to focus exclusively on strengthening privacy and security.

Do we still recommend Zoom?   A UC-wide [statement](#) advises that Zoom remains appropriate. And, many privacy and security professionals have applauded how quickly Zoom has acted. As Electronic Frontier Foundation, a prominent San Francisco-based privacy rights watchdog group, advised the Washington Post, "It's a rare case of a company acknowledging their problems, admitting they made mistakes and misleading statements, and laying out concrete steps to fix it." EFF has described Zoom's improvement plan as "surprisingly good."

While Zoom's commitments are good, users must still exercise caution. No service has privacy and

security measures that are foolproof, and no tech platform can rest on its laurels. So, we continue to monitor Zoom's progress. What we believe is important is that Zoom responds quickly to concerns, and alternative platforms also have privacy and security flaws. For now, Zoom retains a combination of features (e.g. high user limits; ease of use; low bandwidth connectivity) and privacy/security levels difficult to find on other platforms.

What can you do? Ensure that you are using the [latest version](#) of Zoom and that you are enabling the newest Zoom privacy and security features, described [here](#) and in our Zoom [Privacy and Security FAQs](#). These features are user controlled and must be turned on. Check with your [unit IT lead](#), if you have questions. They will be receiving updates from the campus privacy and information security offices on the latest issues and recommended fixes.

Consult our [Zoom Privacy and Security FAQs](#). The FAQs will be updated on a weekly basis with the latest developments on privacy and security. If your question remains unanswered, please email both privacy@ucdavis.edu and cybersecurity@ucdavis.edu.

Thank you for your continued attention and concern. We will do our best to bring you the updates needed to keep your Zoom sessions safe and secure.

Regards,

Minming Wu Morri,   Cheryl Washington,
UC Davis Campus Privacy Officer   UC Davis Chief Information Security Officer