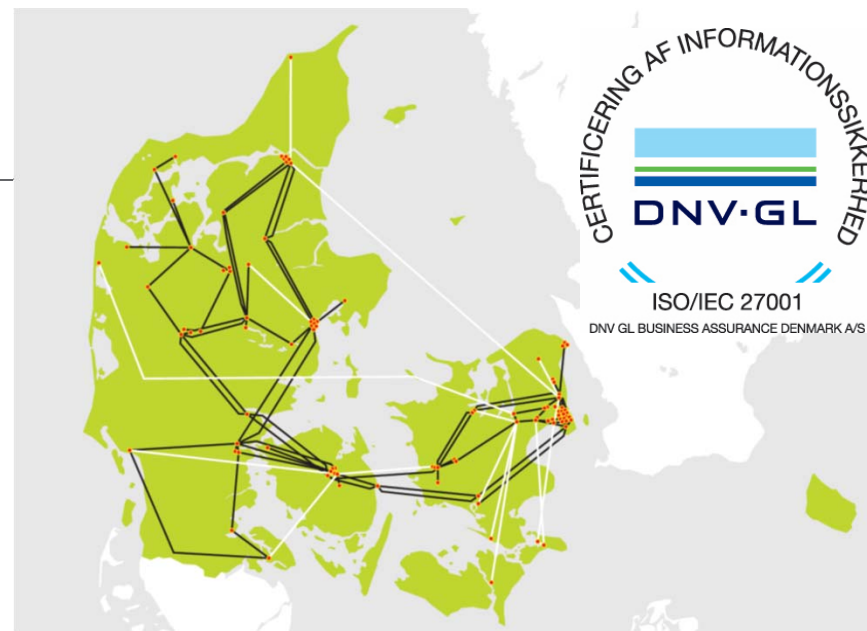


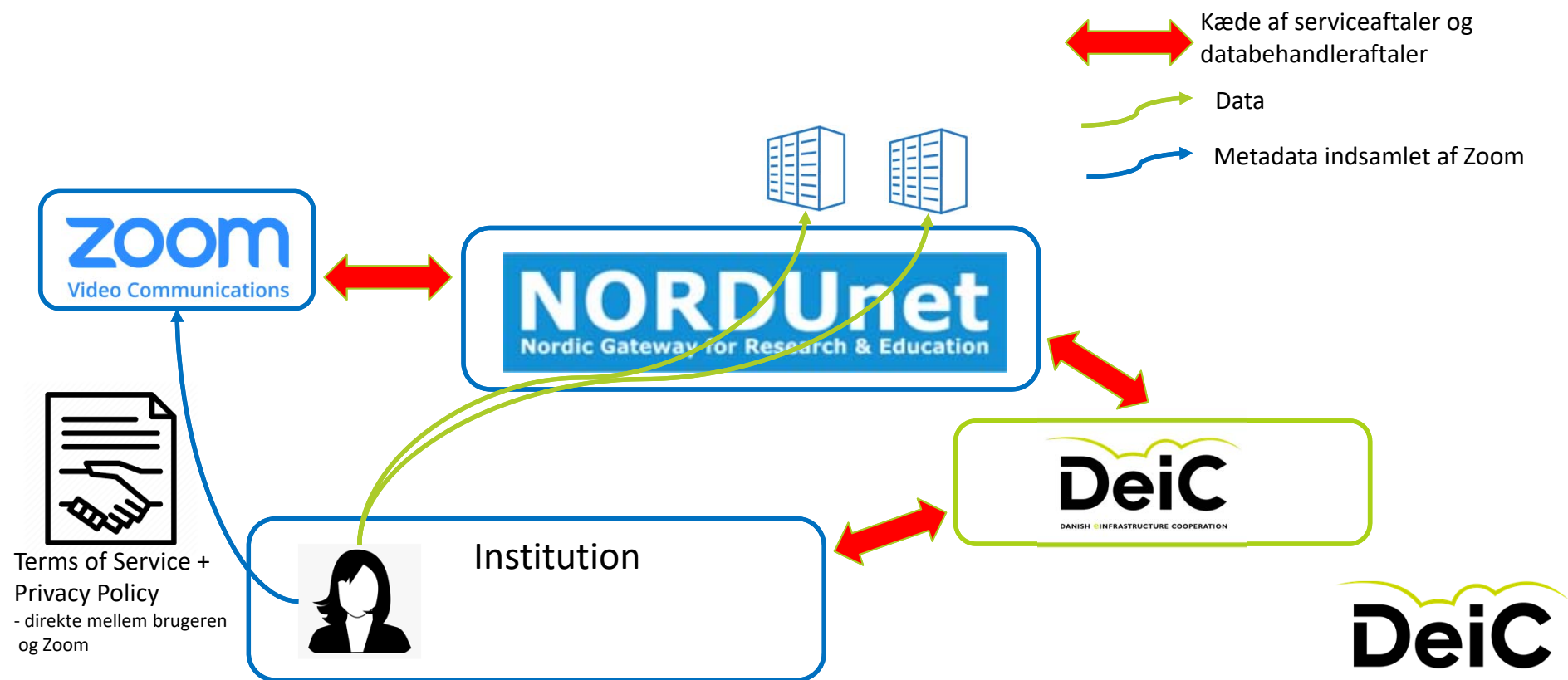
> Zoom og sikkerhed



DeiC Konferencen 2021, Vingsted

3. november 2021
Chef for Forskningsnettet Martin Bech
martin.bech@deic.dk

> Hvilke aftaler styrer mine data i Zoom?



> Brugeren skal acceptere aftalen direkte med Zoom

> Webklienten

To use Zoom, you need to agree to the

[Terms of Service](#) and [Privacy Policy](#).

I Disagree

I Agree

> Softwareklienten



> To dejlige lange aftaler – ikke i strid med databehandleraftalerne

The image shows two browser windows side-by-side. The left window displays the Zoom Terms of Service page, and the right window displays the Zoom Privacy Statement page. Both pages are from zoom.us and were last updated in August 2020. The Terms of Service page includes sections for 'IMPORTANT, READ CAREFULLY', 'BY CLICKING/CHECKING THE "I AGREE" BUTTON/BOX', 'Zoom will provide the Services', 'System Requirements', and '1. DEFINITIONS'. The Privacy Statement page includes sections for 'What this Statement Covers', 'Supplementary Information', 