

Zoom AI Companion: Data Privacy Guide

October 2023

Overview	1
Zoom’s federated approach to AI	1
AI Companion and data	2
Data usage	2
Data processing	3
Data retention and residency	4
Admin controls	6
Group controls	7
User controls	8
In-meeting controls	9
AI Companion controls for meeting hosts	9
AI Companion consent for in-meeting participants	10
Compliance and AI Companion	11

Overview

Zoom AI Companion is dedicated to delivering high-quality results, empowering customers, and providing responsible privacy and safety measures, as follows:

- Zoom’s federated approach to AI delivers high-quality results
- Empowers customers with privacy notice and choice
- Prioritizes responsibility to customers with care around data privacy settings

Zoom’s federated approach to AI

Zoom’s unique federated approach to AI delivers high-quality results while being cost-effective by dynamically leveraging Zoom’s hosted models, and models from OpenAI and Anthropic.



AI Companion and data

Data usage

AI Companion does not use any audio, video, chat, screen sharing, attachments or other communications-like customer content (such as poll results, whiteboard, and reactions) to train Zoom or its third-party artificial intelligence models. The following table identifies the primary content accessed by each AI Companion feature. This data is accessed to provide users with the AI Companion service. It is NOT used by Zoom's models or its third-party models for model training.

Product	AI Companion Feature	Description	Content used to provide the service
Meetings	Meeting Questions	Quickly catch up and get clarity on what you missed during a meeting without interrupting it	Audio transcript and user question prompts
	Smart Recording	Review cloud recordings faster through highlights, smart chapters, summaries, next steps, and more	Cloud recording and audio transcript
	Meeting Summary	Generate a summary and next steps of what was discussed in your meetings and share through email and Team Chat	Audio transcript
Mail	Email Compose	Compose and reply to emails faster with suggested content based on the email thread and what you want to say	Email text, sender and recipient names, and user inputs and prompts
Team Chat	Chat Compose	Draft chat messages based on conversational context and what you	Chat message text for the selected chat thread, chat participant names,

Product	AI Companion Feature	Description	Content used to provide the service
		want to say, as well as customize its tone and length	and user inputs and prompts
	Thread Summary	Quickly summarize the content of long Team Chat threads	Chat message text for the selected chat thread and chat participant names
Whiteboard	Content Generation	Generate ideas for your whiteboard and refine / categorize existing content	Whiteboard content, user inputs, and prompts
AI Companion inputs and outputs are stored temporarily to allow Zoom to provide support on the service			

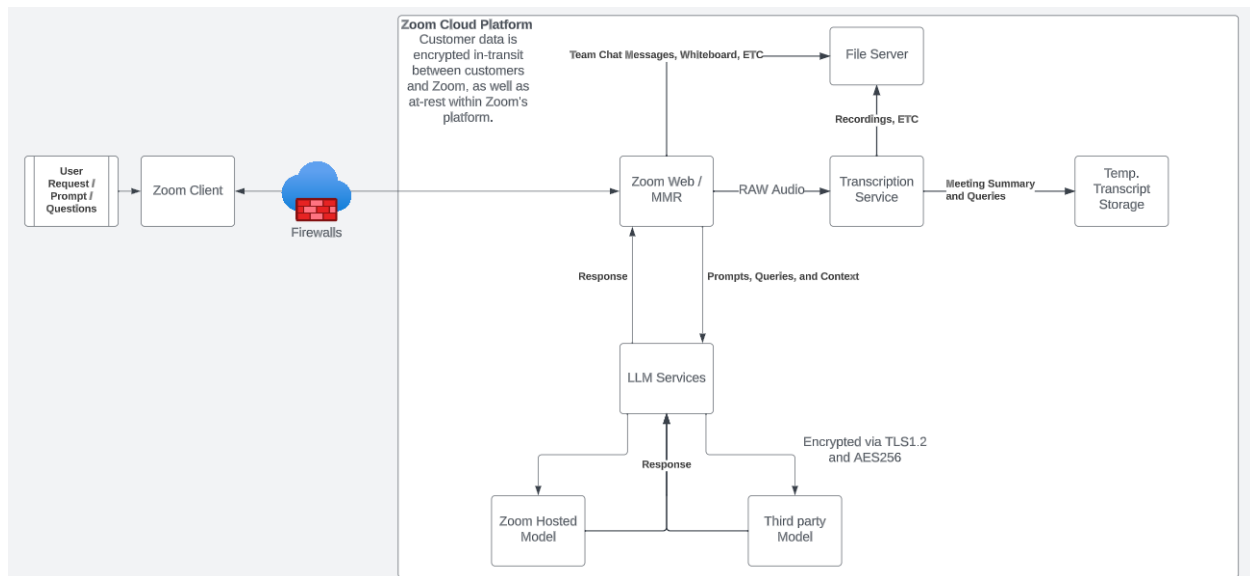
Data from users' interactions with the AI Companion features may be accessed, processed, and used by Zoom to provide and maintain the services, troubleshoot issues, and provide support.

