

# Zoom

## *Data Protection Impact Assessment*



Organisation Name/Data Controller Name: Cliffe VC Primary School

Date final DPIA issued 21/01/2021

**REF (if applicable)**

### **Project Brief and Go Live Date:**

In order to facilitate the learning of students in the school at a time when remote learning is becoming more prominent and necessary, a system for live streaming and recording lessons is required. Zoom allows for private “locked classrooms”, in which students and teachers can contribute to lessons through microphones, video and messaging. This interaction is beneficial for students who cannot physically come into school during the COVID-19 (Coronavirus) pandemic.

It also allows for lessons, meetings and calls to be recorded where required for playback to students at a later date. This allows for students to learn at their own pace, and to enable certain learning techniques.

A DPIA is required due to the sharing of data with an external processor, and the potential privacy risks associated with filming people while they are at home.

Go live date: January 21

**Project Manager/Owner:**

Name:	<b>Adam Blackwood</b>
Job Title:	<b>Head</b>
Service:	
Telephone:	01757 638426
Email:	<b>headteacher@cliffe.n-yorks.sch.uk</b>

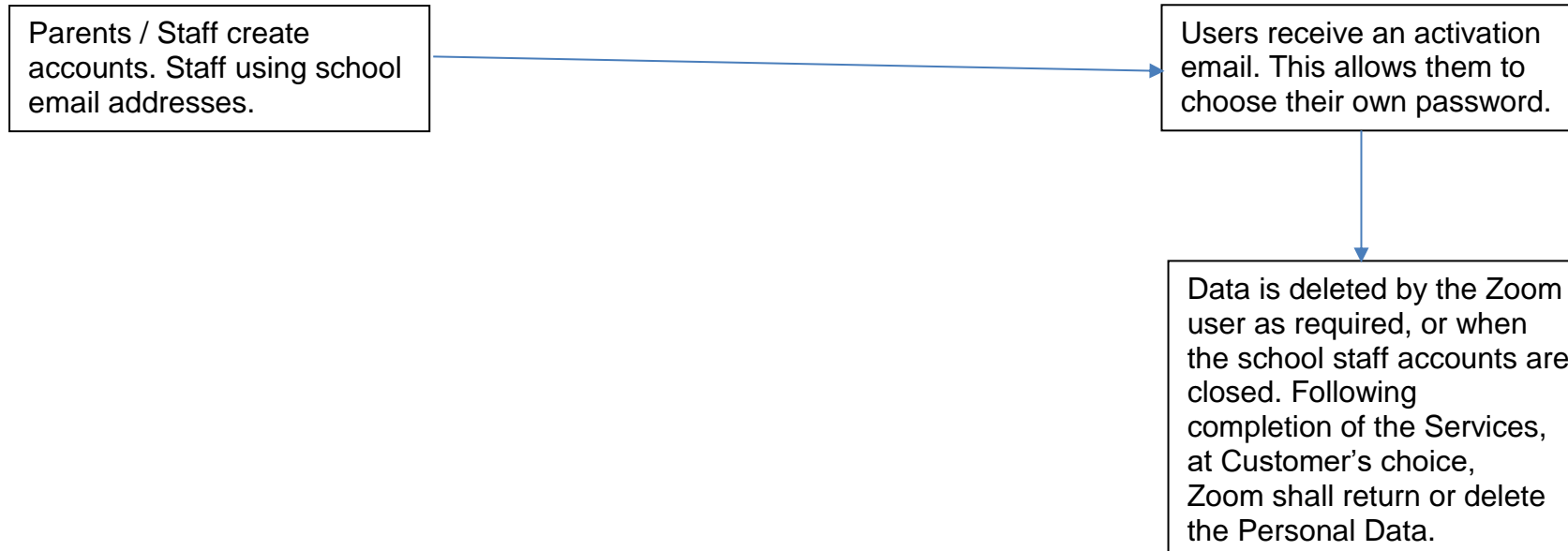
**Information Asset Owner/s:**

Name:	<b>Adam Blackwood</b>
Job Title:	<b>Head</b>
Service:	
Telephone:	01757 638426
Email:	<b>headteacher@cliffe.n-yorks.sch.uk</b>