'Personal Data We Process & How We Use It', 'How We Share Personal Data', 'Data Subject Privacy Rights and Choices', 'European Privacy Rights', 'International Transfers', 'Retention', 'Security', and 'How to Contact Us'. A blue chat bubble icon is visible in the bottom left corner of the right window.

ZOOM TERMS OF SERVICE
EFFECTIVE: August 20, 2020

IMPORTANT, READ CAREFULLY: YOUR USE OF AND ACCESS TO THE WEBSITE AND PRODUCTS AND SERVICES AND ASSOCIATED SOFTWARE (COLLECTIVELY, THE "SERVICES") OF ZOOM VIDEO COMMUNICATIONS, INC. AND ITS AFFILIATES ("ZOOM") IS CONDITIONED UPON YOUR COMPLIANCE WITH AND ACCEPTANCE OF THESE TERMS, WHICH INCLUDE YOUR AGREEMENT TO ARBITRATE CLAIMS. PLEASE REVIEW THOROUGHLY BEFORE ACCEPTING.

BY CLICKING/CHECKING THE "I AGREE" BUTTON/BOX, ACCESSING THE ZOOM WEBSITE OR BY UTILIZING THE ZOOM SERVICES YOU AGREE TO BE BOUND BY THESE TERMS OF SERVICE AND ALL EXHIBITS, ORDER FORMS, AND INCORPORATED POLICIES (THE "AGREEMENT" OR "TOS"). THE ZOOM SERVICES ARE NOT AVAILABLE TO PERSONS WHO ARE NOT LEGALLY ELIGIBLE TO BE BOUND BY THESE TERMS OF SERVICE.

