

# How-to set up your Zoom account to protect confidentiality & data sharing

## Confidentiality, Data Sharing and Zoom Meetings

For NAMI classes and support groups, maintaining confidentiality of participants is critical. It's important to make sure holding groups online does not violate that confidentiality – and the trust the participant has that we have done what we need to do to protect them.

Zoom does collect personal data of the host/you and the participants and they will share it with different partners unless you set up the account to prevent it. As the 'owner' of the account, once you set it up, it will be prevented for everyone who will be using your Zoom account. If you want to be sure, you can lock it so no one else can change it except you.

### **What happens if you DON'T do anything about this?**

Host and participant data will be shared with advertisers and other businesses often used with Zoom, e.g. vimeo (videos). You will all start to get emails and phone call ads for other products – and wonder where it came from and why you're getting it!!

## Setting up the Zoom account for data sharing and cookies

The information and options you need are at the bottom of any of the Zoom pages.

Copyright ©2020 Zoom Video Communications, Inc. All rights reserved. [Privacy & Legal Policies](#) | [About Ads](#) | [Do Not Sell My Personal Information](#) | [Cookie Preferences](#)

If you want to read [Privacy Policy](#) – or go to "Privacy & Legal Policies" for more links, including HIPAA whitepaper.

- HIPAA only applies to healthcare settings and businesses contracted with them. NAMI classes and support groups do NOT fall under HIPAA.

There are 3 types of cookies they use – you will be able to choose how you want each of them to be handled/controlled.

There are 2 ways to control data sharing – both will open to the same *popup at the top of the page*:

- "Do Not Sell My Personal Information"
- "Cookie Preferences"

**About Cookies on This Site** zoom ✕

Please choose whether this site may use Functional and/or Advertising cookies, as described below:

<input type="checkbox"/>	<b>Required Cookies / CCPA Opt-Out</b> These cookies are required to enable core site functionality.
<input type="checkbox"/>	<b>Functional Cookies</b> These cookies allow us to analyze site usage so we can measure and improve performance.
<input type="checkbox"/>	<b>Advertising Cookies</b> These cookies are used by advertising companies to serve ads that are relevant to your interests.

**Functionality Allowed**

- Provide secure log-in
- Remember how far you are through an order
- Remember your log-in details
- Remember what is in your shopping cart
- Make sure the website looks consistent
- Allow you to share pages with social networks
- Allow you to post comments
- Serve ads relevant to your interests

[Advanced Settings](#)

[Privacy Policy](#) Powered by: TRUSTe

**FINAL SET-UP:** This would allow for the required Cookies and the maximum control on data sharing to protect privacy and confidentiality:

**About Cookies on This Site** zoom X

Please choose whether this site may use Functional and/or Advertising cookies, as described below:

- Required Cookies / CCPA Opt-Out**  
These cookies are required to enable core site functionality.
- Functional Cookies**  
These cookies allow us to analyze site usage so we can measure and improve performance.
- Advertising Cookies**  
These cookies are used by advertising companies to serve ads that are relevant to your interests.

**Functionality Allowed**

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**Functionality NOT Allowed**

- Remember your log-in details
- Remember what is in your shopping cart
- Make sure the website looks consistent
- Allow you to share pages with social networks
- Allow you to post comments
- Serve ads relevant to your interests

Cancel Submit Preferences Advanced Settings

Privacy Policy Powered by: TrustArc | TRUSTE

For help with questions or setting up, contact NAMI Wi – 608-268-6000 or kayjewellmd@gmail.com

**IF YOU WANT TO KNOW MORE ABOUT ALL THIS:**

**Advanced Settings** – tells you more about each of the types of cookies and who the data is shared with for each of the 3 types of cookies. You can block the whole group of cookies, for example the advertising cookies – or you can view the cookie list and pick out ones you want to block. If you want more information about each type of cookie and what they do, go to [Cookie Policy](#)

For a NAMI support group or class, it’s suggested you block **Advertising Cookies** at a minimum. You can do that on this page, hit “Out” or on the Basics popup.

