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What Can You Tell me About Zoom?

BY THE MOZILLA TEAM | APRIL 3, 2020 | ADVOCACY

Zoom's popularity has taken off – just seven weeks into 2020, the company has seen more user growth [than in all of 2019](#).

Here at Mozilla, we've been using Zoom for nearly a year at enterprise level. It allows our colleagues around the globe to connect with each other using high quality video and audio. When we were reviewing Zoom as a potential vendor, we asked a lot of questions about the platform's privacy and security protections, and we think it is good consumers are asking these types of questions now.

In our opinion, Zoom has done a solid job of [responding to the questions](#), concerns, and interest that have come fast and furious in a short amount of time. Including:

- Recently researchers noted that Zoom's claim to enable [end-to-end encryption](#) was misleading – it is actually transport encryption – and that it's possible Zoom content could be accessed by the company itself. A day after that news broke, the company apologized and [published a post](#) explaining how its encryption works.
- “[Zoombombing](#),” when malicious actors join a meeting to share inappropriate content, which has now become [commonplace](#). As one researcher points out “Zoombombing” is [networked harassment](#), but Zoom has security features readily available that can help prevent someone from hijacking your Zoom gathering ([for more, see our post on Zoom tips here](#).)
- Investigative reporters at Motherboard [recently reported](#) that the iOS Zoom app was sharing data with Facebook – but within a day of the story breaking, [Zoom responded with an app update to fix the bug and stop sending data to Facebook](#).
- The company affirms that [it does not sell user data](#), and recently updated its [privacy policy](#) to make it clearer what data they collect and how it is used, including [explicitly clarifying that it does not sell users' data](#).
- Zoom's “attention tracking” feature, which let hosts know if participants have a window other than Zoom in focus for more than thirty seconds during screen sharing, drew some attention, too. [To Zoom's credit, the company disabled this feature on April 1](#).

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