



# FAQS: Transferring EEA & UK Residents' Data to the US

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## How can EU companies transfer data to Zoom in the US?

Prior to the Summer of 2020, companies in the European Economic Area and UK had two main ways to transfer personal data to their US-based service providers (like Zoom):

1. The Privacy Shield. The US service provider could certify under a privacy framework agreed between the European Commission and the United States government, called the EU-US Privacy Shield. This bound the data importing service provider to specific personal data protections and complaint mechanisms.
2. The SCCs. The EEA/UK data exporting company and the US data importing service provider could agree to the [European Commission's so-called "Standard Contractual Clauses"](#) (or "SCCs"), which also protect data subject rights. In effect, by entering the SCCs, both parties contractually agreed to protect the data in accordance with EU data protection standards.

But, on July 16<sup>th</sup> 2020, the Court of Justice of the European Union ("CJEU") invalidated the EU-US Privacy Shield in its ruling in the case of the Irish Data Protection Commissioner v Facebook Ireland and Maximilian Schrems (Case c-311/18) (the "Schrems II ruling"). The ruling also affirmed the EU Standard Contractual Clauses as a valid data transfer solution.

The effect of the Schrems II ruling is to leave EEA and UK data exporting companies with a single, primary method for transferring data to the US – entering into the SCCs.

## Does Zoom offer the EU Standard Contractual Clauses (SCCs)?

Yes. Zoom will sign SCCs with any EEA or UK enterprise customer that uses its services. Customers can access Zoom's pre-signed SCCs [here](#).

## How can I get a copy of Zoom's Standard Contractual Clauses?

If you are an existing EEA or UK enterprise customer and wish to sign the SCCs with Zoom, you can access Zoom's pre-signed SCCs [here](#) or request a copy of our SCCs by emailing [privacy@zoom.us](mailto:privacy@zoom.us)



If you are a new enterprise customer contracting with Zoom for the provision of our services, the SCCs will automatically be incorporated into your online terms of service with us, or by way of a separate mutually executed Data Processing Addendum, where you have executed a separate Master Subscription Agreement with Zoom.

### **What was the Schrems II ruling about?**

The Schrems II ruling arose out of a complaint made by an Austrian data subject, Maximilian Schrems, to the Irish Data Protection Commissioner, concerning transfers of his personal data to the United States and the potential for his data to be accessed by US government agencies. The case was referred by the Irish Data Protection Commissioner to the Irish High Court, which in turn referred certain questions up to the CJEU for clarification.

In its ruling, the CJEU ruled that the EU-US Privacy Shield, a self-certification program relied upon by more than 5,000 US data importing organisations, no longer provided a lawful means to transfer personal data from the EEA and UK to the United States. As a result, organisations that previously relied upon the EU-US Privacy Shield to transfer EEA and UK personal data to the US now need to move to another lawful solution.

The CJEU also ruled that the [European Commission's so-called "Standard Contractual Clauses"](#) (or "SCCs") remain a lawful mechanism for transferring personal data from the EEA and UK to non-EEA countries. The SCCs are a standard set of data protection clauses approved by the European Commission that are entered between an EEA/UK data exporter and a non-EEA data importer, conferring protections for the data transferred and enforceable rights for data subjects.

However, the CJEU further ruled that, before transferring personal data from the EEA/UK to a non-EEA country, the data exporter and data importer must assess whether the personal data to be transferred will be protected to a standard which is "essentially equivalent" with EU data protection rules, taking into account the provisions of the SCCs and the relevant aspects of the legal system of the recipient country. Where the SCCs alone are not able to ensure "essential equivalence" then the data exporter and data importer must implement "additional safeguards" to protect the data to that standard.



## What "additional safeguards" does Zoom provide to supplement its Standard Contractual Clauses?

The security measures we use to ensure the security of communications sent over and stored on Zoom's platform include:

- Encryption: The connection between your device and Zoom is encrypted, using a mixture of TLS (Transport Layer Security), Advanced Encryption Standard (AES) 256 bit encryption, and SRTP (Secure Real-time Transport Protocol). The precise methods used will depend on whether you are using the Zoom client, a web browser, a third party device or service, or the Zoom phone product. For further information, please see our [Encryption Whitepaper](#).
- Controlled data routing: Controlled data routing that allows for opting in or out of a specific data center region for data in transit. Enterprise account owners and admins on paid accounts can customize which of our data center regions (excluding their home region) to use for hosting their real-time meeting and webinar traffic.
- Transparency: Transparency on data routing via the account administration dashboard.
- Protections against unauthorised meeting participants: Safeguards and controls to prohibit unauthorized participants such as:
  - o Eleven (11) digit unique meeting IDs;
  - o Complex passwords;
  - o Waiting Rooms with the ability to automatically admit participants from your domain or another selected domain;
  - o Meeting lock feature that can prevent anyone from joining the meeting;
  - o Ability to remove participants; and
  - o Authentication profiles that only allow entry to registered users, or restrict to specific email domains.
- Host controls: Meeting host controls can enable/disable participants from content sharing, chat and renaming themselves.
- Reporting: Report a user feature enables the meeting host to flag problematic behavior.
- In-product security controls: Security controls with a dedicated Security icon on the main interface.