**About Cookies on This Site** zoom X

Please choose whether this site may use Functional and/or Advertising cookies, as described below:

**Required Cookies / CCPA Opt-Out**  
These cookies are required to enable core site functionality.  
VIEW COOKIES

**Functional Cookies**  
These cookies allow us to analyze site usage so we can measure and improve performance.  
VIEW COOKIES Out In

**Advertising Cookies**  
These cookies are used by advertising companies to serve ads that are relevant to your interests.  
HIDE COOKIES Out In

Company	Domain	Opt-out
AdRoll, Inc	d.adroll.com	Out In
AdTheorent, Inc	trkn.us	Out In
Adobe Marketing Cloud - Advertising Services	demdex.net, dpm.demdex.net, everesttech.net	Out In
Amazon	amazon-adsystem.com	Out In

**Functional Cookies** – These are more important as a business to help Zoom improve services with you. As a support group or class, they potentially interfere with confidentiality.

# How To: Set up your Zoom Support Group Meeting parameters

Let's be frank – this is busy work but it's important. Once you set it up, it should be the same for all the support groups you run. If you decide to continue to use Zoom for classes, there are ways to set it up different for them – but we're not talking about that now.

We've gone through all the options and taken a picture of which ones you want to activate and which you would want to leave inactive. These are suggestions – once you start using it, you may want to make changes in the settings.

Require a password for Personal Meeting ID (PMI)



Embed password in meeting link for one-click join

Meeting password will be encrypted and included in the join meeting link to allow participants to join with just one click without having to enter the password.



Modified [Reset](#)

Require password for participants joining by phone

A numeric password will be required for participants joining by phone if your meeting has a password. For meeting with an alphanumeric password, a numeric version will be generated.



Mute participants upon entry

Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves.



Modified [Reset](#)

Upcoming meeting reminder

Receive desktop notification for upcoming meetings. Reminder time can be configured in the Zoom Desktop Client.



In Meeting (Basic)

Require Encryption for 3rd Party Endpoints (H323/SIP)

Zoom requires encryption for all data between the Zoom cloud, Zoom client, and Zoom Room. Require encryption for 3rd party endpoints (H323/SIP).



Modified [Reset](#)

Chat

Allow meeting participants to send a message visible to all participants



Modified [Reset](#)

Private chat

Allow meeting participants to send a private 1:1 message to another participant.



Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.



Play sound when participants join or leave

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File transfer

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Hosts and participants can send files through the in-meeting chat. 




Modified [Reset](#)

Feedback to Zoom

Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting



Display end-of-meeting experience feedback survey

Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong. 



Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.



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Polling

Add 'Polls' to the meeting controls. This allows the host to survey the attendees. 



Modified [Reset](#)


Allow host to put attendee on hold

Allow hosts to temporarily remove an attendee from the meeting.




Modified [Reset](#)

Always show meeting control toolbar

Always show meeting controls during a meeting 



Modified [Reset](#)

Show Zoom windows during screen share 




Screen sharing

Allow host and participants to share their screen or content during meetings



Modified [Reset](#)

Disable desktop/screen share for users

Disable desktop or screen share in a meeting and only allow sharing of selected applications. 



## How To: Set up your Zoom Support Group Meeting parameters

Allow participants to use annotation tools to add information to shared screens



Modified [Reset](#)

Whiteboard

Allow participants to share whiteboard during a meeting



Modified [Reset](#)

Remote control

During screen sharing, the person who is sharing can allow others to control the shared content



Modified [Reset](#)

Nonverbal feedback

Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel.



