

# REB Guidelines



## Interviews on Zoom 5.0

### Ethical Considerations & Best Practices

Researchers should use their YukonU Institutional Zoom accounts

## Interview Preparation



### Participant Call Setup

- YukonU Institutional Zoom accounts will show the participant's full name unless they create an alias for the meeting. Explain how they can change their name or provide a research code ahead of time.
- Explain how participants can turn off their camera and mute their microphone as preferred.
- Don't use your Personal Meeting ID but use a randomly generated ID for the meeting.
- Require passcode for participants to join.
- Enable waiting rooms to screen attendees.
- Lock the meeting once participants have arrived using the security menu

### Group Interviews



- If the session is being recorded, notify participants that there may be limitations on the withdrawal process (i.e., post-production editing, audio files collection all voices, etc.)
- As the host, disable recording options for participants and ask all participants to not use other recording services/devices.
- Discuss risks as appropriate, given that there are no effective means of stopping

### General Tips

- ⇒ Avoid collecting what you do not need
- ⇒ Delete audio recordings after transcription
- ⇒ Password protect/encrypt your files and folders

### Additional Resources and Assistance

- ⇒ YukonU IT Services - for assistance contact YukonU help desk at <https://help.yukonu.ca/>
- ⇒ Best Practices for Securing Your Zoom Meetings <https://zoom.us/docs/doc/Securing%20Your%20Zoom%20Meetings.pdf>
- ⇒ The Electronic Frontier Foundation: <https://www.eff.org/>

# REB Guidelines



## Interviews on Zoom 5.0

### Ethical Considerations & Best Practices

#### Recommended practices:

##### 1. Store Data Locally

Change your default Zoom 5.0 settings so recordings are stored locally instead of uploaded to a US-owned cloud service

Settings → Recording → File Location

##### 2. Informed Consent

Your consent documents must inform participants that their data is subject to U.S. privacy laws.

Suggested wording for consent process

*"This interview is hosted by Zoom, a US company, and as such, is subject to the USA Patriot Act and US CLOUD Act. These laws allow government authorities to access the records of host services and internet service providers. By choosing to participate, you understand that your participation in this study may become known to US federal agencies."*

##### 3. Consent Before Recording

You should have participants consent to being recorded (audio and/or video). If you are video recording, tell them about virtual background options.

#### Zoom's Privacy Policy

- Does not monitor your meetings nor its contents
- Does not and has no intentions of selling user's data
- Complies with privacy rule/laws

As of May 7, 2020 there was no full end to end encryption. Audio and Video data sent through Zoom are encrypted but keys are generated and held by Zoom (as of May 7, 2020). [Zoom's end-to-end encryption \(E2EE\)](#) is available as a technical preview to users starting in late October 2020. Click on the link above for more details.

#### US Privacy Laws

The USA Patriot Act (2001) and Cloud Act (2018) supersedes the Zoom Privacy Policy security provisions by making it possible for US federal law enforcement to compel US companies to provide data stored on their servers. Just because Zoom states that they do not monitor your meetings, this does not mean that they are not collecting such data (IP addresses, operational data, and user interactions).

These laws apply to cloud storage services:

Dropbox, iCloud, OneDrive, Google Drive