

Zoom AI: Terms of Acceptable Use

Last updated 02.20.2024.

Zoom is UCOP's designated video conferencing and chat platform. Recently, three Zoom AI tools have been approved and enabled for use within UCOP-hosted Zoom meetings. The Zoom AI Companion features currently available to UCOP staff include:

- **Meeting Summary** with AI Companion
- **In-Meeting Questions** with AI Companion
- **Smart Recording** with AI Companion


The use of these Zoom AI features are governed by the UCOP User Agreement. By using these Zoom AI features you agree to abide by the terms of this document and the [User Agreement](#).

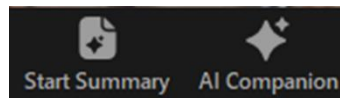
General Terms for All Zoom AI Features

- **UC Public Records:** Like other UC meeting summaries and/or recordings, those created using AI tools are considered **public records**. They are subject to discovery during litigation, public records requests, etc. Handle information generated by the AI tools pursuant to UC Policy on [public records](#).
- **Data Protection:** Be aware of the [data protection level](#) of topics discussed in meetings. Zoom AI features are only approved at UCOP for meetings where non-sensitive information will be discussed. **Do not discuss any P3 or P4 data, when Zoom AI features are enabled.** P3 data includes communications with UC Legal, sensitive research, and personally identifiable information; P4 data includes Social Security numbers, sensitive health information, credit card numbers, and research falling under International Traffic in Arms Regulations.
- **Sensitive Matters:** Take care when discussing candid or sensitive matters e.g., privileged legal matters, sensitive employee, or supplier related discussion, etc. when Zoom AI features are enabled. If it becomes necessary to discuss sensitive matters, the meeting host must:
 - Stop the *Meeting Summary* tool by selecting 'Stop Summary' on the Zoom toolbar, or
 - Stop the *Smart Recording* tool by selecting 'Stop Recording' on the Zoom toolbar.
 - If sensitive, P3 or P4 information is inadvertently shared before the AI Summary or recording is stopped by the host, redact this information from the meeting summary and/or recording prior to distribution.
- **Retention:** If you will need access to a recording or meeting summary after the video file retention date, do not save it to your laptop. Follow best practices for data storage and [UCOP guidance for storing sensitive files](#).
 - Remember: Sensitive and confidential data cannot be stored on local machines and must be uploaded to secure storage (such as Box).
 - While Zoom AI tool algorithms do not train on any of our data, recordings, summaries, and other data are stored in the Zoom cloud for 30 days.
- **Preview:** Proofread Zoom AI Companion generated meeting summaries, highlights, smart chapters, next steps, etc. for accuracy and proper content and edit accordingly before sharing with others, especially when information is sensitive.

- **Respect:** At the beginning of any meeting where the use of a Zoom AI tool is intended, the host must verbally notify attendees and allow for objections. There may be situations in which a mandatory attendee elects to opt out. In such cases, the host shall refrain from using the Zoom AI tool.
 - The Zoom Meeting Summary with AI Companion tool can be enabled/disabled ad hoc by the meeting Host, Alternate Host or Co-Host at any time.
 - An attendee's request to opt out of the use of a Zoom AI tool may not be used as a basis to exclude the attendee from that or other meetings, discipline the attendee, or otherwise treat the attendee differently than those who consent to the recording (e.g., by excluding the attendee from future meetings, or challenging the attendee's opinion).

Feature-Specific Guidance

All Zoom AI features are labeled with  and will provide additional guidance via a pop-up.



Meeting Summary with AI Companion

This feature provides a summary of meeting discussions in an editable document. You may view, edit, and share the summary of meetings you have hosted. While the benefits in time saved and efficiency are powerful, there are risks to be aware of, particularly if not configured thoughtfully as recommended below.