Allow removed participants to rejoin

Allows previously removed meeting participants and webinar panelists to rejoin



Modified [Reset](#)

In Meeting (Advanced)

Breakout room

Allow host to split meeting participants into separate, smaller rooms



Remote support

Allow meeting host to provide 1:1 remote support to another participant



Closed captioning

Allow host to type closed captions or assign a participant/third party device to add closed captions



Save Captions

Allow participants to save fully closed captions or transcripts



Far end camera control

Allow another user to take control of your camera during a meeting



Group HD video

## How To: Set up your Zoom Support Group Meeting parameters

Activate higher quality video for host and participants. (This will use more bandwidth.)



Virtual background

Allow users to replace their background with any selected image. Choose or upload an image in the Zoom Desktop application settings.



Identify guest participants in the meeting/webinar

Participants who belong to your account can see that a guest (someone who does not belong to your account) is participating in the meeting/webinar. The Participants list indicates



Auto-answer group in chat

Enable users to see and add contacts to 'auto-answer group' in the contact list on chat. Any call from members of this group will be automatically answered.



Only show default email when sending email invites

Allow users to invite participants by email only by using the default email program selected on their computer



Use HTML format email for Outlook plugin

Use HTML formatting instead of plain text for meeting invitations scheduled with the Outlook plugin



Allow users to select stereo audio in their client settings

Allow users to select stereo audio during a meeting



Allow users to select original sound in their client settings

Allow users to select original sound during a meeting



Attention tracking

Lets the host see an indicator in the participant panel if a meeting/webinar attendee does not have Zoom in focus during screen sharing.



Waiting room

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the ho:



Show a "Join from your browser" link

Allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to downlo



Allow live streaming meetings



Email Notification

When a cloud recording is available

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Modified [Reset](#)

Choose which participants to place in the waiting room:




All participants



Guest participants only 

Customize the title, logo, and description 

## How To: Set up your Zoom Support Group Meeting parameters

Customize the title, logo, and description 

Show a "Join from your browser" link

Allow participants to bypass the Zoom application download process, and join a meeting directly from the app

Allow live streaming meetings

**Email Notification**  
When a cloud recording is available

Notify host when cloud recording is available

When attendees join meeting before host

Notify host when participants join the meeting before them

Modified [Reset](#)

When a meeting is cancelled

Notify host and participants when the meeting is cancelled

When an alternative host is set or removed from a meeting

Notify the alternative host who is set or removed

When someone scheduled a meeting for a host

Notify the host there is a meeting is scheduled, rescheduled, or cancelled

When the cloud recording is going to be permanently deleted from trash

Notify the host 7 days before the cloud recording is permanently deleted from trash


**Other**  
Blur snapshot on iOS task switcher

Enable this option to hide potentially sensitive information from the snapshot of the Zoom main window.

Modified [Reset](#)

**Invitation Email**

Your meeting attendees will receive emails in language based upon their browser/profile settings. Choose

Choose email in language to edit  

[Send me a preview email](#)

