

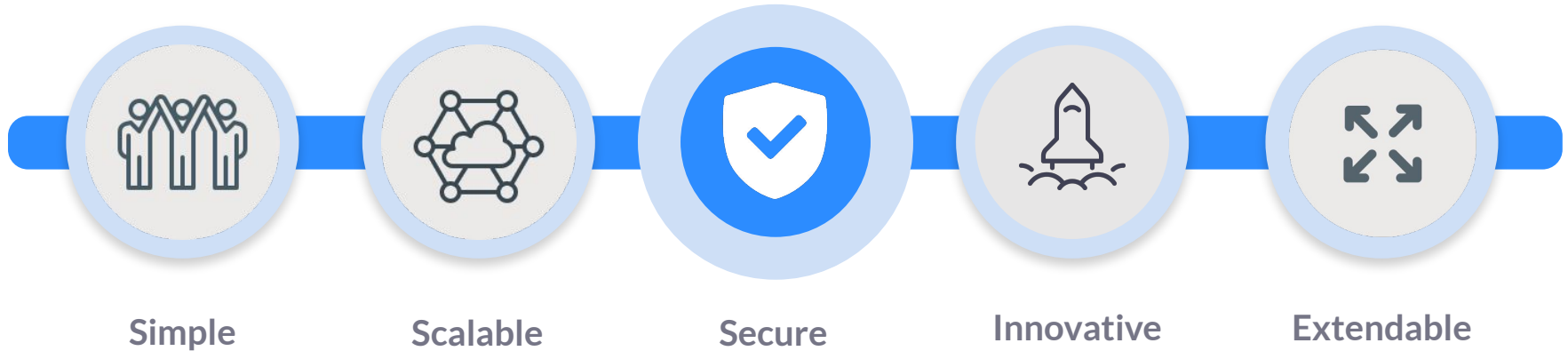
# Zoom Security Overview

David Wagner, Sales Engineer, DACH



# Why Zoom?

*"It just works!"*



Zoom is easier, leads in innovation, scales more effectively, and integrates better with security as the highest priority.



