

# Google Classroom Privacy notice (G Suite for Education)

This Privacy Notice is meant to help G Suite for Education users and parents understand what data we collect, why we collect it, and what we do with it. This Notice includes information about our privacy practices that are specific to G Suite for Education and summarizes the most relevant portions of the [Google Privacy Policy](#), which provides additional examples and explanations that may be useful. We hope you will take the time to read this Notice and the Google Privacy Policy, which both apply to G Suite for Education accounts.

## Information we collect

A G Suite for Education account is a Google Account created and managed by a school for use by students and educators. When creating this account, the school may provide Google with certain personal information about its students and educators, which includes a user's name, email address, and password in most cases, but could also include secondary email, phone, and address if the school chooses to provide that information. Google may also collect personal information directly from users of G Suite for Education accounts, such as telephone number, profile photo or other [information](#) they add to a G Suite for Education account.

Google also collects information based on the use of our services. This includes:

- device information, such as the hardware model, operating system version, unique device identifiers, and mobile network information including phone number of the user;
- log information, including details of how a user used our service, device event information, and the user's Internet protocol (IP) address;
- location information, as determined by various technologies including IP address, GPS, and other sensors;
- unique application numbers, such as application version number; and
- [cookies or similar technologies](#) which are used to collect and store information about a browser or device, such as preferred language and other settings.

## How we use information we collect

1. **In G Suite for Education Core Services**
2. The G Suite for Education Core Services ("Core Services") are listed in the [Services Summary](#) and include Gmail, Calendar, Classroom, Contacts, Drive, Docs, Forms, Groups, Sheets, Sites, Slides, Talk/Hangouts, Vault, and Chrome Sync. These services are provided to a school under its [G Suite for Education agreement](#) and, as applicable, [Data Processing Amendment](#). (Users and parents can ask their school if it has accepted the Data Processing Amendment.)
3. User personal information collected in the Core Services is used only to provide the Core Services. Google does not serve ads in the Core Services or use personal information collected in the Core Services for advertising purposes.
4. **In Google services generally**
5. Besides the Core Services, G Suite for Education users may have access to other Google services that we make generally available for consumers, such as Google Maps, Blogger, and YouTube. We call these "Additional Services" since they are outside of the Core Services.
6. The Google Privacy Policy describes fully [how Google services generally use information](#), including for G Suite for Education users. To summarize, we use the information we collect from all of our services to provide, maintain, protect and improve them, to develop new ones, and to protect Google and our users. We also use this information to offer users tailored content, such as more relevant search results. We may combine personal information from one service with information, including personal information, from other Google services.

7. Google may serve ads to G Suite for Education users in the Additional Services. For G Suite for Education users in primary and secondary (K-12) schools, Google does not use any user personal information (or any information associated with a G Suite for Education Account) to target ads, whether in Core Services or other Google services accessed while using a G Suite for Education account.

[Learn more](#) about Core and Additional Services for G Suite for Education users.

### **Information users share**

A school may allow students to access Google services such as Google Docs and Sites, which include features where users can share information with others or publicly. When users share information publicly, it may be indexable by search engines, including Google. Our services provide users with various options for [sharing](#) and [removing content](#).

### **Information we share**

Information we collect may be shared outside of Google in limited circumstances. We do not share personal information with companies, organizations and individuals outside of Google unless one of the following circumstances applies:

- **With user consent.** We will share personal information with companies, organizations or individuals outside of Google when we have user consent or parents' consent (as applicable).
- **With G Suite for Education administrators.** G Suite for Education administrators have access to information stored in the Google Accounts of users in that school or domain.
- **For external processing.** We provide personal information to our affiliates or other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.
- **For legal reasons.** We will share personal information with companies, organizations or individuals outside of Google if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:
  1. meet any applicable law, regulation, legal process or enforceable governmental request.
  2. enforce applicable Terms of Service, including investigation of potential violations.
  3. detect, prevent, or otherwise address fraud, security or technical issues.
  4. protect against harm to the rights, property or safety of Google, our users or the public as required or permitted by law.

We may share non-personal information publicly and with our partners – like publishers or connected sites. For example, we may share information publicly to show trends about the general use of our services.