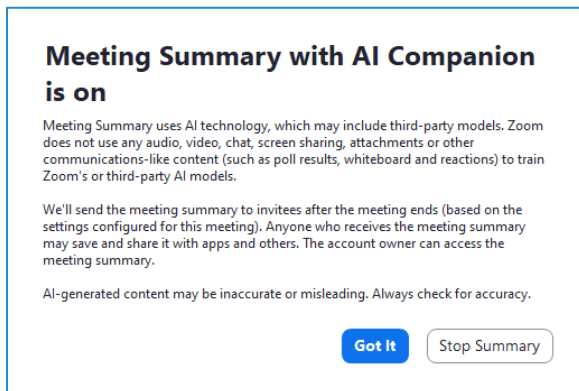
Example 1 – A participant complains about a supplier prior to the supplier joining a meeting. The comment is documented in the meeting summary and automatically sent to all meeting attendees, including the supplier, immediately after the meeting because the box to share summary 'with all participants including those outside our organization is checked.'

Example 2 – The AI-generated summary contains significant factual errors. The error is documented in the meeting summary and automatically sent to all meeting attendees before being reviewed and corrected by the host. A project decision is subsequently made based on the erroneous information.

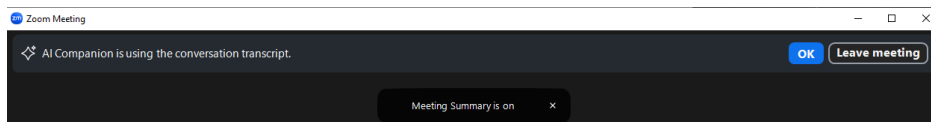
Example 3 – A participant in a meeting would like to raise a risk or concern but decides not to for fear it will be documented in the AI meeting summary, versus having the opportunity to surface and discuss in a safe setting.

General Recommendations

- 1) Inform participants that the meeting will be captured by Zoom AI Companion *before* launching the Meeting Summary feature.
- 2) When the Meeting Summary with AI Companion feature is launched, hosts will receive the following notification and may elect to proceed i.e., **Got It**, or not i.e., **Stop Summary**.



Participants will receive the following notification. If a participant is not comfortable with this feature, they have the option to leave the meeting. Ordinarily, the tool should only be used when all attendees are comfortable doing so.



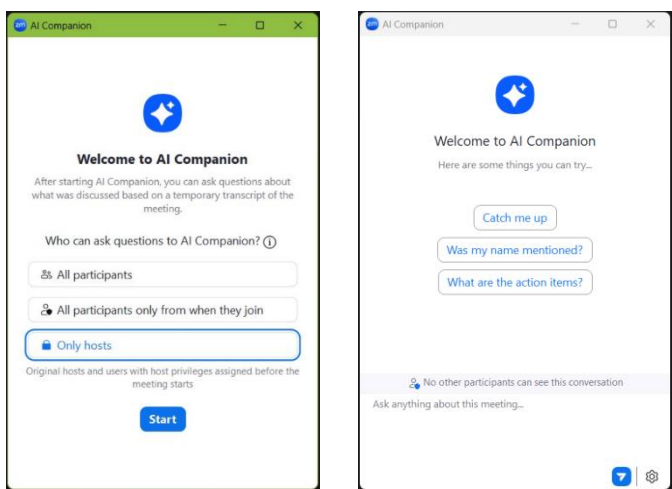
Settings for Meeting Summary with AI Companion can be customized by navigating via the Zoom Desktop Client to **Settings --> General --> View More Settings --> AI Companion** -or- via the Zoom Web Portal at <https://ucop.zoom.us/profile/setting> --> **AI Companion**.