# Zoom

## Video-First Unified Communications Platform

# Zoom Security Concerns Overview

Topic	Source	Disclosure Date	Resolution date	Resolution	Description/Link	Fixed
Attention tracking	<a href="https://www.vice.com/en_us/article/qjdnmm/worki-ng-from-home-zoom-tells-your-boss-if-youre-not-paying-attention">https://www.vice.com/en_us/article/qjdnmm/worki-ng-from-home-zoom-tells-your-boss-if-youre-not-paying-attention</a>	16th March 2020	1st April 2020	Remove feature	<a href="https://blog.zoom.us/wp/ordpress/2020/04/01/a-message-to-our-users/">https://blog.zoom.us/wp/ordpress/2020/04/01/a-message-to-our-users/</a>	
« Zoom Bombing »	<a href="https://techcrunch.com/2020/03/17/zoombombing/">https://techcrunch.com/2020/03/17/zoombombing/</a>	17th March 2020	20th March 2020	Best security practices	<a href="https://blog.zoom.us/wp/ordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/">https://blog.zoom.us/wp/ordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/</a>	
Facebook SDK	<a href="https://www.vice.com/en_us/article/k7e599/zoom-ios-app-sends-data-to-facebook-even-if-you-dont-have-a-facebook-account">https://www.vice.com/en_us/article/k7e599/zoom-ios-app-sends-data-to-facebook-even-if-you-dont-have-a-facebook-account</a>	26th March 2020	27th March 2020	Remove FB SDK	<a href="https://blog.zoom.us/wp/ordpress/2020/03/27/z-oom-use-of-facebook-sdk-in-ios-client/">https://blog.zoom.us/wp/ordpress/2020/03/27/z-oom-use-of-facebook-sdk-in-ios-client/</a>	
End to End encryption	<a href="https://theintercept.com/2020/03/31/zoom-meeting-encryption/">https://theintercept.com/2020/03/31/zoom-meeting-encryption/</a>	31st March 2020	1st April 2020	Clarification about Zoom encryption	<a href="https://blog.zoom.us/wp/ordpress/2020/04/01/fa-cts-around-zoom-encryption-for-meetings-webinars/">https://blog.zoom.us/wp/ordpress/2020/04/01/fa-cts-around-zoom-encryption-for-meetings-webinars/</a>	
Microsoft UNC Links	<a href="https://www.bleepingcomputer.com/news/security/zoom-lets-attackers-steal-windows-credentials-run-programs-via-unc-links/">https://www.bleepingcomputer.com/news/security/zoom-lets-attackers-steal-windows-credentials-run-programs-via-unc-links/</a>	31st March 2020	1st April 2020	Software update	<a href="https://blog.zoom.us/wp/ordpress/2020/04/01/a-message-to-our-users/">https://blog.zoom.us/wp/ordpress/2020/04/01/a-message-to-our-users/</a>	
Mac Local Privilege	<a href="https://www.vmrav.com/cyber-security-blog/zoom-macos-installer-analysis-good-apps-behaving-badly/">https://www.vmrav.com/cyber-security-blog/zoom-macos-installer-analysis-good-apps-behaving-badly/</a>	1st April 2020	1st April 2020	Software update	<a href="https://blog.zoom.us/wp/ordpress/2020/04/01/a-message-to-our-users/">https://blog.zoom.us/wp/ordpress/2020/04/01/a-message-to-our-users/</a>	
Routing Data to China	<a href="https://theintercept.com/2020/04/03/zooms-encryption-is-not-suited-for-secrets-and-has-surprising-links-to-china-researchers-discover/">https://theintercept.com/2020/04/03/zooms-encryption-is-not-suited-for-secrets-and-has-surprising-links-to-china-researchers-discover/</a>	3rd April 2020	3rd April 2020	Configuration check	<a href="https://blog.zoom.us/wp/ordpress/2020/04/03/re-sponse-to-research-from-university-of-torontos-citizen-lab/">https://blog.zoom.us/wp/ordpress/2020/04/03/re-sponse-to-research-from-university-of-torontos-citizen-lab/</a>	

## Progress May - Jul 2020 (Part I)

- **Comprehensive review** by third-party experts
- Effective April 1, **all our engineering resources** to focus on our biggest trust, safety, and privacy issues.
- **Penetration** tests to further identify and address issues.
- **Transparency** report related to requests for data, records, or content.

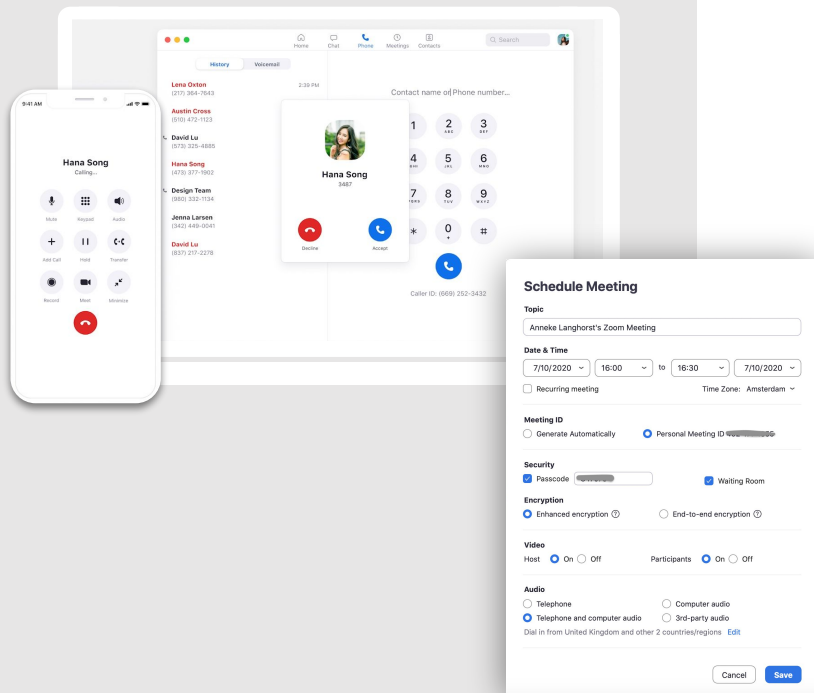




## Progress May - Jul 2020 (Part II)

- Enhance our current **bug bounty** program
- Launch a **CISO council** in partnership with leading CISOs from across the industry
- **Weekly webinar** on privacy and security updates