### **Transparency and choice**

We provide a variety of user controls that enable G Suite for Education users to make meaningful choices about how information is used in Google services. Depending on the settings enabled by the school, users can use the various controls described in the [Privacy Policy](#), such as [Google activity controls](#), to manage their privacy and information. We provide additional information for parents, students, and administrators on the [G Suite for Education Privacy Center](#).

### **Parental review and deletion of information**

The parents of G Suite for Education users in Primary/Secondary (K-12) schools can access their child's personal information or request that it be deleted through the school administrator. School administrators can provide for parental access and deletion of personal information consistent with the functionality of our services. If a parent wishes to stop any further collection or use of the child's information, the parent can request that the administrator use the service controls available to them to limit the child's access to features or services, or delete the child's account entirely. Guidance for administrators on how to use service controls to accomplish this is available in the G Suite [Help Center](#).

### **Interpretation of conflicting terms**

This Notice is intended to provide the key information about our collection and use of data for G Suite for Education users, and is consistent with the Google Privacy Policy and the G Suite for Education agreement, which provide additional examples and explanations that may be useful. Where there are terms that differ, as with the limitations on advertising in G Suite for Education, the [G Suite for Education agreement](#) (as amended) takes precedence, followed by this Privacy Notice and then the [Google Privacy Policy](#).

#### **Contact us**

If you have questions about management of G Suite for Education accounts or use of personal information by a school, please contact the G Suite for Education account administrator. If you have questions about our practices, please visit the [G Suite for Education Privacy Center](#). Also see our [Privacy Troubleshooter](#) for more questions about privacy and Google's products and services. G Suite for Education administrators can contact Google about the information in this Notice by submitting the [contact form](#) while signed in to their administrator account. Parents can also [contact](#) Google about the information in this Notice.

Google

1600 Amphitheatre Parkway, Mountain View, CA 94043 USA

Phone: +1 650-253-0000

## **TIK TOK Privacy Policy**

(If you are a user having your usual residence in the US)

*Last update: January 1, 2020.*

Welcome to TikTok (the "Platform"). The Platform is provided and controlled by TikTok Inc. ("TikTok", "we" or "us"). We are committed to protecting and respecting your privacy. This Privacy Policy covers the experience we provide for users age 13 and over on our Platform. For information about our under-13 experience ("Children's Platform") and our practices in the United States regarding children's privacy, please refer to our [Privacy Policy for Younger Users](#).

Capitalized terms that are not defined in this policy have the meaning given to them in the [Terms of Service](#).

#### **What information do we collect?**

We collect information when you create an account and use the Platform. We also collect information you share with us from third-party social network providers, and technical and behavioral information about your use of the Platform. We also collect information contained in the messages you send through our Platform and information from your phone book, if you grant us access to your phone book on your mobile device. More information about the categories and sources of information is provided below.

#### **Information you choose to provide**

For certain activities, such as when you register, upload content to the Platform, or contact us directly, you may provide some or all of the following information:

- Registration information, such as age, username and password, language, and email or phone number
- Profile information, such as name, social media account information, and profile image
- User-generated content, including comments, photographs, videos, and virtual item videos that you choose to upload or broadcast on the Platform ("User Content")
- Payment information, such as PayPal or other third-party payment information (where required for the purpose of payment)

- Your phone and social network contacts, with your permission. If you choose to find other users through your phone contacts, we will access and collect the names and phone numbers and match that information against existing users of the Platform. If you choose to find other users through your social network contacts, we will collect your public profile information as well as names and profiles of your social contacts
- Your opt-in choices and communication preferences
- Information to verify an account
- Information in correspondence you send to us
- Information you share through surveys or your participation in challenges, sweepstakes, or contests such as your gender, age, likeness, and preferences.

**Information we obtain from other sources**

We may receive the information described in this Privacy Policy from other sources, such as:

**Social Media.** If you choose to link or sign up using your social network (such as Facebook, Twitter, Instagram, or Google), we may collect information from these social media services, including your contact lists for these services and information relating to your use of the Platform in relation to these services.

**Third-Party Services.** We may collect information about you from third-party services, such as advertising partners and analytics providers.

**Others Users of the Platform.** Sometimes other users of the Platform may provide us information about you, including through customer service inquiries.

