

Zoom Privacy Statement

Zoom Video Communications, Inc., and its subsidiaries, affiliates and parent companies (“**Zoom**”, “**we**”, “**us**” or “**our**”) is committed to protecting your privacy and ensuring you have a positive experience when you use our video conferencing and communication services (the “Services”), visit our webpages, interact with us on social media, or attend a Zoom sponsored event offline or online.

This Statement explains Zoom’s practices when we process your “personal data,” which is information that relates to an identified or identifiable individual. To “process” or “processing” means any use of personal data including, transferring, collecting, recording, storing, using, analyzing, combining, disclosing or deleting it.

This Statement may be updated periodically. If we plan to make any **material** changes to the way we handle personal data as described here, we will notify you by posting an updated version of this Statement on our website. Changes to this Statement are summarized in our [Change Log](#). We may supplement this Statement with “just-in-time” notices, or other disclosures contained within or in connection with the provision of the Services, which may describe in more detail our data collection, use and sharing practices. Unless we say otherwise, such supplemental privacy statements will govern how we may process the information in the context of the specific product or service.

What this Statement Covers

This Statement applies to the personal data we process as a data controller, that is, as the party that determines what data to collect and why. You provide some of this data directly, and we get some of it by collecting data about your interactions, use, and experiences with the Services. The data we collect depends on the context of your interactions with Zoom and the choices you make, including the products and features you use. We also obtain data about you from third parties.

When you use Zoom’s Services through a Zoom account holder, such as your employer or school, the processing of your personal data is determined and administered by that account holder under its privacy policies. If you have questions about how and why your personal data is collected, the legal basis for processing, or requests regarding your personal data, please refer to the account holder’s privacy statement and direct your inquiries to the account holder or its administrator.

Customer Content

Customer content is the “in-session” information you give us directly through your use of the Services, such as meeting recordings, files, chat logs, and transcripts, and any other information uploaded while using the Services. Zoom uses customer content only in connection with providing the Services – we do not monitor, sell or use customer content for any other purposes.

We do not control the actions of anyone with whom you or any other Service user may choose to share information. Therefore, we cannot and do not guarantee that any customer content you or any user provides to the Services will not be viewed by unauthorized persons. Nor can Zoom control the information a user may choose to share during a meeting. Although Zoom account holders can set privacy options that limit access to certain areas of the Services, please be aware that no security measures are perfect or impenetrable and that we are not responsible for circumvention of any security measures contained on the Services. You should be cautious about the access you provide to others when using the Services, and the information you choose to share when using the Services.

How We Share Personal Data

We only share personal data with companies, organizations or individuals outside of Zoom when one of the following circumstances applies:

With Consent

We may share personal data with companies, organizations, individuals outside of Zoom and others when we have consent from an individual (as applicable).

With Zoom Partners

If Zoom received your personal data from a third-party partner and you become a Customer, Zoom may disclose select personal data to that partner or their designee for the purpose of the partnership agreement; for example, to reward a referral partner from a co-sponsored event. Zoom's partners have contractually agreed to comply with appropriate privacy and security obligations.

For corporate transactions

We may share personal data with actual or prospective acquirers, their representatives and other relevant participants in, or during negotiations of, any sale, merger, acquisition, restructuring, or change in control involving all or a portion of Zoom's business or assets, including in connection with bankruptcy or similar proceedings.

For business purposes

We provide personal data to vendors and services providers to help us provide the Services and for Zoom's business purposes. Examples include public cloud storage vendors, carriers, payment processor, and service provider for managing customer support tickets. Zoom contractually prohibits such vendors from using the personal data for any reason other than to provide the contracted-for services and Zoom contractually requires its vendors to comply with all appropriate privacy and security requirements.

For legal reasons

We share personal data with companies, organizations or individuals outside of Zoom if we believe that access, use, preservation or disclosure of the information is reasonably necessary to:

- meet any applicable law or respond to valid legal process, including from law enforcement or other government agencies.
- enforce applicable Terms of Service, including investigation of potential violations.
- detect, prevent, or otherwise address fraud, security or technical issues.
- protect against harm to the rights, property or safety of Zoom, our users or the public as required or permitted by law, including to help prevent the loss of life or serious injury of anyone.

For more information about data we disclose in response to requests from law enforcement and other government agencies, please see our [Guidelines](#) for Government Requests.

By meeting with an advocate or participating in a support group, group meeting, etc. via Zoom, you are consenting to this privacy statement.