Zoom will provide the Services, and you may access and use the Services, in accordance with this Agreement. Zoom may provide any of the Services hereunder through any of its Affiliates. If You order Services through an on-line registration page or an order form (each an "Order Form"), the Order Form may contain additional terms and conditions and information regarding the Services you are ordering. Unless otherwise expressly set forth in any such additional terms and conditions applicable to the specific Service which You choose to use, those additional terms are hereby incorporated into this Agreement in relation to Your use of that Service.

System Requirements. Use of the Services requires one or more compatible devices, Internet access (fees may apply), and certain software (fees may apply), and may require obtaining updates or upgrades from time to time. Because use of the Services involves hardware, software, and Internet access, Your ability to access and use the Services may be affected by the performance of these factors. High speed Internet access is recommended. You acknowledge and agree that such system requirements, which may be changed from time to time, are Your responsibility.

1. DEFINITIONS. The following definitions will apply in this Agreement, and any reference to the singular includes a reference to the plural and vice versa. Service specific definitions are found in the Services Description located at www.zoom.us/docs/en-us/services-description.html.
"Affiliate" means, with respect to a Party, any entity that directly or indirectly controls, is controlled by or is under common control with that Party. For purposes of this Agreement, "control" means an economic or voting interest of at least fifty percent (50%) or, in the absence of such economic or voting interest, the power to direct or cause the direction of the management and set the policies of such entity.
"End User" means a Host or Participant (as defined in the Services Description) who uses the Services.
"Initial Subscription Term" means the initial subscription term for a Service as specified in an Order Form.
"Service Effective Date" means the date an Initial Subscription Term begins as specified in an Order Form.
"Renewal Term" means the renewal subscription term for a Service commencing after the Initial Subscription Term or another Renewal Term as specified in an Order Form.

2. SERVICES. Zoom will provide the Services as described on the Order Form, and standard updates to the Services that are made generally available by Zoom during the term. Zoom may, in its sole discretion, discontinue the Services or modify the features of the Services from time to time without prior notice.

a. Beta Services. Zoom may, from time to time, offer access to services that are classified as Beta version. Access to and use of Beta versions may be subject to additional agreements. Zoom makes no representations that a Beta version will ever be made generally

Zoom Privacy Statement
Last updated: August 2020

What this Statement Covers

Supplementary Information

- [Applying for a Job at Zoom](#)
- [Your California Privacy Rights](#)
- [Zoom for Government](#)
- [Zoom and Children](#)
- [Zoom App Marketplace & Other Sites, Mobile Applications and Services](#)