For AI Companion features, contracts are in place with third-party providers that prohibit them from using Zoom customer data to improve or train their models.

Data processing

Data used by AI Companion is sent from the client to Zoom-hosted and/or third-party models. Customer data is encrypted in-transit between customers and Zoom, as well as at-rest within Zoom's platform. Zoom requires its subprocessors to satisfy equivalent obligations as those required from Zoom (as a Data Processor) as outlined in Zoom's Data Processing Agreement.

The following diagram is an example of the general flow of AI Companion through Zoom systems:



When advanced security options are enabled, certain AI Companion features will be unavailable. This is to ensure we respect the access limitations put in place by those security options.

- **[Advanced Chat Encryption for Team Chat](#)**: When Advanced Chat Encryption is enabled, AI Companion features in Team Chat (for example, Chat Compose) will be unavailable for use.
- **[End-to-end encryption \(E2EE\) for meetings](#)**: When E2EE for Meetings is enabled, AI companion features in Meetings (for example, Meeting Summary) will be unavailable.

Data retention and residency

Data retention for AI Companion features are as follows:

- Smart Recordings:
 - The data retention for Smart Recordings follows your standard meeting recording settings.
- Meeting Summary:
 - The transcript to create the Meeting Summary is temporarily stored in Zoom’s cloud to provide the service and for debugging and operational purposes. After that time, it is deleted.
 - Transcription begins when the Meeting Summary feature is enabled.

- The Meeting Summary is stored within the customer's provisioned data center and is accessible, within Zoom, through the web portal and Team Chat (if the meeting has a Continuous Meeting Chat channel). Meeting Summaries sent via email are stored by the recipient's provider.
 - Zoom uses Sendgrid as our email provider to deliver the Meeting Summary. The email is only retained within Sendgrid for as long as it takes to deliver the message.
- The Meeting Summary itself is stored until the user or admin deletes it, or until the user or customer account is terminated.
- Meeting Questions:
 - The transcript, question, and answer for the Meeting Questions feature are temporarily stored in Zoom's cloud to provide the service and for debugging and operational purposes. After that time, they are deleted.
 - Transcription begins when the Meeting Questions feature is enabled.
 - Questions and answers received through the AI Companion in meetings are not stored once the meeting ends.
- Team Chat Compose:
 - The prompt and thread used with Chat Compose are temporarily stored in Zoom's cloud to provide the service and for debugging and operational purposes. After that time, they are deleted. The output is also stored if it is posted to the chat.
 - Team Chat messages, including those generated by AI Companion, respect your account's Team Chat storage policy.
- Team Chat Summary:
 - The thread used with Chat Summary and the summary is temporarily stored in Zoom's cloud to provide the service and for debugging and operational purposes. After that time, it is deleted.
- Email Compose:
 - The prompt and thread used with Email Compose are temporarily stored in Zoom's cloud to provide the service and for debugging and operational purposes. After that time, they are deleted. The output is also stored if the email is sent to participants.