## Progress August 2020



### Meetings/Webinars:

Passcode and waiting room options / Unmute consent / Security Section in Schedulers



### Zoom Chat:

Account admin ability to manage account's external contacts and to download chat history



### Zoom Phone:

Emergency calling enhancements and IDP sync



## Progress September 2020

- Enhanced 2-Factor Authentication (2FA)
- **Manage Virtual Backgrounds** from group or account level for Meetings & Webinars
- **End-to-End Encryption** beta live for all European Customers

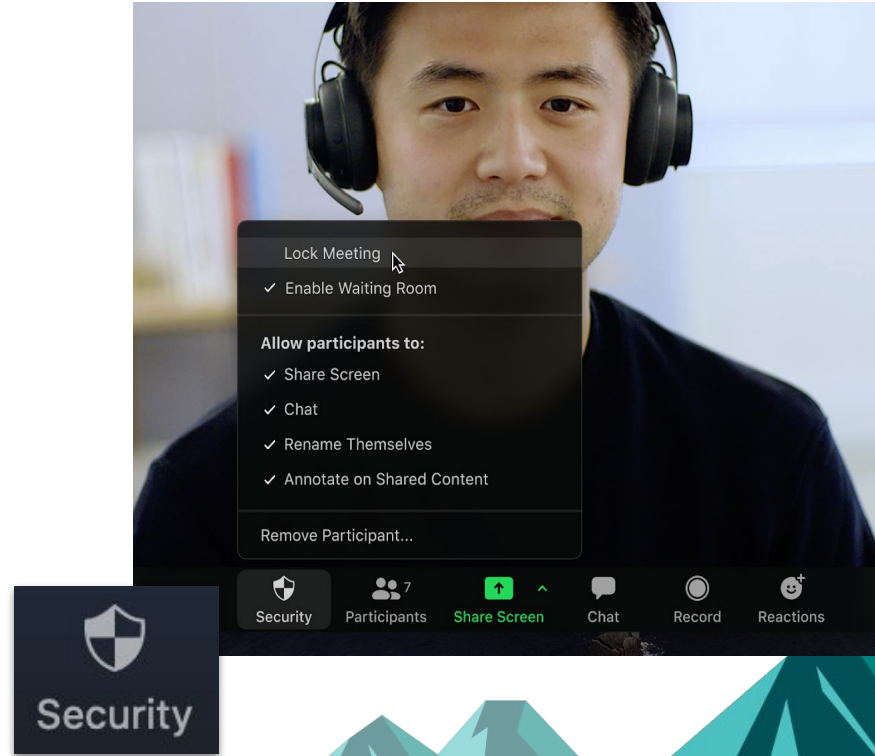


# Enhanced Meeting Controls

## Default Meeting Controls Policy

- Enforce Meeting Passcodes for all participants
- Enforce the use of Waiting Rooms
- Disable Participant Screen Sharing and Annotation

