

# PRIVACY CONSIDERATIONS WHEN USING VIDEO CONFERENCING TOOLS



There are numerous advantages to video conferencing, such as the ability to involve individuals from multiple locations in meetings or to alleviate the need to reserve spaces for large group meetings. Video conferencing applications not only stream content, but some may also support recording functions. It can be useful to ensure content be re-watched and shared, depending on the event, but there must be a business purpose to record content, and participants must be notified in advance when an event is to be recorded.

Using a University supported application, such as Microsoft Teams or Cisco WebEx, ensures that the video conferencing tool has already been configured to support University privacy, retention, and security guidelines. Some users may need to use alternate tools to accommodate the volume of attendees required, or to support ease of access for external attendees. External free tools should only be used when the information required for the discussion is considered public or internal on the Data Security Classification guideline.

Regardless of the solution you choose, there are some privacy considerations to take into account when using a service for remote meetings and training sessions.

## Selecting an application

- When selecting a streaming application, if users are required to establish their own profile, it must require only the minimum amount of information necessary. Name and contact information, such as an email address and phone number, should be all that is required by the application.
- Users should use their business contact details and accounts to set up a profile for the service if it is used for professional purposes (work email, phone number, etc.).
- If you setup a User ID within an application, such as Zoom or Blue Jeans, do not use your UMnetID and password for log in purposes.
- Where possible, the application selected should allow audio-only participation, and if possible, dial-in participation as well. These options support participants' preferences and comfort levels for participation, and also ensure that users who do not have access to high speed internet, or a webcam and/or microphone, can still participate.
- When selecting a third party application that is not managed by the University, be aware of how the selected service provider uses the information they collect to provide the service. Free services are not as free as they seem, and many "free" software applications log, retain, sell, match, and share data and metadata they obtain about their users. You should always read the Privacy Policies and Terms of Use for an application before setting up an account, and understand the ramifications of using the service.

## Recording an event

- If there is a business need to record the event, you should notify participants in the meeting invitation that the event will be recorded. At the beginning of the meeting, verbally confirm the session will be recorded.

- Notify participants when recording begins and ends. Communicate the reason the recording is required to participants. For example, is the event recorded for staff who were unavailable to attend? Or is it intended to be used as a training session? One-on-one meetings should not be recorded, unless a University policy or procedure requires it. Instead, if documentation is required regarding the issues discussed, a summary of the meeting should be created in the appropriate format, such as an email between attendees.
- If you chose to record an event, you need to ensure that the software allows you to manage how long you keep the recording. It should be retained and disposition managed in accordance with the appropriate [Records Authority Schedule](#).
  - In order to manage a recording, best practice is to ensure a copy can be created and moved to University managed hardware or systems.
  - If you wish to manage your records within the application provider's storage, you must ensure that you have the appropriate contractual relationship with the vendor so you can do this appropriately and securely. You must be aware of the jurisdiction for the storage. This level of service is not typically provided with free online subscriptions. Please contact the [Records Manager](#) for additional information.
  - When recording an event, usually the in meeting chat logs are also retained as part of the recording file. This can include the group chat as well as private messages between attendees. It is the responsibility of the meeting moderator to review the application settings, chat logs, and manage future access appropriately. Attendees should be informed that any chat messages will be retained as part of the recording.
- Ensure that settings for control and access to the video conferencing tool are reviewed and set by the moderator. Don't assume the service provider default settings are always appropriate.
  - Settings should allow participants to control their own audio and video feeds wherever possible. Moderators should also have the ability to mute or turn off the video of attendees as needed.
  - Moderators should ensure they can control the screen sharing settings for their events. Screen sharing of attendees should be turned off when not in use.
  - Moderators should ensure attendees do not have the ability to record the event within the meeting application.
- If you have any questions or concerns related to the Intellectual Property (IP) and ownership of a potential recording, you should contact the Copyright Office prior to creating any recording. They can be reached at [UM.Copyright@umanitoba.ca](mailto:UM.Copyright@umanitoba.ca).

## Other tips:

- Always make sure that training documents are available to staff who will have access and a need to use a service.
- Make sure the application you select enables participants to control their own participation. It should allow employees to mute their audio contributions and turn off their webcam. This not only supports privacy, but helps to support the participation of attendees who may have slower internet.
- Try to ensure your solution allows for the submission of questions or comments in text. This function not only ensures employees can contribute in a medium they prefer, but also ensures staff can still watch the video of a session or event if they don't have a computer station that allows them to participate in the audio or visual formats (such as with cameras and microphones).

For further information, contact the Access and Privacy Office, 233 Elizabeth Dafoe Library, 204.474.9462, [fippa@umanitoba.ca](mailto:fippa@umanitoba.ca).