- Emails generated by Email compose are retained based on the settings within your email provider.
- Whiteboard Content Generation:
 - The whiteboard content and prompt used with Content Generation is temporarily stored in Zoom's cloud to provide the service and for debugging and operational purposes. After that time, it is deleted.
 - Whiteboard content, including those generated by AI Companion, respect your account's Whiteboard storage policy.

Zoom may access data for legal, safety and security purposes, including enforcing our Acceptable Use Guidelines.

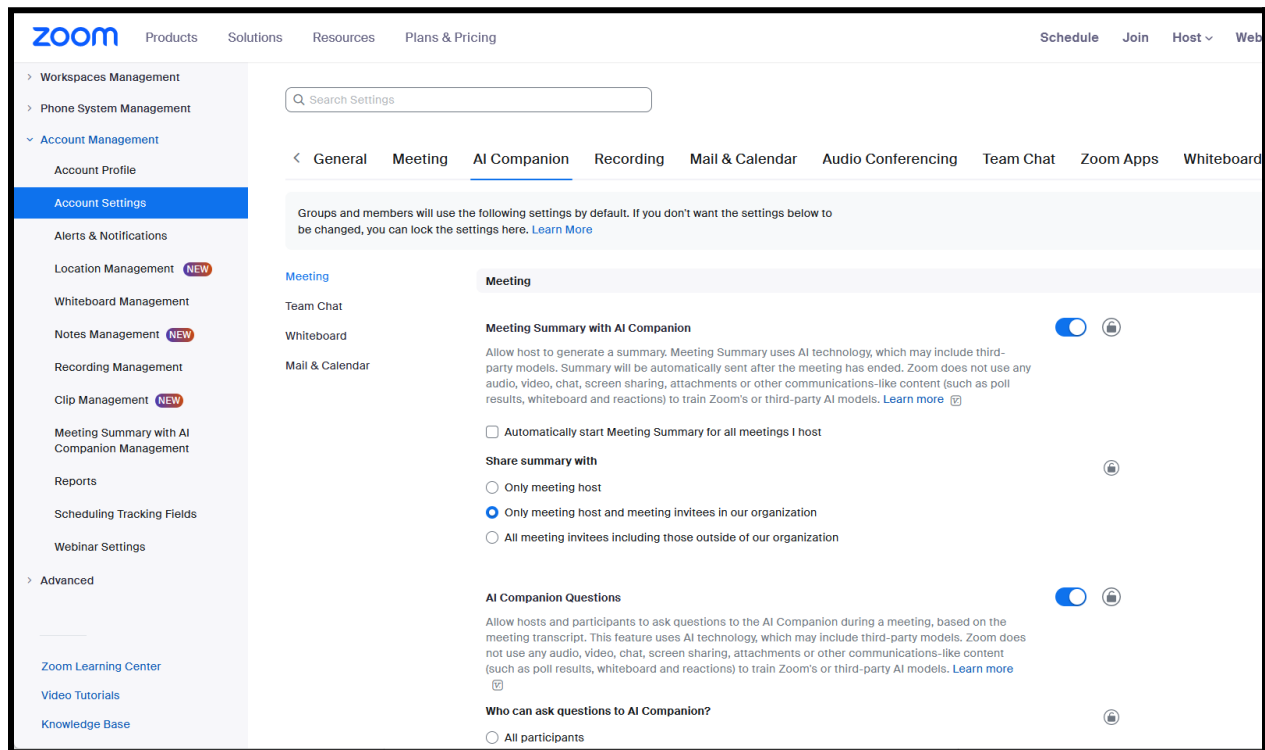
If the AI Companion feature uses a third-party model, pursuant to Zoom's contracts with the third-parties, data will be stored by the third-party, for trust and safety and other legal obligations, within the U.S. for up to 30 days.

AI Companion supports privacy with notice and choice. Admins and users can exercise control and consent for the AI Companion features.

