

Congress of the United States
Washington, DC 20515

April 3, 2020

Mr. Eric Yuan
Founder and CEO
Zoom Video Communications, Inc.
55 Almaden Boulevard, 6th Floor
San Jose, CA 95113

Dear Mr. Yuan:

We write requesting detailed information on how Zoom safeguards consumer privacy. With the devastating coronavirus (COVID-19) pandemic forcing so many to work, learn, and socialize remotely, Americans across the country are turning to video conferencing solutions like Zoom at an unprecedented scale. Such technologies have never been more vital to keeping governments running, companies and organizations afloat, and friends and families connected. But our new dependency on such solutions raises important questions about the privacy practices of the companies many of us are interacting with for the first time.¹

Despite Zoom's recent clarifications to its privacy policy,² a review of Zoom's privacy policy shows that Zoom may still collect a significant amount of information about both registered and non-registered users from their use of the platform as well as from third parties.³ Zoom may use that information for a broad range of purposes, including for targeted marketing from both Zoom and third parties.⁴ While Zoom's policies are similar to that of other technology companies, some of those companies are under fire for poor data practices in the context of the services they provide. As consumers turn to Zoom for business meetings, remote consultations with psychologists, or even virtual happy hours with friends, they may not expect Zoom to be collecting and using so much of their information.

In addition, Zoom boasts several features as part of its app that may infringe on consumer privacy if users are not provided adequate notice. For example, one Zoom feature allows

¹ *Zoom is a Work-from-Home Privacy Disaster Waiting to Happen*, Mashable (Mar. 13, 2020) (mashable.com/article/zoom-conference-call-work-from-home-privacy-concerns/); *Working from Home? Zoom Tells Your Boss If You're Not Paying Attention*, Vice (Mar. 16, 2020) (www.vice.com/en_us/article/qjdnmm/working-from-home-zoom-tells-your-boss-if-youre-not-paying-attention).

² *Zoom Tightens Privacy Policy, Says No User Videos Are Analyzed for Ads*, Consumer Reports (Mar. 30, 2020) (www.consumerreports.org/privacy/zoom-tightens-privacy-policy-says-no-user-videos-analyzed-for-ads/).

³ *Zoom, Privacy Policy* (Mar. 29, 2020) (zoom.us/privacy).

⁴ *Id.*

meeting organizers to track whether attendees are paying attention.⁵ Paid Zoom subscribers can also have all meetings recorded to the cloud automatically,⁶ along with automatic audio transcription.⁷ As many Americans are now using Zoom for the first time, they may not be aware of these capabilities—who is getting access to their information, including the content of their communications.

To better understand Zoom's data practices and help shed light on such practices for consumers, we respectfully request that you provide answers to the following questions no later than April 10, 2020:

1. Zoom's General Data Practices

- a. Please list all categories of data Zoom collects directly from users who have an account. How long does Zoom retain or store this data?
- b. Please list all categories of data Zoom collects directly from users who do not have an account. How long does Zoom retain or store this data?
- c. Recent analysis by *Motherboard* found that Zoom's iOS app would send user data to Facebook, regardless of whether users even have a Facebook account.⁸ While Zoom now says data is no longer sent to Facebook upon login,⁹ to the extent additional data is still collected by Zoom from users who log in with their Facebook account, please list all such categories of data.
- d. Please provide a list of all categories of service providers and third parties with whom Zoom shares users' data, for what purposes the data is shared, and whether Zoom is receiving any compensation for sharing the data.
- e. Please provide a list of all other ways in which Zoom is monetizing users' information.
- f. A recent article suggests Zoom may be employing a dark pattern to coerce users into downloading an app to join a Zoom meeting instead of just using the service

⁵ Zoom, *Attendee Attention Tracking* (support.zoom.us/hc/en-us/articles/115000538083-Attendee-attention-tracking).

⁶ Zoom, *Cloud Recording* (support.zoom.us/hc/en-us/articles/203741855-Cloud-recording).

⁷ Zoom, *Automatically Transcribe Cloud Recordings* (support.zoom.us/hc/en-us/articles/115004794983-Automatically-Transcribe-Cloud-Recordings-).

⁸ *Zoom iOS App Sends Data to Facebook Even if You Don't Have a Facebook Account*, Motherboard (Mar. 26, 2020) (www.vice.com/en_us/article/k7e599/zoom-ios-app-sends-data-to-facebook-even-if-you-dont-have-a-facebook-account).