## New Security Icon



# Video Waiting Rooms

## What are we announcing?

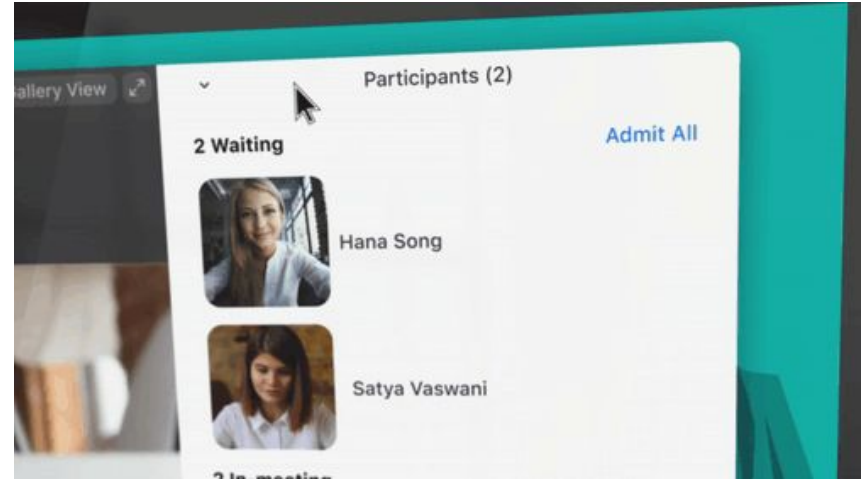
Video waiting rooms - 2021

## How does it work

Host can see video of users in waiting room

## Why Customers Care

More secure



### RESOURCES

External: [UCaaS Platform: What's New for Meetings, Phone & Webinar](#)

Hosts can choose to admit a guest... after seeing them in a waiting room. This new, enhanced security feature will be available early next year.

Recently, we developed the High Fidelity Music Mode setting, which brings professional-grade audio right into your home, through Zoom. We're planning to use AI so that the HiFi mode will turn on automatically.

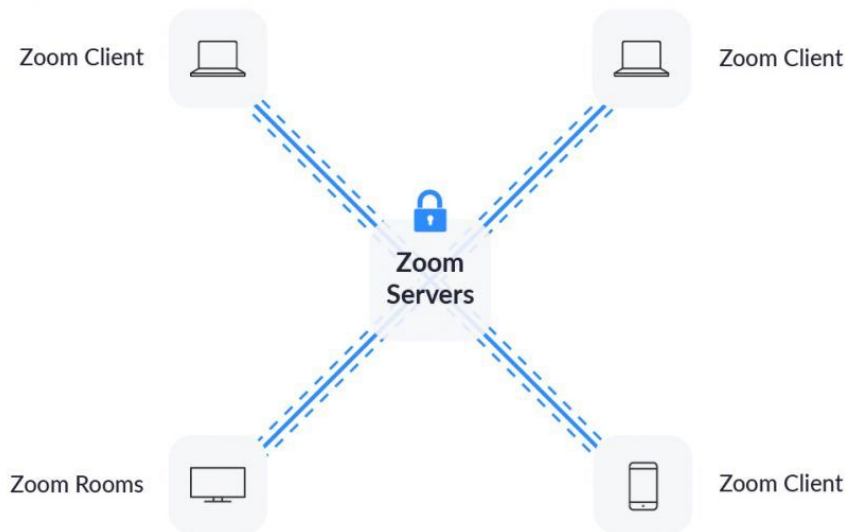
# Zoom Encryption - Today

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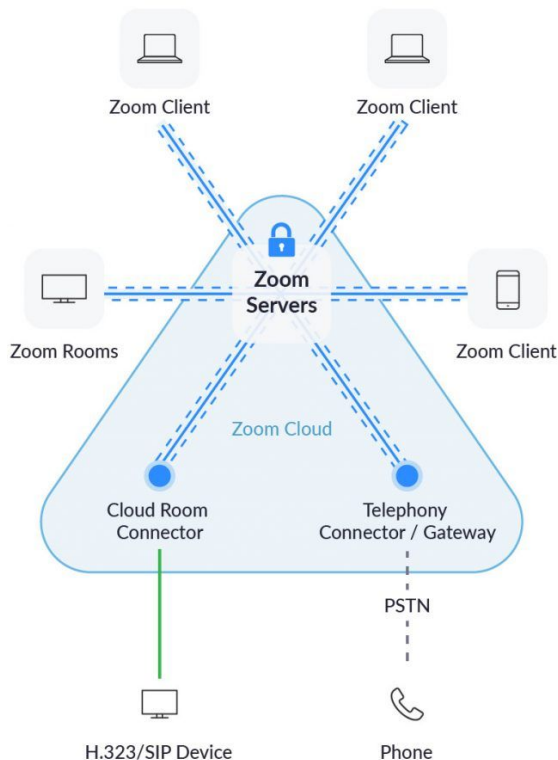
To be clear, in a meeting where all of the participants are using Zoom clients, and the meeting is not being recorded, we encrypt all video, audio, screen sharing, and chat content at the sending client, and do not decrypt it at any point before it reaches the receiving clients.