Admin controls

Account owners and admins control whether to enable the AI Companion features for their accounts. Zoom provides admins with control and visibility when AI features are being used or activated.

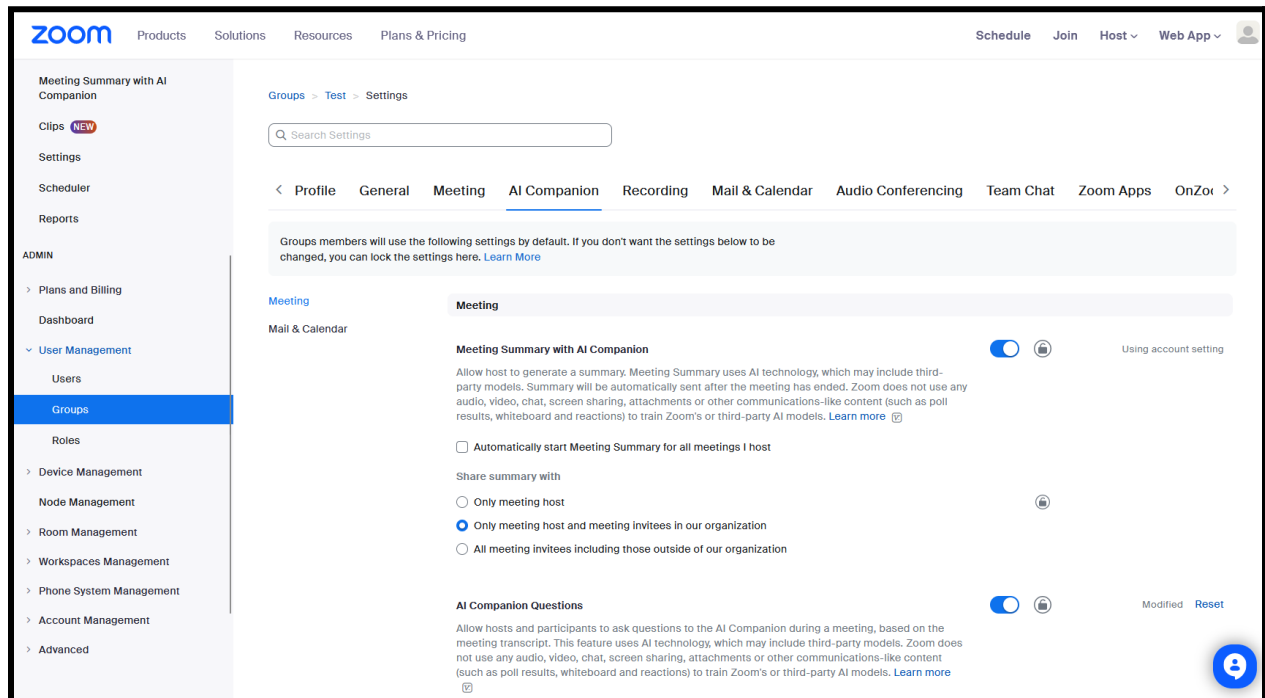
Admins can enable or disable features for their entire account within the account settings page in the Admin portal. **Note:** The AI Companion is defaulted to **off** for all accounts.



Group controls

Account owners and admins can control which groups receive certain AI Companion features. Select features can be enabled or disabled, and set to locked for these features. Users belonging to this group will have their feature access dictated by these selections. If allowed at the group level, users can still enable or disable features for themselves at the individual user level.

