Dear all,

You may have all seen reports about the security and privacy issues on zoom web video conferencing tool. While the reports are true, we don't need to excessively worry at this moment but if we take a minimum set of basic steps the risk is minimised considerably.

Some points to consider :

Zoom usage has exponentially increased and today over 200 millions web/video calls are made on the platform. Because its far easier to use, and performs better it has surpassed competitors products.

- **Zoom bombing** : Anyone with the zoom meeting link can join the meeting and the meeting organiser may not even realise there is an eavesdropper in the call. There are tools available that lets you find out open meetings.
    - This is more a vulnerability in the BASIC account, and can be mitigated by setting a password and sharing the link only to required participants over secure channels.
- **Privacy and personal data leaks** : This was possible in several forms and is not a problem that we can ever fully solve as the risk is there in every app we install. But in zooms case, if the BASIC account was created using Facebook login then some data available in the profile could have been shared with Facebook.
    - This has been fixed largely in the updates.
- **MAC Issues** : Zoom was able to install into MAC's without installation prompts and this is a backdoor that could be exploited by malicious humans and malware.
    - This too has been fixed in the updates.
- **Windows passwords and malware injection** : This was performed by injecting malicious links and code int to the 'chat' window. If those were clicked on and activated there is a possibility of hacks (it also depends of how secure your device is in the first place).
    - This issue too has been fixed in the updates.

Bottomline:

- Zoom is not Malware or risky, the global focus on the software has exposed some of the issues which is probably there is other tools too.
- Those using company account, you are less vulnerable, but it is even safer if you **set a password** for meetings.
- BASIC Account users MUST set a password and be careful about the attendees.
- Use of the '**CHAT**' window should be with care and do not click on unverified links or attachments.
- Zoom as a firm have own up to the issues revealed and are taking active steps to address them.
- Keep the zoom application up to date with the latest **UPDATES**.

We will keep monitoring and advice if any other steps are required.