FAQs about security and privacy of using Zoom for online teaching

During the coronavirus pandemic, many courses are conducted online with the elearning platforms of the School: Moodle as Learning Management System; Panopto as video and class recording system and Zoom as real-time online classes . In view of recent security concerns of using Zoom, the School has introduced all necessary security measures to ensure the protection of data privacy for both the meetings and participants as stipulated below.

1. **What are the security measures of the online classes using Zoom?**
   - A list of security measures is adopted by all teachers in managing the meetings and participants securely.
   - The participants are verified and checked to ensure no uninvited participant.
   - The computers and the Zoom clients/apps are updated with latest versions and protected with all necessary security settings and software to prevent attacks from known vulnerabilities to ensure the protection of data of meetings and participants.
   - Detailed security measures and good practices are included in "*Guideline and Suggested Actions in using Zoom Securely for teachers, CUSCS*"

2. **As a participant of an online class, what are the suggested actions to ensure the protection of my privacy?**
   - Do use the latest version of Zoom clients/Apps and other software
   - Do verify the Meeting Invitation Links and Ignore all suspicious Meeting Invitation Links
   - Do review the security settings of your computer or device
   - Do keep your privacy
     - o Do not share any personal information in online meetings
     - o Only use your camera when required.
     - o When using camera, use virtual background of Zoom to hide your actual background

3. **Will the participants (students) have the control over their microphone and camera?**
   - Participants can have the control over their microphone and camera.
   - If a participant has turned his/her microphone and camera off, no one can turn them on, but only that participant.
   - The host of a meeting (teacher) cannot turn on the microphone and camera of a participant if they have been turned off by that participant.

4. **What information is being kept by Zoom?**
   Refer to Zoom's privacy policy, Zoom only keeps basic information under user account profile information, including only: email address, user password (encrypted) and name. Please visit https://zoom.us/privacy for more information about Zoom's privacy policy.

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常見問題 – 有關使用 Zoom 網上授課的保安及私隱

在肺炎疫情下，大部份課程均以本學院的電子教學平台以網上形式授課，包括課程管理系統 Moodle、視頻及錄影系統 Panopto 及實時網上授課系統 Zoom。鑑於近日有關對 Zoom 保安的關注，學院已採取所有必須的安全措施以保障會議及參與者的資料私隱，並說明如下。

1. **在使用 Zoom 實時網上授課時，已採取了什麼安全措施?**

   - 所有老師均採取一系列的安全措施管理會議及參與者

   - 參與者均經檢查及驗證以確保沒有不被邀請人士參與

   - 電腦及 Zoom 的軟件均已更新至最新版本，及已配置所有安全設定以妨止安全漏洞的攻擊，確保對會議及參與者的資料保護

   - 有關的安全及實務措施，已詳列於 "*[Guideline and Suggested Actions in using Zoom Securely for teachers, CUSCS](#)*"

2. **作為一個網上課程的參與者，有什麼建議行動以確保我的私隱保護?**

   - 請使用 Zoom 及其他軟件的最新版本

   - 請驗證會議邀請連線及不要理會所有可疑的會議邀請連線

   - 請檢視你電腦或設備的安全設定

   - 請留意你的私隱保護
     - 請勿在網上會議上分享任何個人資料
     - 有需要時才使用你的攝影機
     - 使用攝影機時，請使用 Zoom 的預設背景以隱藏你的真實背景

3. **網上課程的參與者(學生)可控制自己的麥克風及攝影機嗎?**

   - 網上課程的參與者是可以控制自己的麥克風及攝影機

   - 如參與者已關掉自己的麥克風及攝影機，除參與者本人，沒有其他人可以開啟他們

   - 會議管理人(老師)也不能開啟參與者的麥克風及攝影機，如他們已經被參與者關掉

4. **Zoom 保存了我什麼資料?**

   按 Zoom 的私隱政策，Zoom 只會在用戶資料下保存基本資料，包括電郵地址、密碼(已加密)及用戶名稱。有關 Zoom 的私隱政策，可瀏覽此網址 https://zoom.us/privacy 。

香港中文大學
專業進修學院
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