- Encryption of recordings: All cloud recordings are encrypted using AES 256 bit encryption with complex passwords on by default.
- Robocall prevention: Prevent robocalling with rate limiting and reCAPTCHA (requires human intervention) enabled across all platforms.
- Fingerprinting: Audio recordings with a user's electronic fingerprint embedded into the audio as an inaudible watermark.

### **Does Zoom give customers' data to the US Government?**

Zoom has a robust process for responding to any government request for customer data, regardless of the country. A government request occurs when a government agency, such as law enforcement, a state security body, or another public authority, contacts Zoom to obtain certain data about Zoom users.

There are two general types of government requests: (1) voluntary, meaning that the government agency asks Zoom to disclose customer data, but does not legally require us to do so, and (2) mandatory, meaning that the government agency has the legal authority, usually through a court order to require Zoom to disclose customer data.

Zoom does not disclose customer data in response to voluntary government requests, except in emergency situations as explained below. Otherwise Zoom only discloses customer data in response to a mandatory request and after Zoom's law enforcement team reviewed the government demand to ensure the requests' validity, and then only provides that data specified in the legal order.

For example, when Zoom receives a government request, we first check that it has been properly issued pursuant to applicable laws and rules and through appropriate official channels, including by requiring an official, signed document, or, where a request is made by email from a government agency, by checking it has been transmitted from the official email address of that government agency.

We give more detail on how Zoom will respond to requests for personal data from government agencies (in the US and elsewhere) in our Government Requests Guide available [here](#) or our Government Requests [FAQs](#).



### **Does Zoom enable anyone to “eavesdrop” on my Zoom call or meetings?**

No. Zoom does not have any mechanism to decrypt live meetings for any purpose, and we do not have the means to insert our employees or others into meetings without that person being visible as a participant. As such, we do not collect or maintain information on meeting content unless requested by the meeting host, for example, to record and store the meeting in our cloud.

### **How does Zoom respond to government requests for data?**

Zoom’s legal team reviews all government requests for data and will only disclose such data if legally compelled to do so (other than in emergency situations) and then, only in accordance with the applicable legal process. If a request is vague or overly broad, Zoom will challenge it. We give more detail on how Zoom will respond to requests for personal data from government agencies (in the US and elsewhere) in our Government Requests Guide available [here](#) or our Government Requests [FAQs](#).

### **Will Zoom notify me if it gets a request for my data?**

Yes, unless legally prohibited. Our policy is to notify users of requests for their information and provide a copy of the request unless we are legally prohibited from doing so. For more information, see our Government Requests Guide available [here](#) or our Government Requests [FAQs](#).

### **Is Zoom subject to s.702 FISA or to EO12333?**

The Schrems II case focussed on concerns that US government agencies can, in certain circumstances, compel US-based service providers to disclose EEA personal data in a way that is not "essentially equivalent" with EEA data protection rules. The judgment cited two main US legal regimes in this respect: s.702 of the Foreign Intelligence Surveillance Act (as amended) ("FISA"), and Executive Order 12333 ("EO12333").

FISA regulates surveillance of non-US persons located outside of the US. Under FISA, "electronic communications service providers" can be compelled by the Foreign Intelligence



Surveillance Court to disclose certain data. Most, if not all, US-based providers of cloud-based technology solutions will fall within the scope of an "electronic communications service provider". Zoom is no different in this respect.

EO12333 is an executive order that authorises intelligence agencies to conduct surveillance outside of the US, and it does not rely upon compelled assistance from service providers. As such, Zoom is not directly subject to EO12333.

### **Why not just stop sending data to the US?**

Think about it: if we did that, how would Zoom users be able to communicate with their colleagues, friends and family members in the US? Worldwide data transfers are essential for any global communications service provider that enables cross-border communications – whether by traditional telephone, Voice over IP, email and SMS, or video conferencing.

In addition, Zoom is a US headquartered company, and the majority of our operations therefore take place in the US. Rest assured though: we take the privacy, security and confidentiality of our users very seriously and, wherever your data is processed, we will protect it in accordance with our [privacy statement](#) and as described in these FAQs.

### **Will Zoom publish transparency reports?**

Yes. Zoom will publish transparency reports that set out the number of government requests or demands it has received for user data. We expect our first report to be available by the end of 2020.

*If you have any further questions about how Zoom protects your personal data, please contact [privacy@zoom.us](mailto:privacy@zoom.us).*