⁹ *Zoom Removes Code That Sends Data to Facebook*, Motherboard (Mar. 27, 2020) (www.vice.com/en_us/article/z3b745/zoom-removes-code-that-sends-data-to-facebook).

in the browser.¹⁰ Does Zoom collect different information from users who use the app than from those who access Zoom through a browser? If so, please separately list the categories of data Zoom collects from users through the app that are not collected from users who access the service through a browser and the categories of data that Zoom collects from users who access the service through a browser that are not collected from users through the app.

2. Attendee Attention Tracking

- a. Do meeting participants have any way of knowing if a host has enabled attendee attention tracking? If yes, please describe how they are informed, including by providing a screenshot.
- b. Is attendee attention tracking data collected and stored or retained on a per-user basis by either Zoom or the host?
- c. Please explain how long attendee tracking data is stored or retained and if users can review, correct, or delete this information.

3. Cloud Recording

- a. Please describe how meeting participants are informed if a host is recording a meeting, including whether participants are informed the meeting will be recorded to the cloud or stored locally by the host, exactly who will keep a recording of the meeting, and who will have access to the recording after the meeting. Please include screenshots.
- b. Are participants required to provide affirmative consent before recording can begin?
- c. Are such recordings made available to all participants of the meeting? If so, what notification is provided to meeting participants that the recording will be made available to all participants of the meeting? Please provide a screenshot.
- d. Can such recordings be made public? If they can be made public, what notification is provided to meeting participants that the recording will be made public? Please provide a screenshot.
- e. How long are recordings stored or retained?



¹⁰ *PSA: Yes You Can Join a Zoom Meeting in the Browser*, TechCrunch (Mar. 20, 2020) (techcrunch.com/2020/03/20/psa-yes-you-can-join-a-zoom-meeting-in-the-browser/).

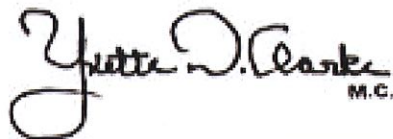
4. Automatic Audio Transcripts

- a. Do meeting participants have any way of knowing if a host will receive an automatic audio transcript? If yes, please describe how they are informed, including a screenshot.
- b. Do meeting participants have any way to review, correct, or delete any errors in the transcription?
- c. Are such transcripts made available to all participants of the meeting? If so, what notification is provided to meeting participants that the transcript will be made available to all participants of the meeting? Please provide a screenshot.
- d. Can such transcripts be made public? If they can be made public, what notification is provided to meeting participants that the transcripts will be made public? Please provide a screenshot.
- e. How long are audio transcripts stored or retained?

We appreciate your attention to this letter and look forward to your prompt response.

Sincerely,


JERRY MCNERNEY
Member of Congress
JAN SCHAKOWSKY
Chair, Subcommittee on Consumer
Protection and Commerce
NANETTE DIAZ BARRAGÁN
Member of Congress
LISA BLUNT ROCHESTER
Member of Congress
TONY CÁRDENAS
Member of Congress
KATHY CASTOR
Member of Congress



YVETTE D. CLARKE
Member of Congress



DIANA DEGETTE
Member of Congress



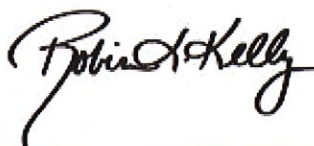
DEBBIE DINGELL
Member of Congress



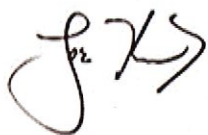
MIKE DOYLE
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ELIOT L. ENGEL
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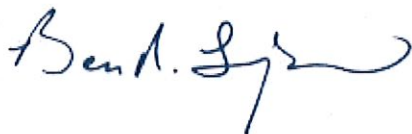
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JOSEPH P. KENNEDY, III
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ANN MCLANE KUSTER
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BEN RAY LUJAN
Member of Congress



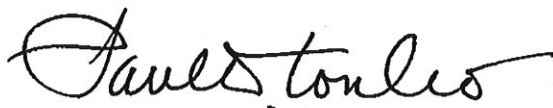
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BOBBY L. RUSH
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DARREN SOTO
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PAUL D. TONKO
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