Zoom clients include:

- A laptop or computer running the Zoom app
- A smartphone using our Zoom app
- A Zoom Room



# Zoom Encryption - Connectors



Zoom supports a diverse ecosystem of communication channels in order to offer our users as many ways to connect as possible. When users join Zoom meetings using devices that do not inherently use Zoom's communication protocol, such as a phone (connected via traditional telephone line, rather than the app) or SIP/H.323 room-based systems, Zoom's encryption cannot be applied directly by that phone or device. That said, our goal is to keep data encrypted throughout as much of the transmission process as possible. To achieve this, we have created specialized clients to translate between our encrypted meetings and legacy systems. We call these Zoom Connectors, and they include:

- Zoom Telephony Connector
- Zoom Conference Room Connector
- Skype for Business Connector
- Cloud Recording Connector
- Live Streaming Connector

# End-to-End Encryption Technical Preview

## Release Date and Locations

October 24 – v5.4.0 client

## Client Requirements

- Zoom desktop client v5.4.0 or higher
- Zoom mobile app v5.4.0 or higher
- Zoom Rooms for Conference Room v 5.2.2 or higher

## Network Requirements

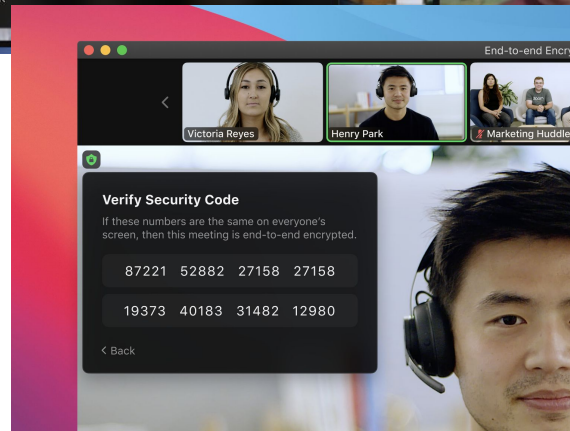
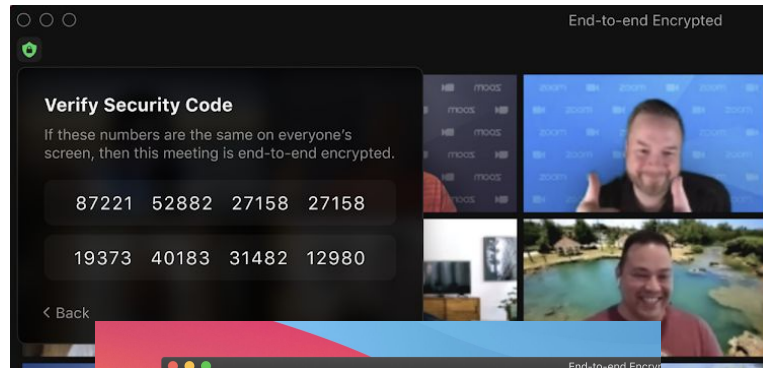
Firewalls and proxy servers will also need to allow access to the following:

- 3.138.115.0/27 – TCP 443
- 44.242.143.128/27 – TCP 443

## Configuration Notes

Enable E2EE at the Account/Group/User level:

Meeting > Security > End-to-End Encrypted Meetings





# Data Retention / Compliance / Security Settings

## Delete PII data from reports and dashboard

- a. Allow Zoom to automatically delete PII data from Reports and dashboard after the specified number of days

## Sign in with Two-Factor Authentication

- b. Authentication App
- c. Text message

## Show Disclaimer when signing in or starting /joining a meeting

## Auto delete cloud recordings after days

- b. Allow Zoom to automatically delete recordings after a specified number of days

## Instant Messaging Storage Data Retention Policy for

- b. Cloud Storage
- c. Local Storage

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# Q & A

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# Thank You

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