# How To: Set up your Zoom Support Group Meeting parameters

RECORDINGS – We don't allow recording of NAMI support groups or classes

The screenshot shows the Zoom web interface. At the top, there's a navigation bar with the Zoom logo and links for SOLUTIONS, PLANS & PRICING, and CONTACT SALES. On the left, a sidebar menu is visible under 'PERSONAL' with options for Profile, Meetings, Webinars, Recordings, and Settings (which is highlighted). Below this, there's an 'ADMIN' section with expandable menus for User Management, Room Management, Account Management, and Advanced. Further down, there are links for 'Attend Live Training', 'Video Tutorials', and 'Knowledge Base'. The main content area is titled 'Recording' and has three tabs: Meeting, Recording (selected), and Telephone. Under the 'Recording' tab, there are several sections: 'Local recording' with a toggle switch turned off; 'Cloud recording' with a toggle switch turned off and links for 'Modified' and 'Reset'; 'Automatic recording' with a toggle switch turned off and the text 'Record meetings automatically as they start'; 'IP Address Access Control' with a toggle switch turned off and the text 'Allow cloud recording access only from specific IP address ranges'; 'Only authenticated users can view cloud recordings' with a toggle switch turned off and the text 'The viewers need to authenticate prior to viewing the cloud recordings, hosts can choose one of the authentication methods'; 'Require password to access shared cloud recordings' with a toggle switch turned off and the text 'Password protection will be enforced for shared cloud recordings. A random password will be generated which can be modified'; 'Auto delete cloud recordings after days' with a toggle switch turned off and the text 'Allow Zoom to automatically delete recordings after a specified number of days'; 'The host can delete cloud recordings' with a toggle switch turned off and the text 'Allow the host to delete the recordings. If this option is disabled, the recordings cannot be deleted by the host and only administrators can delete recordings'; 'Recording disclaimer' with a toggle switch turned on and the text 'Show a customizable disclaimer to participants before a recording starts'; and 'Multiple audio notifications of recorded meeting' with a toggle switch turned off and the text 'Play notification messages to participants who join the meeting audio. These messages play each time the recording starts and a notification message per meeting.' At the bottom of the page, there's a footer with three columns of links: 'About' (Zoom Blog, Customers, Our Team, Why Zoom, Features), 'Download' (Meetings Client, Zoom Rooms Client, Browser Extension, Outlook Plug-in, Lync Plug-in), and 'Sales' (1.888.799.5926, Contact Sales, Plans & Pricing, Request a Demo, Webinars and Events).

# How To: Set up your Zoom Support Group Meeting parameters

## Telephone Parameters

The screenshot shows the Zoom settings interface for Telephone parameters. The left sidebar contains navigation options under 'PERSONAL' (Profile, Meetings, Webinars, Recordings, Settings) and 'ADMIN' (User Management, Room Management, Account Management, Advanced). The main content area has tabs for Meeting, Recording, and Telephone. The Telephone tab is active, showing several settings with toggle switches: 'Show international numbers link on the invitation email' (off), 'Toll Call' (on), '3rd Party Audio' (off), and 'Mask phone number in the participant list' (on). A list of international dial-in numbers is displayed, including Argentina, Australia, Austria, and Bahrain. A note states 'Only IT admin can make changes for this setting'. A callout box on the right explains that the 'Mask phone number' setting masks numbers but allows renaming them during a group meeting.

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOI

PERSONAL

- Profile
- Meetings
- Webinars
- Recordings
- Settings

ADMIN

- > User Management
- > Room Management
- > Account Management
- > Advanced

Attend Live Training

Video Tutorials

Knowledge Base

Meeting Recording Telephone

Show international numbers link on the invitation email

Show the link for Zoom International Dial-in Numbers on email invitations

Toll Call

Include the selected numbers in the Zoom client and the email invitation via the international numbers link. Participants can dial into meeting with the numbers

Only IT admin can make changes for this setting X

Argentina +54 112 040 0447

Argentina +54 341 512 2188

Argentina +54 343 414 5986

Australia +61 2 8015 6011

Australia +61 3 7018 2005

Australia +61 8 7150 1149

Austria +43 670 309 0165

Austria +43 72 011 5988

Bahrain +973 1619 7601

Bahrain +973 1619 8488

[See all numbers](#)

3rd Party Audio

Users can join the meeting using the existing 3rd party audio configuration

Mask phone number in the participant list

Phone numbers of users dialing into a meeting will be masked in the participant list. For example: 888\*\*\*666

Global Dial-in Countries/Regions

Click the Edit icon to choose countries/regions that frequently have participants who need to dial into meetings. The dial-in phone numbers of these locations appear in the email invitation, and can be used by participants dialing in from those locations.

United States of America ✎

This should mask phone numbers but you can still rename them during a group

Any question or anything we missed, contact [kajjewellmd@gmail.com](mailto:kajjewellmd@gmail.com) – or NAMI Wisconsin at 608-268-6000, [marykay@namiwisconsin.org](mailto:marykay@namiwisconsin.org)