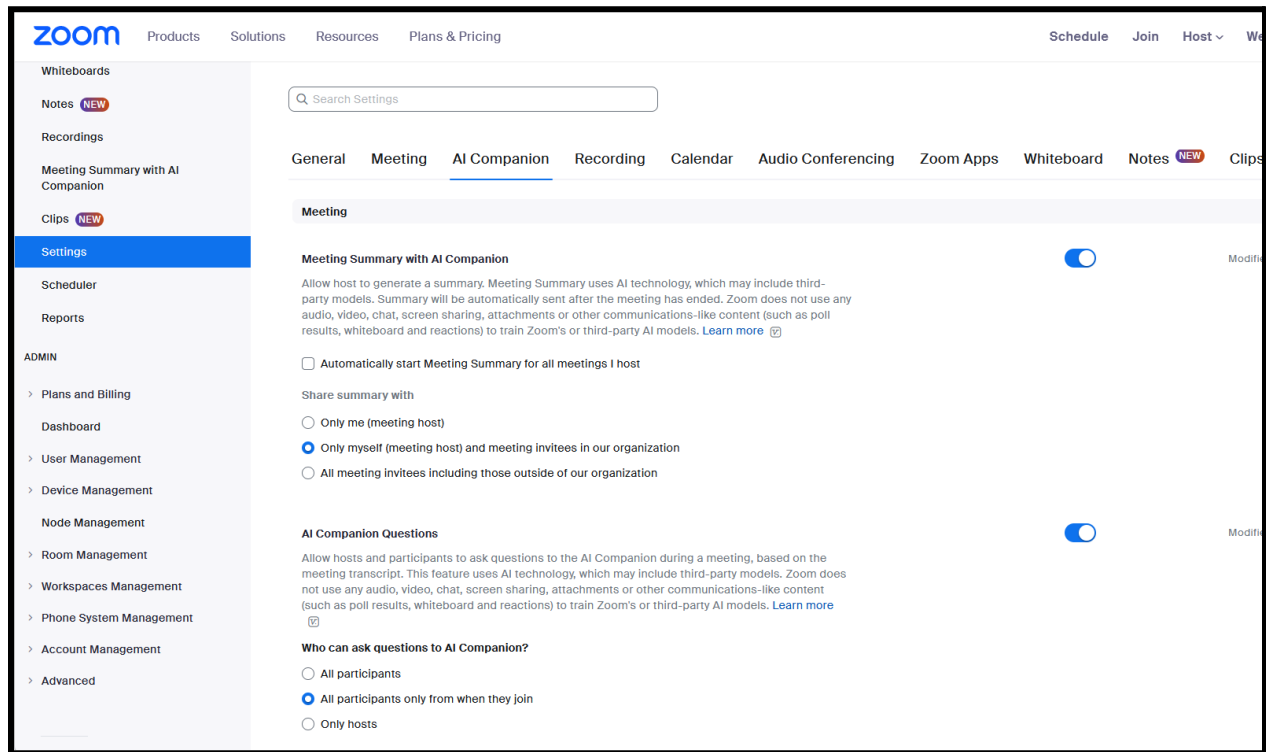
Note: Group level control is not available for all features.



User controls

Account owners and admins control whether to enable Zoom AI Companion for their accounts. Zoom provides users with control and visibility into their AI Companion features' settings. Users can see if their admins have enabled or disabled AI Companion features. If allowed by the account admin for features with user-level controls, users can enable or disable AI Companion features. If the admin has locked the setting at the account level, the user cannot change the setting.

Note: User level control is not available for all features.