Personal Data We Process & How We Use It

How We Share Personal Data

Data Subject Privacy Rights and Choices

European Privacy Rights

International Transfers

Retention

Security

How to Contact Us

Change Log

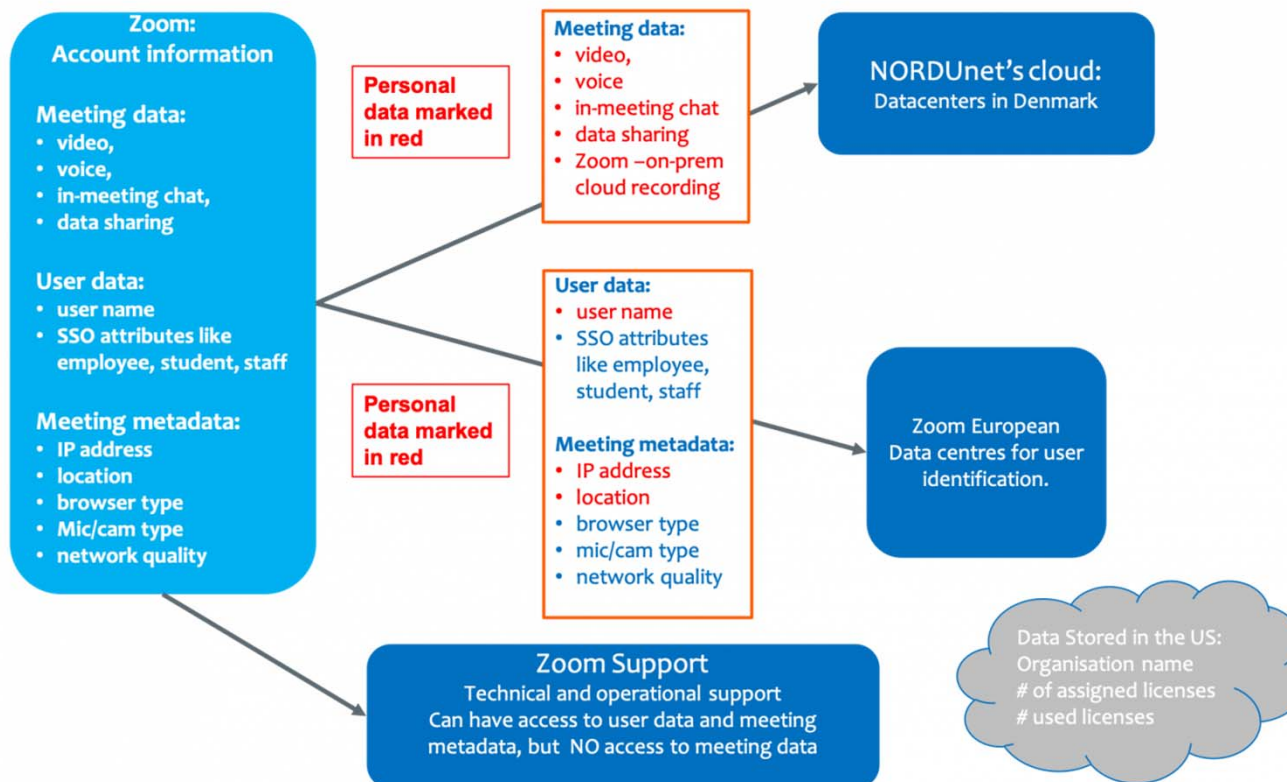
Zoom Video Communications, Inc., and its subsidiaries, affiliates and parent companies ("Zoom", "we", "us" or "our") is committed to protecting your privacy and ensuring you have a positive experience when you use our video conferencing and communication services (the "Services"), visit our webpages, 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

9 November, 2021 | P 5

> Hvilke data er hvor?

On-premise



> Kryptering når data transmitteres

Kryptering er standard når data transmitteres

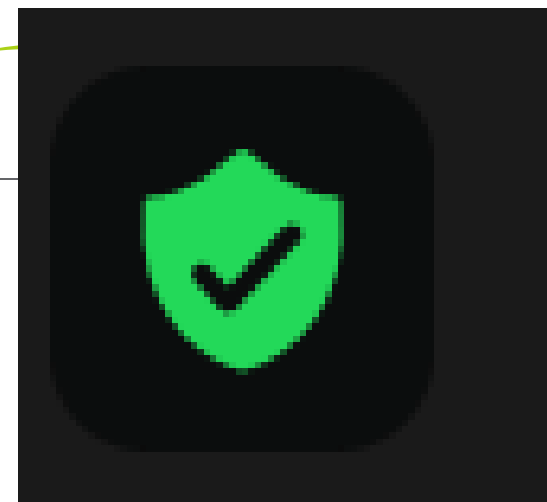
- > Software-klienter til Windows, Unix, Mac/ipad, iPhone, Android
- > Browser-versionen

Undtagen i en række specielle tilfælde:

- > Analog telefon
- > Hvis institutions-administratoren tillader ukrypteret H.323 og SIP

Krypteringen er ikke styret af Zoom når man bruger 3.parts muligheder:

- > GSM-telefoner
- > H.323 og SIP-sessioner med kryptering
- > Skype for Business



Bandwidth	0 kb/s (send) 0 kb/s (receive)
Network Type	WiFi
Proxy	-
Connection Type	Cloud
Data Center	You are connected to an on-premise data center.
Encryption	AES-256-GCM
Version	5.2.0 (42619.0804)

DeiC

> Hvor findes trafik og data ukrypteret?