**Other Sources.** We may collect information about you from other publicly available sources.

**Information we collect automatically**

We automatically collect certain information from you when you use the Platform, including internet or other network activity information such as your IP address, geolocation-related data (as described below), unique device identifiers, browsing and search history (including content you have viewed in the Platform), and Cookies (as defined below).

**Usage Information**

We collect information regarding your use of the Platform and any other User Content that you generate through and broadcast on our Platform. We also link your subscriber information with your activity on our Platform across all your devices using your email, phone number, or similar information.

**Device Information**

We collect information about the device you use to access the Platform, including your IP address, unique device identifiers, model of your device, your mobile carrier, time zone setting, screen resolution, operating system, app and file names and types, keystroke patterns or rhythms, and platform.

**Location data**

We collect information about your location, including location information based on your SIM card and/or IP address. With your permission, we may also collect Global Positioning System (GPS) data.

**Messages**

We collect and process, which includes scanning and analyzing, information you provide in the context of composing, sending, or receiving messages through the Platform’s messaging functionality. That information includes the content of the message and information about when the message has been sent, received and/or read, as well as the participants of the communication. Please be aware that messages sent to other users of the Platform will be accessible by those users and that we are not responsible for the manner in which those users use or disclose messages.

**Metadata**

When you upload User Content, you automatically upload certain metadata that is connected to the User Content. Metadata describes other data and provides information about your User Content that

will not always be evident to the viewer. In connection with your User Content the metadata can describe how, when, and by whom the piece of User Content was collected and how that content is formatted. It also includes information, such as your account name, that enables other users to trace back the User Content to your user account. Additionally, metadata will consist of data that you chose to provide with your User Content, e.g. any hashtags used to mark keywords to the video and captions.

### **Cookies**

We and our service providers and business partners use cookies and other similar technologies (e.g. web beacons, flash cookies, etc.) (“Cookies”) to automatically collect information, measure and analyze which web pages you click on and how you use the Platform, enhance your experience using the Platform, improve the Platform, and provide you with targeted advertising on the Platform and elsewhere across your different devices. Cookies are small files which, when placed on your device, enable the Platform to provide certain features and functionality. Web beacons are very small images or small pieces of data embedded in images, also known as “pixel tags” or “clear GIFs,” that can recognize Cookies, the time and date a page is viewed, a description of the page where the pixel tag is placed, and similar information from your computer or device. To learn how to disable Cookies, see the “Your choices” section below.

Additionally, we allow these service providers and business partners to collect information about your online activities through Cookies. We and our service providers and business partners link your contact or subscriber information with your activity on our Platform across all your devices, using your email or other log-in or device information. Our service providers and business partners may use this information to display advertisements on our Platform and elsewhere online and across your devices tailored to your interests, preferences, and characteristics. We are not responsible for the privacy practices of these service providers and business partners, and the information practices of these service providers and business partners are not covered by this Privacy Policy.

We may aggregate or de-identify the information described above. Aggregated or de-identified data is not subject to this Privacy Policy.

### **How we use your information**

As explained below, we use your information to fulfill and enforce our [Terms of Service](#), to improve and administer the Platform, and to allow you to use its functionalities. We may also use your information to, among other things, show you suggestions, promote the Platform, and customize your ad experience.

We generally use the information we collect:

- to fulfill requests for products, services, Platform functionality, support and information for internal operations, including troubleshooting, data analysis, testing, research, statistical, and survey purposes and to solicit your feedback
- to customize the content you see when you use the Platform. For example, we may provide you with services based on the country settings you have chosen or show you content that is similar to content that you liked or interacted with
- to send promotional materials from us or on behalf of our affiliates and trusted third parties
- to improve and develop our Platform and conduct product development
- to measure and understand the effectiveness of the advertising we serve to you and others and to deliver targeted advertising
- to make suggestions and provide a customized ad experience
- to support the social functions of the Platform, including to permit you and other users to connect with each other through the Platform and for you and other users to share, download, and otherwise interact with User Content posted through the Platform
- to use User Content as part of our advertising and marketing campaigns to promote the Platform

- to understand how you use the Platform, including across your devices
- to infer additional information about you, such as your age, gender, and interests
- to help us detect abuse, fraud, and illegal activity on the Platform
- to ensure that you are old enough to use the Platform (as required by law)
- to communicate with you, including to notify you about changes in our services
- to announce you as a winner of our contest, sweepstakes, or promotions if permitted by the promotion rule, and to send you any applicable prizes
- to enforce our terms, conditions, and policies
- consistent with your permissions, to provide you with location-based services, such as advertising and other personalized content
- to inform our algorithms
- to combine all the information we collect or receive about you for any of the foregoing purposes
- for any other purposes disclosed to you at the time we collect your information or pursuant to your consent.