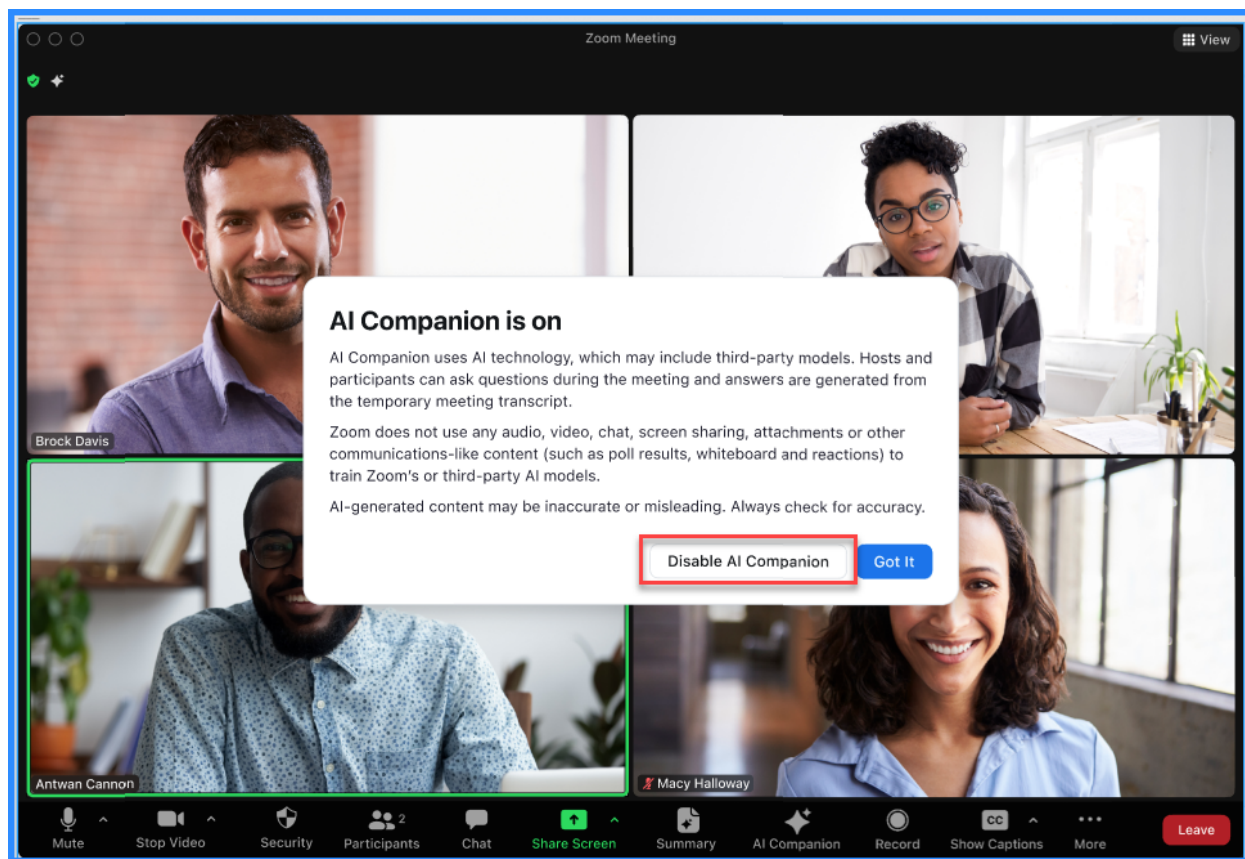
In-meeting controls

Hosts can enable or disable AI Companion features in-meeting. Participants can also request that these features be enabled in-meeting. Users are prompted when AI Companion features are enabled during the meeting with a consent for the functionality.

AI Companion controls for meeting hosts

For meeting hosts connecting to a meeting using Zoom Client 5.15.12 or later, a message displays stating that the **AI Companion is on**. Hosts must select from the following options on the message:

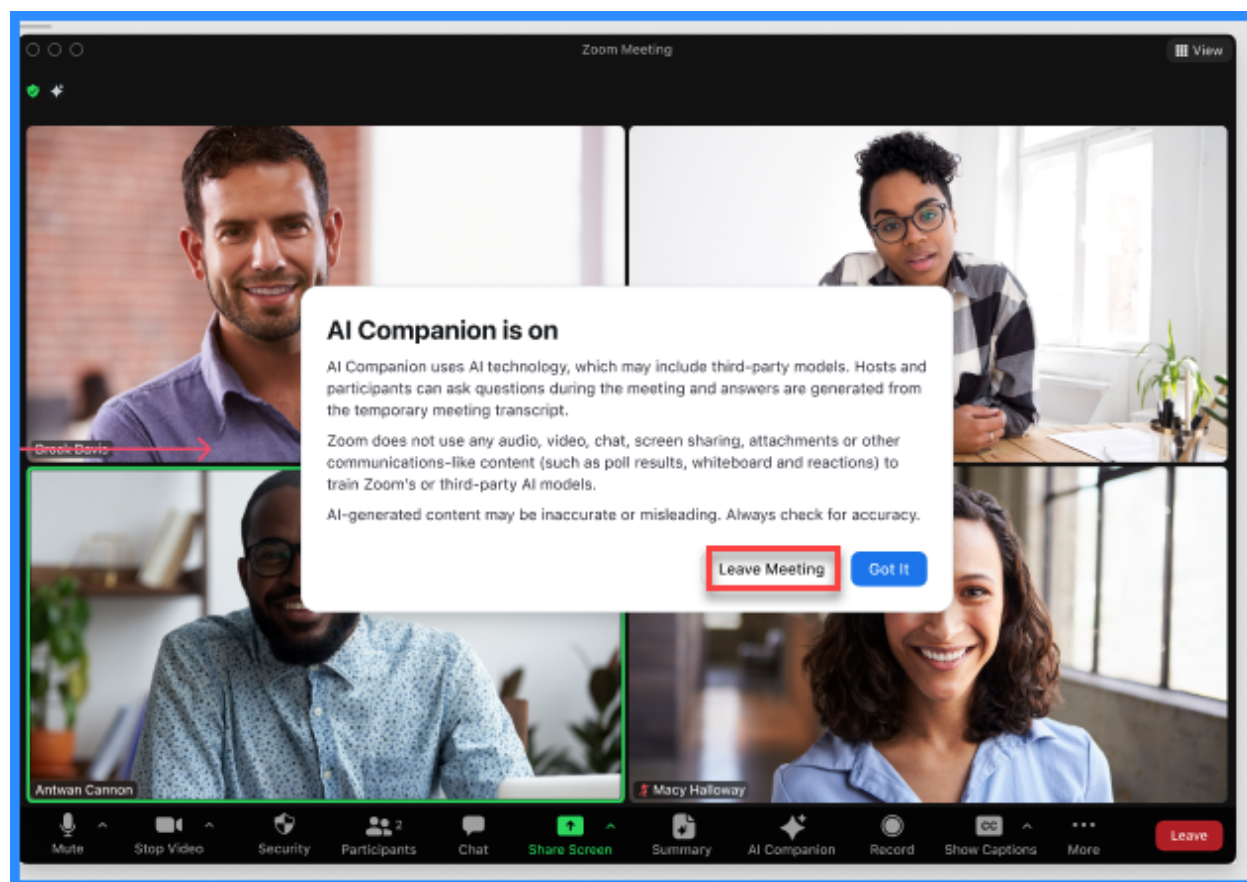
- **Got It.** AI Companion continues for the meeting.
- **Disable AI Companion.** The option stops the use of AI Companion for the current meeting. **Note:** This does not disable AI Companion for any future meetings. Any changes to the account settings must be made through the Admin portal.



AI Companion consent for in-meeting participants

For meeting participants connecting to a meeting using Zoom Client 5.15.12 or later, a message displays for the in-meeting participants stating that the **AI Companion is on**. Participants must select from the following options on the message:

- Got It
- Leave Meeting



Compliance and AI Companion

Zoom has a federated approach that dynamically uses different models for different products and features to deliver the best solution for the customer at that time, and all models are carefully selected by Zoom.

Zoom requires its sub-processors, which include these third-party model providers, to satisfy equivalent obligations as those required of Zoom (as a Data Processor), and outlined in Zoom's Data Processing Agreement (DPA). This includes, for example, requiring sub-processors to process personal data consistent with customer instructions, use reliable personnel, and follow applicable privacy and security laws and regulations.

More information about our third-party models can be found in the [Zoom sub-processor page](#).

Zoom's AI Companion features adhere to the same security and compliance requirements as the primary Zoom products within which they are incorporated. These products are covered in Zoom's existing third-party certifications and attestations available on [Zoom's Trust Center](#). Zoom plans to



include the AI Companion features into the renewal certifications and attestations for these products.