Trafik/data type	Hvor?
Initielt opkald	Zooms globale infrastruktur – for brugere i Danmark typisk Frankfurt
Video, chat og fileshare i et opkald	NORDUnet servere
Optagelse af mødet	Brugerens egen PC (skal autoriseres af mødeværten)
Cloud recording	Må ikke bruges
H.323 + SIP	NORDUnet servere
Skype for business	Zoom USA [i det omfang, der er åbnet for det]
Telefonopkald	Zooms globale infrastruktur
Mødeindkaldelser	Fra bruger til bruger via mail
Integrationer til LMS mv	Tillades af instansens administrator

> Zoom er kompleks – men det er andre tilsvarende produkter også

- > Sammenligningen fra det hollandske datatilsyn
- > Skype, Teams og de fleste andre produkter hvor man inviterer via en URL, kan også udsættes for "bombing"
- > Jitsi og Talk kan self-hostes – ellers er man henvist til Cloud-løsninger, styret af amerikanske leverandører
- > Vores udgave af Zoom er et specialtilfælde, der ikke findes i tabellen
- > Alle cloud-løsningerne (på nær Signal) samler meta-data om brugeren
- > Alle produkter som tillader at ringe ind fra GSM/PSTN telefoner har ikke end-to-end kryptering

Keuzehulp privacy videobellen

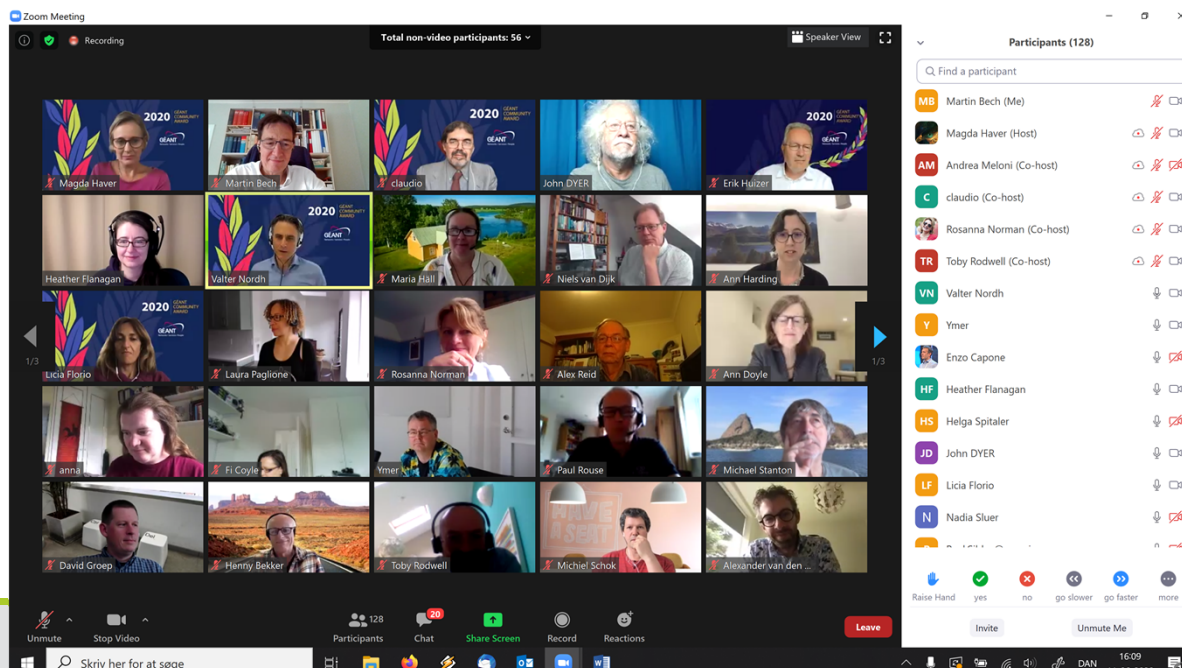
versie 15 april 2020

	Discord	FaceTime	Hangouts Google	Hangouts Meets Google	Houseparty	Jitsi	Messenger Facebook	Signal	Skype	Talk Heartboard	Teams Microsoft	Whatsapp	Zoom*
Wat biedt de app?													
(groeps)chat (tekst)	■	■	■	■		■	■	■	■	■	■	■	■
1-op-1 gesprekken (audio en/of video)	■	■	■	■	1	■	■	■	■	■	■	■	■
groeps gesprekken (audio en/of video)	■	■	■	■		■	■		■	■	■	■	■
zelf opzetten en beheren (self-hosted)						■				■			
deelname aan gesprek zonder account aan te maken			■	■		■			2	2	2		2
gebruik in browser	■		■	■	3	■	■		4	■	■	5	■
gebruik op verschillende platformen (cross-platform)	■		■	■	6	■	■	■	■	■	■	■	■
Welke gegevens verzamelt de app?													
adresboek		■	■	■	■		■		■		7	■	■