### **How we share your information**

We are committed to maintaining your trust, and while TikTok does not sell personal information to third parties, we want you to understand when and with whom we may share the information we collect for business purposes.

### **Service Providers and Business Partners**

We share the categories of personal information listed above with service providers and business partners to help us perform business operations and for business purposes, including research, payment processing and transaction fulfillment, database maintenance, administering contests and special offers, technology services, deliveries, email deployment, advertising, analytics, measurement, data storage and hosting, disaster recovery, search engine optimization, marketing, and data processing.

### **Within Our Corporate Group**

We may share your information with a parent, subsidiary, or other affiliate of our corporate group.

### **In Connection with a Sale, Merger, or Other Business Transfer**

We may share your information in connection with a substantial corporate transaction, such as the sale of a website, a merger, consolidation, asset sale, or in the unlikely event of bankruptcy.

### **For Legal Reasons**

We may disclose your information to respond to subpoenas, court orders, legal process, law enforcement requests, legal claims, or government inquiries, and to protect and defend the rights, interests, safety, and security of TikTok Inc., the Platform, our affiliates, users, or the public. We may also share your information to enforce any terms applicable to the Platform, to exercise or defend any legal claims, and comply with any applicable law.

### **With Your Consent**

We may share information for other purposes pursuant to your consent or with your further direction. If you access third-party services, such as Facebook, Google, or Twitter, to login to the Platform or to share information about your usage on the Platform with others, these third-party services may be able to collect information about you, including information about your activity on the Platform, and they may notify your connections on the third-party services about your use of the Platform, in accordance with their privacy policies.

If you choose to engage in public activities on the Platform, you should be aware that any information you share may be read, collected, or used by other users. You should use caution in disclosing personal information while engaging. We are not responsible for the information you choose to submit.

### **Your Rights**

You may submit a request to access or delete the information we have collected about you by sending your request to us at the email or physical address provided in the Contact section at the bottom of this

policy. We will respond to your request consistent with applicable law and subject to proper verification. And we do not discriminate based on the exercise of any privacy rights that you might have.

### **Your Choices**

- You may be able to refuse or disable Cookies by adjusting your browser settings. Because each browser is different, please consult the instructions provided by your browser. Please note that you may need to take additional steps to refuse or disable certain types of Cookies. For example, due to differences in how browsers and mobile apps function, you may need to take different steps to disable Cookies used for targeted advertising in a browser and to disable targeted advertising for a mobile application, which you may control through your device settings or mobile app permissions. In addition, your choice to disable cookies is specific to the particular browser or device that you are using when you disable cookies, so you may need to separately disable cookies for each type of browser or device. If you choose to refuse, disable, or delete Cookies, some of the functionality of the Platform may no longer be available to you. Without this information, we are not able to provide you with all the requested services, and any differences in services are related to your information.
- You can manage third-party advertising preferences for some of the third parties we work with to serve advertising across the Internet by clicking [here](#) and by utilizing the choices available at [www.networkadvertising.org/managing/opt\\_out.asp](http://www.networkadvertising.org/managing/opt_out.asp) and [www.aboutads.info/choices](http://www.aboutads.info/choices).
- Your mobile device may include a feature that allows you to opt out of some types of targeted advertising ("Limit Ad Tracking" on iOS and "Opt out of Interest-Based Ads" on Android).
- You can opt out of marketing or advertising emails by utilizing the "unsubscribe" link or mechanism noted in marketing or advertising emails.
- You can switch off GPS location information functionality on your mobile device if you do not wish to share GPS information.
- If you have registered for an account you may access, review, and update certain personal information that you have provided to us by logging into your account and using available features and functionalities.
- Some browsers transmit "do-not-track" signals to websites. Because of differences in how browsers incorporate and activate this feature, it is not always clear whether users intend for these signals to be transmitted, or whether they even are aware of them. We currently do not take action in response to these signals.