**System Administrator/ICT Contact (if applicable):**

Name:	<b>NA</b>
Job Title:	
Service:	
Telephone:	
Email:	

## PART ONE – INFORMATION FLOW



## PART TWO – PRIVACY RISKS QUESTIONNAIRE

- ❖ *This should be filled out during consultation between the Project Officer(s) and Data Protection Officer.*
- ❖ *Risks should be associated with the Principles of the General Data Protection Regulation (GDPR).*
- ❖ *You only need to consider risks arising from any new procedures and/or solutions.*

Privacy Issue	Comments	Is there a risk? Address in Part Three			
<b>1. General</b>					
Have you identified the Information Asset Owner?	<i>Adam Blackwood</i>	<input type="checkbox"/>			
How many individuals will be affected by this project?	<i>120</i>	<input type="checkbox"/>			
Who are the Data Subjects?	<i>Pupils, staff members, parents, carers.</i>	<input type="checkbox"/>			
Please select any information that will be processed:	<b>Personal Identifiers/information</b>		<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>	Name		<input type="checkbox"/>	Sex life
	<input type="checkbox"/>	Address/Postcode		<input type="checkbox"/>	Sexual Orientation
	<input type="checkbox"/>	Date of Birth		<input type="checkbox"/>	Religion
	<input type="checkbox"/>	Telephone Number/Email		<input type="checkbox"/>	Philosophical belief
	<input type="checkbox"/>	Emergency contact details		<input type="checkbox"/>	Political opinion
	<input type="checkbox"/>	National Insurance Number		<input type="checkbox"/>	Trade Union Membership
	<input type="checkbox"/>	NHS Number		<input type="checkbox"/>	Ethnic Origin
	<input type="checkbox"/>	Gender		<input type="checkbox"/>	Medical history details
<input checked="" type="checkbox"/>	Images (photo/film)	<input type="checkbox"/>	Physical health information		

	<input type="checkbox"/>	Pseudonymised information	<input type="checkbox"/>	Mental health information	
	<input type="checkbox"/>	IP addresses	<input type="checkbox"/>	Genetic/Biometric (eg. Thumbprint)	
	<input checked="" type="checkbox"/>	Other (please state):  Username, instant messages, files, whiteboards, and other information shared while using the service, voicemails. Video/audio recordings of calls.		Special category information will not be routinely collected and therefore should not appear on recordings.	
How will the personal data be collected?	Directly from the Individual				<input type="checkbox"/>
Does this processing include data matching, automated decision making or profiling? (please describe)	No.				<input type="checkbox"/>
<b>2. Lawfulness, Fairness, and Transparent</b>					
What is the lawful basis for processing personal information? If you are using more than one condition please specify which condition relates to specific data. <i>(Please speak with your DPO about this)</i>	e) Public Task (specify) for live streaming of lessons and meetings.		e) Public Task (specify) for the recording of lessons.		<input type="checkbox"/>
	Specify: The system allows for the provision of effective education through face-to-face contact between students and staff. This supports learning and wellbeing during the ongoing pandemic and elsewhere where remote learning is necessary, in line with education legislation.				
If you are processing Special Category Information what is the lawful basis for processing this information <i>(Please speak with your DPO about this)</i>	N/A		Choose an item.		<input type="checkbox"/>
	Basis in law and schedule condition (if applicable)/specify: N/A				

	Please refer to the guidance		
If you are using consent how are you collecting this and how will people be able to withdraw their consent?	Not relying on consent.		<input type="checkbox"/>
How will you tell people about this processing?	<i>On school website, email communication.</i>		<input type="checkbox"/>
Do you need to update your privacy notices?	<input checked="" type="checkbox"/>	Yes	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	No	
<b>3. Purpose Limitation</b>			
Are you going to use information you already hold about individuals for a purpose it is not currently used for?	<input checked="" type="checkbox"/>	Yes, information is already held under the lawful basis of Public Task, as it is required for the provision of education, or under contractual obligation in line with employment law for staff.	<input type="checkbox"/>
	<input type="checkbox"/>	No	
Have you identified all of the purposes for which you will use personal information?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>
	<input type="checkbox"/>	No. If no, why not?	
Will people expect their information to be processed in this way?	<input checked="" type="checkbox"/>	Yes – due to the COVID-19 lockdown, although they will be fully informed and objections taken.	<input type="checkbox"/>
	<input type="checkbox"/>	No, please give details:	
<b>4. Data Minimisation</b>			
How will you ensure you are only collecting information that is relevant to this specific purpose?	Surnames will be turned off from display names and virtual backgrounds will be used where appropriate.  A code of conduct will be written and shared by relevant staff and students/parents to ensure that inappropriate topics are not discussed, and that backgrounds are kept neutral, etc.		<input checked="" type="checkbox"/>