locatiegegevens		■	■	■	■		■		■		■	■	■
gespreksgegevens	■		■	■	■		■		■		■	■	■
gegevens over gesprekken (metadata)	■	■	■	■	■		■		■		■	■	■
gegevens koppelen met gegevens uit andere producten of profielen			■	■			■		■		■	8	
Voor welke doelen verwerkt de app gegevens?													
app kunnen gebruiken	■	■	■	■	■	■	■	■	■	■	■	■	■
app verbeteren	■	■	■	■	■		■		■		■	■	■
(gepersonaliseerde) advertenties tonen					■		■						9
Hoe verloopt de informatiestroom?													
verwerkersovereenkomst mogelijk				■		10				10	■	11	12
verstrekking van gegevens aan derde partijen (zo ja, welke data en aan wie)	13	14	15	15	16		17		18		19	20	21
locatie verwerkingsverantwoordelijke	VS	VS	IRL	IRL	VS	10	IRL	VS	IRL	10	IRL	IRL	VS
gegevens blijven in Nederland						■		■		■			

> Spørgsmål & svar

- > Alt info fra i dag kan findes på
<https://www.deic.dk/da/zoomsikkerhed> (FAQ)
<https://www.deic.dk/da/news/2020-05-04/zoom> (DKCERT sikkerhedsvurdering)

> Spørgsmål / Svar / Debat



The screenshot shows a Zoom meeting interface. At the top, it says "Zoom Meeting" and "Total non-video participants: 56". The main area is a grid of 20 video thumbnails, each with a name and a small logo. The names visible are: Magda Haver, Martin Bech, claudio, John DYER, Erik Halzer, Heather Flanagan, Valter Nordh, Maria Hall, Niels van Dijk, Ann Harding, Licia Florio, Laura Paglione, Rosanna Norman, Alex Reid, Ann Doyle, anna, Fi Coyle, Ymer, Paul Rouse, Michael Stanton, David Groep, Henry Bekker, Toby Rodwell, Michiel Schok, and Alexander van den ... To the right of the grid is a "Participants (128)" list with a search bar and icons for each participant. At the bottom, there are controls for "Unmute", "Stop Video", "Participants", "Chat", "Share Screen", "Record", "Reactions", and "Leave". The system tray at the bottom shows the time as 16:09 on 11.06.2020.