

Zoom Security Update

OVERVIEW

As usage of Zoom continues to grow, questions are arising about Zoom and the security of the platform. You may have seen some recent news articles raising questions about the security of Zoom. This document outlines Zoom's security settings and options.

Security and confidentiality are important at all times, but the current virtual working environment heightens the importance. With that in mind, here is additional information around the Zoom security settings and account setup that Voya Financial Advisors has put in place for accounts used by our financial professionals.

Voya Financial's enterprise account is set up with additional safeguards and settings to help ensure meetings are secure and confidential. These include the following settings:

- Encrypted meeting links
 - All meetings sent via the Outlook plugin contain encrypted invitation links. This ensures that your meeting link cannot be intercepted.
- Forced encryption for all meetings
 - This setting secures all data from your meetings and audio when leveraging Zoom to ensure what you share and discuss with your financial professional stays confidential
 - Zoom's [encryption details](#) highlight how your data is encrypted
- Disabled cloud recording
 - The content you share and discuss within your meetings is never recorded to any Zoom or Voya server - what you share or discuss is solely between you and your financial professional
- Disabled in-meeting chat
 - In-Meeting chat can present a risk of links being shared that can direct to Malware infected sites that can hijack and steal data, so this setting has been disabled
- Enhanced Privacy Policy
 - Zoom does not sell users' data.
 - Zoom has never sold user data
 - Zoom does not monitor your meetings or its contents.
 - Zoom complies with all applicable privacy laws, rules, and regulations in the jurisdictions within which it operates, including the GDPR and the CCPA.
 - Zoom does not mine user data or sell user data of any kind to anyone.

In addition to the default policies in place above, there are additional settings available to your financial professional to help safeguard your meetings:

- **Use Zoom desktop or mobile app:** Using the Zoom desktop or mobile app offers an additional layer of encryption to your meetings. While joining via your browser (i.e. Google Chrome, Internet Explorer, Safari, etc.) is secure, leveraging the desktop/mobile apps strengthens that security.
- **Waiting Rooms:** This ensures that only intended attendees are permitted into a meeting at the discretion of the host and creates an added safeguard that ensures the only attendees in the virtual meeting are the ones who should be in attendance.

- **Lock the meeting:** When your financial professional locks a Zoom Meeting that's already started, no new participants can join, even if they have the meeting ID and password (if applicable). This will ensure no one can join a meeting once it has begun.
- **Leverage meeting passwords:** Your financial professional will generate a random Meeting ID and can require a password to join a meeting which acts as a de facto two-factor authentication method to help ensure your privacy.
- **Disable video:** Your financial professional can turn someone's video off. This will allow him/her to block unwanted, distracting, or inappropriate video from being shared.
- **Mute participants:** Your financial professional can mute/unmute individual participants or all of them at once and can block unwanted, distracting, or inappropriate noise from other participants.

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