

THE STATE COMMISSIONER FOR DATA PROTECTION AND FREEDOM OF INFORMATION

PRESS RELEASE

June 24, 2020

Warning from the LfDI has been heard - Zoom is making improvements

The video conferencing service Zoom is on the move. In April, the State Commissioner for data protection and freedom of information Baden-Württemberg (LfDI), Dr. Stefan Brink, on the occasion of a security incident at a Freiburg school before the implementation of service in school lessons. The response to this was gratifying not only schools, but also Zoom.

In intensive discussions between the LfDI and Zoom, the serious security gaps, for which Zoom has been criticized several times in the past stood, as well as the tracking used and questions from the user friendliness. In the course of the discussions, Zoom clearly showed the will to improve improvement of his service - and followed this up with deeds:

Compared to the LfDI, Zoom was able to make a change in handling data security make security issues credible and has since done this through several led updates to version Zoom 5.0. These include improvements in Zero- and data protection-friendly default settings ("Privacy by Default"). It's been like that since the last update of the video conference system, the establishment of a waiting room as well as the password-protected dial-in. As a result, user-related data protection problems counteracted. A use of the data from Users (including the user IDs of their end devices) for economic purposes is now expressly excluded from Zoom. To what extent data on company from the point of view of the LfDI, however, still needs to be clarified. ren. It was also announced that video communication will in future - at least in the paid business customer version - end-to-end encrypted.

Important for the accessibility of Zoom by its users and for the determination of the rights of data subjects is also that Zoom, as a company without approval in Europe has appointed a "representative in the EU".

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- 2 -

"That's a good way that Zoom has taken here," states LfDI Stefan

Brink, "and as the data protection supervisory authority, we take this progress positively for the record." Therefore, from the point of view of the LfDI, there is no longer any reason to tell everyone Schools in Baden-Württemberg to maintain warning issued longer.

However, schools and other responsible persons are still responsible for the programs they have initiated responsible for the processing of personal data and towards the affected held accountable.

"From our point of view, almost all video conferencing systems have protection still needs to be improved," continues LfDI Brink. Unreservedly recommended

So far, only BigBlueButton, which is integrated into the learning management provided by the state, can management software Moodle is integrated. "Here all the data of the teachers and Pupils under the control of state institutions and are not sent to third-party companies or service providers outside the scope of European data

protected by intellectual property rights," says Stefan Brink. From the point of view of the LfDI, it is therefore positive assess that the Ministry of Education has the use and advanced training opportunities by BigBlueButton for schools in Baden-Württemberg.

The sense of responsibility of the users remains decisive: We have to

also in the future take a close look at what data is generated through the use of video conferencing systems are released. This is especially true for schools that have a high responsibility for the selection and data processing of the system carry providers. In particular, you must be familiar with the service you have chosen conclude an order processing agreement, which the data subjects concerned protects students effectively. In particular, schools should carefully consider whether processing of the data is intended for the service provider's own purposes or which is dealt with, for example, with data deletion. For the transfer of video image and sound of the students from the home environment

Both the student's and the parents' consent are required lich.

For more information, see our privacy-friendly recommendations

See options for communication, available at <https://www.baden-wuerttemberg.datenschutz.de/data-protection-friendly-technical-possibilities-of-communication/>

- 3 -

If you have any questions, you can reach us on the telephone number 0711/615541-0.

Further information on data protection can be found on the Internet at www.baden-wuerttemberg.datenschutz.de or at www.datenschutz.de.

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