	Recordings will only be taken where necessary – for the process of quality assurance.		
Have you considered what information you could disregard without compromising the project?	<input type="checkbox"/>	Yes, please detail if any has been removed:	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	No	
<b>5. Accuracy</b>			
How are you going to ensure that the personal information will be kept accurate and up to date?	Staff user accounts will be deleted upon a certain return to face to face teaching – this will be done by Adam Blackwood. Recorded sessions will be deleted from the school network upon completion of any relevant performance management cycles.		<input type="checkbox"/>
How are you going to ensure that the quality of the data you collect is sufficient for your intended purpose?	As above.		<input type="checkbox"/>
If you are procuring a new system does it allow you to amend and / or delete information when necessary? (Consult IT as necessary)	<input checked="" type="checkbox"/>	Yes – “Your account administrator is responsible for carrying out data deletion requests using the in-product tools. Further information on how to delete a user can be found at Zoom’s <a href="#">Removing a user from your account</a> support site. Deleting a user permanently removes them and their data from Zoom. When deleting a user, associated meetings, webinars, and cloud recordings can be deleted with or without transfer of this data to another licensed Zoom user, depending on your account administrator’s privacy and security policies.” - <a href="https://zoom.us/gdpr">https://zoom.us/gdpr</a>	<input type="checkbox"/>
	<input type="checkbox"/>	No, please give details:	

	<input type="checkbox"/>	Notes can be added to the system where accuracy is disputed	
	<input type="checkbox"/>	N/A	
<b>6. Storage Limitation / Records Management</b>			
How long will the information be kept for? (retention period)		Information will be deleted from Zoom when the staff member leaves the school, no longer requires access to Zoom, or when the school stops using Zoom. Recorded sessions will be deleted from the school network upon completion of any relevant performance management cycles – typically twelve months.	<input type="checkbox"/>
Are you procuring a system that will allow you to delete information in line with your retention periods? (Consult IT as necessary)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>
	<input type="checkbox"/>	No, if no why not?	
	<input type="checkbox"/>	N/A	
What method will be used, to securely destroy paper and/or electronic records?		The system administrator will delete records from Zoom using the following instructions: Zoom's <a href="#">Removing a user from your account</a> support.  Recordings will be deleted via the following method: removal from school network and 'recycle bin'.	<input type="checkbox"/>
Will destruction be certificated or added to a destruction log?	<input checked="" type="checkbox"/>	Yes, please specify: removal of staff accounts and any recorded sessions will be noted upon school destruction log.	<input type="checkbox"/>
	<input type="checkbox"/>	No, if no why not?	
Where will information be stored/accessed?		Other (please specify)	<input type="checkbox"/>
		Other (specify): In Zoom data centres	



	Recordings will be stored: upon the secure school network.	
If you are using a 'Cloud Based' system to store or transfer information, where is the geographical location of the server/s? (you may need to ask your provider to supply this)	Accounts are locked to the EU (the region where they are provisioned). <a href="https://blog.zoom.us/wordpress/2020/04/13/coming-april-18-control-your-zoom-data-routing/">https://blog.zoom.us/wordpress/2020/04/13/coming-april-18-control-your-zoom-data-routing/</a>	<input type="checkbox"/>
If back up information is stored off-site, where is the geographical location?	As above, in EU data centres.	<input type="checkbox"/>
<b>7. Security</b>		
Who will have access to the information within the organisation?	Roles: Class teachers – individual Zoom accounts / recordings of their own lessons. Headteacher – all Zoom accounts / all recorded sessions	<input type="checkbox"/>
What controls have been put in place to limit access to the information?	Password protected	<input type="checkbox"/>
If you are implementing a new system, does this system have the ability to audit access (audit trails)?	<input checked="" type="checkbox"/> Yes <a href="https://support.zoom.us/hc/en-us/articles/201363213-Getting-started-with-reports">https://support.zoom.us/hc/en-us/articles/201363213-Getting-started-with-reports</a>	<input type="checkbox"/>
	<input type="checkbox"/> No	
	<input type="checkbox"/> N/A	
Does your new system/hardware/procedure provide adequate protection against security risks? Please detail. (Consult IT as necessary)	Whilst not binding, this blog post provides reassurances about the intent of Zoom to protect privacy: <a href="https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/">https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/</a>  In addition to the Article 28 clause regarding security in Zoom's processing agreement, full details about the systems security are published here: <a href="https://support.zoom.us/hc/en-us/sections/201728933-Security?_ga=2.59637039.343284184.1594126239-2033230179.1592383292">https://support.zoom.us/hc/en-us/sections/201728933-Security?_ga=2.59637039.343284184.1594126239-2033230179.1592383292</a>	<input checked="" type="checkbox"/>

