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**Security and privacy issues with call applications and
browsers**

Course: Security and privacy economics

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Abstract: Small research in the field of security and privacy concerning video conference applications

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1 Introduction

After the COVID-19 pandemic hit hard all over the world, video conference applications (VCA) usage has been increasing a lot in education and work environments and every user is not familiar with applications and their features (Kristóf 2020). Especially education has been affected a lot. Remote-working has been a possibility, although not very common one. Remote-learning has not been common and due to COVID-19 pandemic every student and teacher had to familiarize new techniques. And by rushing into using these applications, it is possible that very rare group of students know what else VCA's do, besides the obvious, giving an opportunity to attend classes and so on. Data collecting is happening nowadays everywhere. It is clear that e.g. Zoom collects data (Dvorak 2020), but do students know what kind of data? And are students even concerned about data collecting?

We conducted a literature review [3] and a questionnaire survey focusing on privacy issues with VCA's [4].

In the results [5] section we open up our findings and (to be continued)

In the end of the research, reader can find discussion about the results and suggestions towards the future [6].

2 Research aim and question

Research aim is to collect and analyze data are students concerned about privacy issues while using video conference applications. Data collecting is done by questionnaire survey.

Research question is Security and privacy issues with call applications and browsers?

3 Literature review

Literature review is a survey of chosen area of study. It synthesizes the information of selected area of literature, critically analyzing the information. Indications of gaps in knowledge, limitations in theories and new points of view may occur in process, which is done in scientific, organized way (“What is a literature review?” 2021).

3.1 Privacy of video conference applications

There has been a great number of articles in the past years concerning about the privacy issues with VCA’s (“Using Video Conferencing Platforms for collecting data from Human Participants” 2021). It is clear for every user that these applications are collecting data from the users but the level of understanding what kind of data is collected and for what data is used for, is not as high as it probably should be.

While the Zoom application is the most used VCA there is, other video conference applications are also vulnerable to privacy issues. Every VCA has different privacy policies but they don’t differ that much and basically none of these options aren’t great (John 2020). And according to these three biggest companies (Zoom, Google, Microsoft) privacy policies, all of the mentioned companies can collect data when using these applications.

Although every one of these companies stated that they respect customers privacy, has Zoom for example faced investigations towards their privacy practices and especially data privacy laws in the United States makes it hard to defend customers against Zoom’s privacy practices (Goodyear 2020). But like stated before it is not just Zoom, problem involves also other companies.

One of the biggest problems concerning privacy policies is that they are very rarely read. And that causes problems to user’s data. For example in Zoom, its administrators can see detailed information on how, when and where users are. Also they have access to calls which have been recorded and they can basically join any call at any time (Goodyear 2020). While all this is happening to you, it is also happening to your contacts. Zoom can collect

your contact lists, facebook profiles and contacts facebook profiles. This is all stated in the privacy policies but like stated before, very few people read them and even fewer actually understands the terms.

Now, during the COVID19 pandemic, when people have started to use more of these VCA's, malicious users have had time of their lives. Especially when some conference meeting links have been public on some website. These malicious users have been using machine learning techniques to infiltrate to the meetings and when in a meeting, collected personal data from users. Data such as profile pictures, usernames, voice and personal data which has been shared in the meetings (Dima Kagan 2020). Malicious users can also, with these informations, possibly predict users interests, activities and even social security numbers.

These privacy issues can lead to serious risks and damage the companies or individuals. And how the issues concern users and are users usually aware of them, will be surveyed here 4.

3.2 Security

4 Survey

5 Results

6 Discussion

6.1 Suggestions

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