### **Security**

We use reasonable measures to help protect information from loss, theft, misuse and unauthorized access, disclosure, alteration, and destruction. You should understand that no data storage system or transmission of data over the Internet or any other public network can be guaranteed to be 100 percent secure. Please note that information collected by third parties may not have the same security protections as information you submit to us, and we are not responsible for protecting the security of such information.

### **Children**

The privacy of users under the age of 13 ("Younger Users") is important to us. We provide a separate experience for Younger Users in the United States on the Children's Platform, in which we collect only limited information. For more information on our United States data collection practices for Younger Users, please visit the [Privacy Policy for Younger Users](#).

The Platform otherwise is not directed at children under the age of 13. If we become aware that personal information has been collected on the Platform from a person under the age of 13 we will delete this information and terminate the person's account. If you believe that we have collected information from a child under the age of 13 on the Platform, please contact us at [privacy@tiktok.com](mailto:privacy@tiktok.com).

### **Other Rights**

### **Sharing for Direct Marketing Purposes (Shine the Light)**

If you are a California resident, once a calendar year, you may be entitled to obtain information about personal information that we shared, if any, with other businesses for their own direct marketing uses. If applicable, this information would include the categories of customer information, as well as the names and addresses of those businesses with which we shared customer information for the immediately prior calendar year. To request a notice, please submit your request to [privacy@tiktok.com](mailto:privacy@tiktok.com).

### **Content Removal for Users Under 18**

Users of the Platform who are California residents and are under 18 years of age may request and obtain removal of User Content they posted by emailing us at [privacy@tiktok.com](mailto:privacy@tiktok.com). All requests must be labeled "California Removal Request" on the email subject line. All requests must provide a description of the User Content you want removed and information reasonably sufficient to permit us to locate that User Content. We do not accept California Removal Requests via postal mail, telephone, or facsimile. We are not responsible for notices that are not labeled or sent properly, and we may not be able to respond if you do not provide adequate information. Please note that your request does not ensure complete or comprehensive removal of the material. For example, materials that you have posted may be republished or reposted by another user or third party.

### **Changes**

We may update this Privacy Policy from time to time. When we update the Privacy Policy, we will notify you by updating the "Last Updated" date at the top of this policy and posting the new Privacy Policy and providing any other notice required by applicable law. We recommend that you review the Privacy Policy each time you visit the Platform to stay informed of our privacy practices.

### **Contact**

Questions, comments and requests regarding this policy should be addressed to:

- Mailing Address: TikTok Inc., Attn: TikTok Legal Department 10100 Venice Blvd, Suite 401, Culver City, CA 90232, USA
- Email Address: [privacy@tiktok.com](mailto:privacy@tiktok.com)

## **ZOOM PRIVACY POLICY**

March 29, 2020

Dear Zoomer,

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

- We do not sell your personal data. Whether you are a 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 our Zoom cloud. We have robust and validated access controls to prevent unauthorized access to meeting recordings saved to the Zoom cloud.
- Zoom collects only the user data that is required to provide you Zoom services. This includes technical and operational support and service improvement. For example, we collect information such as a user's IP address and OS and device details to deliver the 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 when you visit our marketing websites, such as zoom.us and zoom.com. You have control over your 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 Zoom’s K-12 Schools & Districts Privacy Policy are designed to reflect our compliance with the requirements of the Children’s Online Privacy Protection Act (COPPA), the Federal Education Rights and Privacy Act (FERPA), the California Consumer Privacy Act (CCPA), and other applicable laws.

We are committed to protecting the privacy and security of your personal data. If you have questions, please contact the privacy team at [privacy@zoom.us](mailto:privacy@zoom.us) or the support team at <https://support.zoom.us>.

Thank you, and safe Zooming!  
Aparna Bawa  
Chief Legal Officer, Zoom

### **Zoom Privacy Policy**

Zoom is committed to protecting your privacy and ensuring you have a positive experience when using the services we provide, which we generally refer to as Zoom or Zoom 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 options for managing your data with Zoom. It applies worldwide to all of our subsidiaries and covers all data that you provide to us, as we describe below. Information that can be used to identify or be reasonably associated with a specific person is “personal data”. Where the data described in this policy is personal data, we only disclose it in the ways we have 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 K-12 students who use Zoom through their schools, who we generally refer to as school subscribers, please visit: [Zoom for K-12 Schools & Districts Privacy Policy](#).