Are staff undertaking any additional training to help use new systems/procedures? Will this include Data Protection training?	<input checked="" type="checkbox"/>	Yes (please give details)	<input type="checkbox"/>
	<input type="checkbox"/>	No. If no why not?	
Is there a disaster recovery plan in place in case of equipment/software failure? (you may need to ask your provider to supply this)	<input type="checkbox"/>		<input type="checkbox"/>
	<input checked="" type="checkbox"/>	No	
<b>8. Data Processors – Data Processors should be listed after part 2 of this form</b>			
If you are using a data processor, how has the provider demonstrated an adequate level of information security? (you may need to ask your provider to supply this)	<p>Whilst not binding, this blog post and email below provides reassurances about the intent of Zoom to protect privacy:  <a href="https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/">https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/</a></p> <p>From Zoom’s Privacy Policy: “We use reasonable and appropriate technical and organizational measures to protect personal data from loss, misuse and unauthorized access, disclosure, alteration and destruction, taking into due account the risks involved in the processing and the nature of the personal data.”  <a href="https://zoom.us/privacy#_Toc44414848">https://zoom.us/privacy#_Toc44414848</a></p>		<input type="checkbox"/>
If using a data processor, how has the provider demonstrated that they are compliant with GDPR? (you may need to ask your provider to supply this)	Data processing agreement has been checked for Article 28 GDPR compliant clauses (see attached checklist below). More details about compliance can be found here: <a href="https://zoom.us/gdpr">https://zoom.us/gdpr</a>		<input type="checkbox"/>

If using a data processor, do you have a written contract in place with GDPR clauses?	<input checked="" type="checkbox"/>	 Zoom - Contract Checklist.doc Yes (attached)	<input type="checkbox"/>
	<input type="checkbox"/>	No	
	<input type="checkbox"/>	N/A	

**9. Information Sharing – Data Controllers should be listed after part 2 of this form**

What is the legal basis for sharing? <i>(Please speak with your DPO about this)</i>	N/A – only a Data Processor is used.		<input type="checkbox"/>
Is there a sharing agreement in place? <i>(Please speak with your DPO about this)</i>	<input type="checkbox"/>	Yes (please attach)	<input type="checkbox"/>
	<input type="checkbox"/>	No. If no, why not?	
	<input checked="" type="checkbox"/>	N/A	
Will you transfer information outside of the UK, where will this be?	<input checked="" type="checkbox"/>	Yes, please specify where: Zoom’s data centers are locked to the region where the account is provisioned, so will remain within the EU.	<input type="checkbox"/>
	<input type="checkbox"/>	No	
	<input type="checkbox"/>	N/A	
How will information be transferred?	<i>e.g. email, post, secure file transfer</i> <a href="https://www.privacyshield.gov/participant?id=a2zt0000000TNkCAAW&amp;status=Active">https://www.privacyshield.gov/participant?id=a2zt0000000TNkCAAW&amp;status=Active</a>		<input type="checkbox"/>