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 at [privacy@zoom.us](mailto:privacy@zoom.us), and we will take appropriate steps to investigate and address the issue.

This policy and the Zoom for K-12 Schools & Districts Privacy Policy may be updated periodically because our business, or regulations that apply to Zoom, may change. If we make any material changes to the way we handle personal data as described here, we will notify you by posting an updated notice on our website. We encourage you to 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 Data**

#### **Zoom Services**

We obtain data when you use Zoom in order to deliver our services and provide a better experience to you. The categories of data 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 company that signs up for and has the account with Zoom. A “host” is someone who can host meetings under a

customer account. “You” or “user” or “participant” is anyone who uses Zoom. (“You” and “user” may also include customers. Some of the information below applies only to customers, though, and we use “customer” to 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
Information that identifies you	<p>For customers: Account owner name, billing name and address, payment method</p> <p>Your name, username and email address, or phone number, when you use this information to access or use our services</p> <p>The phone number a Zoom Phone user dials</p>	<p>Create a customer account</p> <p>Provide Zoom services</p> <p>Communicate with a customer</p> <p>Respond to requests for support</p>
Other account data	Your phone number (if you choose to put it in), language preference, password (if SSO is not used), title, department	<p>Create a customer account</p> <p>Provide Zoom services</p>
Customer content: information you or others upload, provide, or create while using Zoom	Cloud recordings, chat / instant messages, files, whiteboards, and other information shared while using the service, voice mails	<p>Provide Zoom services*</p> <p>Store chat logs (for delivery and so you can review and search chat history)</p> <p>Store recordings, if explicitly requested by the host or Customer</p> <p>Store voice mail for Zoom Phone</p>

\*Zoom does not monitor or use customer content for any reason other than as part of providing our services. **Zoom does not sell customer content to anyone or use it for any advertising purposes.**

**Data that our system collects from you:**

Type of Data	Examples	Zoom Uses it to
<p>Technical information about your devices, network, and internet connection</p>	<p>IP address, MAC address, other device ID (UDID), device type, operating system type and version, client version, type of camera, microphone or speakers, connection type, etc.</p> <p>The phone number of a person making a call using Zoom services (e.g. Zoom Phone)</p>	<p>Connect you to and optimize your experience using our services</p> <p>Provide customers dashboards and reports</p> <p>Respond to requests for support</p> <p>Monitor performance of our data centers and networks</p> <p>Conduct anonymized, aggregated analytics to improve Zoom’s service performance</p>
<p>Approximate Location</p>	<p>To the nearest city (we do not “track” your specific location)</p>	<p>Connect you to the nearest data center</p> <p>Comply with privacy and other laws – for example, so we can provide you with the right notices for your area</p> <p>Suggest choices such as language preferences</p> <p>Monitor performance of our data centers and networks</p>

		Respond to requests for support
Information about how you use Zoom (this is NOT information or content you share in your meetings or in chats)	<p>Did you use VoIP or a phone call?</p> <p>Did you shift from the mobile client to the desktop?</p>	<p>Optimize your Zoom experience</p> <p>Respond to requests for support</p> <p>Conduct anonymized, aggregated analytics to improve Zoom’s performance.</p>
Setting and preferences chosen by the user	<p>Join with video off</p> <p>Require meeting password</p> <p>Enable waiting room</p> <p>Do not allow screen sharing other than host</p>	To provide you choices for how you use Zoom
Metadata	<p>Duration of the meeting / Zoom Phone call</p> <p>Email address, name, or other information that a participant enters to identify themselves in the meeting</p> <p>Join and leave time of participants</p> <p>Name of the meeting</p> <p>Date / time that meeting was scheduled</p>	<p>Provide Zoom services</p> <p>Provide customers dashboards and reports</p> <p>Respond to requests for support</p>

	Chat status (unless a setting is actively chosen by user)	
	Call data records for Zoom Phone	

### Recordings

If you attend a Zoom meeting or webinar as a participant, the host may choose to record the session, and 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 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 recording. Recordings may contain personal data and may be stored in Zoom’s cloud at the request of the customer. A meeting host may choose to store a recording of a meeting 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 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 host or Zoom Phone customer may choose to 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 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 host nor Zoom can see or access any other applications on a participant’s screen or computer. Also, the Attention Tracker does not allow Zoom to monitor what takes place in a meeting, and does not apply to meetings where screen sharing is not turned on. Using other features of the 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 zoom.com. These are our webpages that tell you about our product, plans and pricing, features, and other information about Zoom. The categories of data we collect from our websites include: data you choose to give us; data we may obtain from cookies or similar analytics tools; data we receive from referrals by other customers; and data we collect if you 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 user of Zoom services.)

### Data you can choose to give us:

Type of Data	Examples	Zoom Uses it to
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Information that identifies you	Your name, username, physical address, email address, phone number	<p>Create an account when you sign up</p> <p>Respond to requests from you</p> <p>Send you marketing communications, unless you tell us not to (or if you say it's OK, i.e., opt-in)</p>
Information about your job	Company, title, department	<p>Provide tailored information</p> <p>Respond to requests from you</p>
Payment information	Credit/debit card (goes directly to our payment processor; credit card information is not accessed or 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
Data collected through the use of cookies and pixels	<p>Data collected from tools such as Google Analytics and Google Ads</p> <p>(All cookies are visible in the Cookie Preferences tool. You have control over what non-essential cookies you accept. For more information, see our <a href="#">Cookie Policy</a> and the Cookie section below)</p>	<p>Analyze how our website is used so we can improve your experience</p> <p>Allow you to do things like completing orders, sharing pages, and remembering settings.</p> <p>Evaluate the success of our Marketing campaigns</p> <p>Send you tailored Zoom advertising when you are on other sites.</p> <p>(For more information on how Zoom uses cookies, see our <a href="#">Cookie Policy</a>)</p>

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
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### **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 services.**

Zoom collects information about you when you visit our marketing websites, unless you tell us not to by adjusting your cookie setting. We use such things as cookies and tracking technologies from our advertising service provider tools (e.g., Google Ads). Information collected includes Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referrer URL, exit pages, the files viewed on our marketing sites (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data.

We use this information to determine the offers to make for our services, analyze trends on and run the marketing site, and understand users' movements around the marketing site. We also gather information about our visitors, such as location information 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 be used. You can adjust cookie settings by turning off optional cookies in your browser's setting or by using our Cookie Preferences link at the bottom of the Zoom homepage. To 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 [Cookie Policy](#).

### **Our Referral Program**

You can use our referral program to tell others about Zoom. When you do, you will be asked to provide that person's name and email so that we can contact them. We rely on you to make sure the person you 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 "Unsubscribe" link found in these emails, or by emailing [unsubscribe@zoom.us](mailto:unsubscribe@zoom.us).

We may send you push notifications to update you about any events or promotions that we may be running. If you don't want to receive these types of communications, you can turn off the setting on your device that allows these notifications to be delivered.

### **Additional Data Uses**

**Specific Requests.** In addition to the uses described above, Zoom may also receive data from you for specific purposes. When you give it to us, we use the data for that specific purpose:

- To keep you up to date on the latest Service announcements, software updates, upgrades, system enhancements, special offers, and other information
- To run opt-in contests, sweepstakes or other promotional activities
- To provide you with information and offers from us or third parties

- If you choose to participate, to conduct questionnaires and surveys to provide better services to our customers and end users
- To 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.

**Comply with legal obligations.** We use data to 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 use Zoom, some data will be disclosed to other participants and 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 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 "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 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 service providers from selling data they receive from us or receive on our behalf. We require service providers to 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 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 service providers, please see our [Sub-processors page](#).

#### **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 consent (e.g., when you download an app from the Marketplace). Our customers may use the webinar service to generate their own marketing leads and they may provide marketing information to you. When you register for a webinar, you provide your data to the host of the webinar, and if required, any consent that you give about your data would be to them, as well. Zoom may keep the data about the registration in our system in order to facilitate the webinar, but Zoom does not use or share that data other than to provide the services. A customer may also charge for their

webinars. Again, that transaction is between the host and 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 marketing sites which, provided you have allowed it in your cookie preferences, sends personal data to the tool providers, such as Google. This is not a “sale” of your data in the sense that 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 considered a “sale”. It is important to know that advertising programs have always worked this way and we have not changed the way we use these tools. It is only with the recent developments in data privacy laws that 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 Sell My Personal Information” link at the bottom of our marketing sites. You can use this link to change your Cookie Preferences and opt out of the 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 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 law. Customers can delete their own content.