**10. Rights of the Data Subject**

How will you manage ‘Subject Access Requests’ or other requests regarding information rights?	Zoom will provide assistance with requests regarding information rights, as specified in their processing agreement: “DPA 8.1 Zoom shall, to the extent permitted by Applicable Data Protection Law, promptly notify Customer upon receipt of a request by a Data Subject to access, rectify, restrict, erase, transfer, or cease Processing, withdrawal of consent to Processing, and/or objection to being subject to Processing		<input type="checkbox"/>
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<i>(Rectification, erasure, objection, and restriction etc.)</i>	that constitutes automated decision-making (such requests individually and collectively “Data Subject Request(s)”)”		
	In addition, the school will follow usual processes as outlined in its policy.		
If procuring a new system, will this allow you to fulfil the rights of the data subject mentioned above?	<input checked="" type="checkbox"/>	Yes, detail as needed: Full access and ability to delete or amend are available.	<input type="checkbox"/>
	<input type="checkbox"/>	No	
If the project involves automated decision making do you have a process in place to facilitate human intervention? Please detail.	N/A		<input type="checkbox"/>
Will your data processing exclude individuals from using a service or from exercising any rights?	<input type="checkbox"/>	Yes, detail as needed:	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	No	
<b>11. Accountability</b>			
As a result of this project do you need to update any of the following?	<input checked="" type="checkbox"/>	Information Asset Register	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Policies	
	<input type="checkbox"/>	Procedures	
If needed, have you consulted relevant stakeholders/ICO? What was the outcome?	<input type="checkbox"/>	Yes, who? please add outcome details:	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	No	

List any Data Controllers information will be shared with (if applicable):

<b>Name:</b>	N/A
<b>Contact Details:</b>	
<b>Name:</b>	
<b>Contact Details:</b>	
<b>Name:</b>	
<b>Contact Details:</b>	
<b>Name:</b>	
<b>Contact Details:</b>	

List any Data Processors information will be processed by (if applicable):

<b>Name:</b>	Zoom
<b>Contact Details:</b>	UK Support: +44.800.368.7314 ext 2 or +44.20.7039.8961 ext 2
<b>Name:</b>	
<b>Contact Details:</b>	
<b>Name:</b>	
<b>Contact Details:</b>	
<b>Name:</b>	
<b>Contact Details:</b>	

## PART THREE – RISK EVALUATION

<b>Privacy Risks (from part two)</b>  Describe source of risk and potential impact on individuals, compliance and school risks	<b>Options to reduce or eliminate risk</b>	<b>Evaluation</b> Is the risk eliminated, reduced or accepted?
Because of the nature of recorded conversations, there is the potential for special category data to be discussed.	A code of conduct will be drawn up and signed by relevant parties to limit what is discussed or shown in video calls.	reduced
Parents, students and staff are not aware of what data will be shared about them with Zoom.	Privacy notice to be updated and parents and staff to be informed via EMAIL / WEBSITE	eliminated
There is the possibility that recordings will be taken when they are not needed.	Guidance will be drawn up informing staff when it is appropriate to record. This will be signed by staff.	reduced
Security features such as locked classrooms, waiting rooms and virtual backgrounds are optional and can be turned off by users.	Guidance will include how to use these features and will enforce when they should be used. This will be signed by staff.	eliminated
Zoom is not currently included on the Information Asset Register, so the school is not compliant with its Article 30 (records of processing) obligations.	Zoom will be added to the Information Asset Register as a Data Processor.	eliminated
Parents responsible for the management of their own accounts – would be expected to remove if leaving the setting	Instructions to remove Zoom account issued.	reduced

## PART FOUR – SIGNATURES AND REVIEW

*This Data Protection Impact Assessment (DPIA) should be signed by the relevant Information Asset Owner. Should any risks be 'accepted' then consideration should be given to the school's Senior Information Risk Owner (SIRO) countersigning the DPIA if this is not the individual who has completed the DPIA. All DPIAs should be approved by the Data Protection Officer.*

### Information Asset Owner

Name: Adam Blackwood

Job Title: Headteacher

Date: Click or tap to enter a date.

Signature: A.Blackwood

### Data Protection Officer

Name: Megan Hopcraft (on behalf of Veritau Ltd.)

Job Title: Senior Information Governance Officer

Date: 28/01/2021

Signature: MHopcraft

### Senior Officer (if applicable)

Name:

Job Title:

Date: Click or tap to enter a date.

Signature:

**REVIEW DATE:** Click or tap to enter a date. **annually**