#### **Transfer and Storage of Personal Data**

Zoom services generally store data in the United States, though through our global data centers, data may come in from wherever users are located. We may transfer your data to the U.S., or to third parties acting on our behalf, for the purposes of processing or storage. Our customers may choose to have their data stored outside of the U.S; for example, they may choose to have their data stored in their geographic vicinity. We may store local data locally in order to comply with 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 directed by our customer. In certain limited circumstances, courts, law enforcement agencies, regulatory agencies, or security authorities in those other countries may be entitled to 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 data from unauthorized access, use, or disclosure.

We recommend you take every precaution in protecting your 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 data, please contact our security team at [security@zoom.us](mailto: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 encourage you to review the privacy policies posted on these (and all) sites you visit or services you use.

#### **Data Subject Rights**

Generally, when we obtain personal data, we do so on behalf of our customers. For purposes of GDPR and CCPA, our customer is the “Controller”, or decision maker, for the personal data, and we are the “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 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 the data. You can also correct some of this information directly by logging into your service account, if you are a customer. Please contact us as soon as possible if you notice any inaccuracy or incompleteness.
- **Objection:** You can 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. For instructions on how to delete your account please see <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. (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 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 someone else where it’s technically possible.
- **Withdrawal of Consent:** If we are processing your personal data based on consent that you gave us when we got the data, you may have the right to withdraw your consent at any time. For example, if you have signed up for marketing communications you can request to 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.

Sometimes we will not be able to fulfill your request. If it prevents us from complying with our regulatory obligations or impacts other legal matters, if we cannot verify your identity, or if it requires extraordinary cost or effort, we will tell you in a reasonable time and give you an explanation.

**To make a request, please contact our Privacy Team at [privacy@zoom.us](mailto:privacy@zoom.us) or by writing to the following address:**

Zoom Video Communications, Inc.  
Attention: Data Privacy Officer  
55 Almaden Blvd, Suite 600  
San Jose, CA 95113  
US: 1-888-799-9666

If you have a password protected Zoom account, we will use your account information to verify your identity. If not, we will ask you to provide additional verification information. What we request will depend on the nature of your request, how sensitive the information is, and how harmful unauthorized disclosure or deletion would be.

#### **Additional Information About Specific Regulations**

##### **Residents of the European Union (EU), United Kingdom, Lichtenstein, Norway, Iceland or Switzerland**

If you reside in the European Union (EU), United Kingdom, Lichtenstein, Norway, Iceland or Switzerland, you may have legal rights with respect to your personal data, including those set forth under the EU’s General Data Protection Regulation (GDPR).

GDPR requires that we have a “basis” for processing your data. We process your personal data (i) with your consent (where applicable), (ii) to perform a contract with a customer, and (iii) for other legitimate interests and business purposes.

### **Residents of the State of California**

If you reside in California, you may have legal rights with respect to your personal data, including those set forth under the California Consumer Privacy Act (CCPA). 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 it and the reason for any disclosure. Zoom is prohibited from discriminating against California consumers that choose to exercise their privacy-related rights under the CCPA.

### **Zoom for Government Customers**

This paragraph only applies to Zoom for Government (ZfG) customers. The ZfG service is hosted in the United States in a separate cloud authorized by FedRAMP and is accessible by way of a separate website ([www.zoomgov.com](http://www.zoomgov.com)). Here is what that means for you:

- All data collected about you while using the ZfG service or the ZfG website is stored in the United States of America;
- Your data is only processed by Zoom in accordance with FedRAMP “moderate impact level” control standards;
- The sections in this policy related to the GDPR and any other references to international data handling do not apply to the personal data collected by Zoom about you in connection with your use of the ZfG service or ZfG website;
- With regard to the Zoom App Marketplace, we do not allow third parties to use any personal data obtained from us for their own purposes, unless it is with your consent (e.g. when you download an app from the Zoom for Government Marketplace: <https://marketplace.zoomgov.com/>).

### **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 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 or pursuant to requests from law enforcement.

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

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). 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](#).