<p>Meeting Summary with AI Companion <input checked="" type="checkbox"/></p> <p>Allow hosts to generate a summary. Summaries are sent to participants after the meeting has ended. </p> <p><input type="checkbox"/> Automatically start Meeting Summary for all meetings I host</p> <p>Automatically share summary with</p> <p><input checked="" type="radio"/> Only me (meeting host) </p> <p><input type="radio"/> Only myself (meeting host) and meeting invitees in our organization</p> <p><input type="radio"/> All meeting invitees including those outside of our organization</p>	<p>RECOMMENDATION</p> <ul style="list-style-type: none"> ➤ Do not check the <u>Automatically start Meeting Summary for all meetings I host</u> box. Enabling the Meeting Summary feature should be a conscious, meeting by meeting decision. ➤ To provide the host with an opportunity to review a meeting summary and correct errors prior to distribution, ensure summaries are automatically shared with Only me (meeting host).
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In-Meeting Questions with AI Companion

This feature provides the host, or optionally an individual participant, with their own personal pop-up window where they can type questions regarding the current meeting and Zoom AI Companion will provide an answer. Settings for AI Companion Questions can be customized by navigating to **Settings --> General --> View More Settings --> AI Companion** -or- via the Zoom Web Portal at <https://ucop.zoom.us/profile/setting> --> **AI Companion**.

AI Companion In-Meeting Questions features can be enabled/disabled ad hoc by the meeting Host, Alternate Host or Co-Host at any time. Additionally, the Host, Alternate Host or Co-Host can limit access to the AI Companion In-Meeting Questions panel to 1) **Only hosts**; 2) **All participants only from when they join**; 3) **All participants**.



<p>AI Companion Questions <input checked="" type="checkbox"/></p> <p>Allow hosts and invited participants to ask questions to the AI Companion during a meeting. Questions are answered based on the conversation transcript. 🔒</p> <p><input type="checkbox"/> Automatically start AI Companion questions for all meetings I host ⓘ</p> <p>Who can ask questions to AI Companion?</p> <p><input type="radio"/> All participants</p> <p><input checked="" type="radio"/> All participants only from when they join</p> <p><input type="radio"/> Only hosts</p>	<p>RECOMMENDATION</p> <p>➤ AI Companion Questions can be restricted, based on host preference, to enable questions to include (or not include) conversations before participants join a meeting. Guidance on this setting varies based on meeting and host preference. Options range from most permissive to least.</p>
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Smart Recording with AI Companion

When using this feature, Zoom AI provides video and audio recordings for meetings. Settings for Smart Recording with AI Companion are configured by each user by navigating to **Settings --> General --> View More Settings --> AI Companion** -or- via the Zoom Web Portal at <https://ucop.zoom.us/profile/setting> --> **AI Companion**.

Zoom [Smart recording with AI Companion](#) when enabled adds any combination you choose of **Recording Highlights, Smart Chapters** and/or **Next Steps** to your Zoom Meeting Cloud Recording when **Create Audio Transcript** is also enabled and the recording is played-back via Zoom and the meeting recording's associated share link. These additional Smart Recording features are not included in the meeting's corresponding MP4 recording video file should you download it for play-back separately.

Note that the **Meeting Coach** feature can analyze and provide metrics on key factors in the host's meeting conversations, such as talk speed, talk-listen ratio, longest spiel (or monologue), filler word usage, and patience in discussion. These metrics can be viewed when viewing a cloud recording after it has finished processing and is **available for only the host**, it is not shared with others as part of your meeting recording.

Prior to sharing a meeting recording that includes Smart Recording features it is essential that you proofread and edit Recording Highlights, Smart Chapters and/or Next Steps as necessary to assure accurate and proper AI generated content.

General Recommendations

- 1) Inform participants that the meeting will be recorded *before* launching the recording feature.
- 2) Start recording only when the official meeting agenda begins, and all attendees are present.
- 3) When recording a meeting, individuals in the meeting will be asked for consent. Individuals may opt out of recorded meetings but doing so will remove them from the meeting altogether. Ordinarily, the tool should only be used when all attendees are comfortable doing so.

This meeting is being recorded

The account owner can watch this recording if it's stored in Zoom's cloud. Participants granted permission can record and share their recording with apps and others.

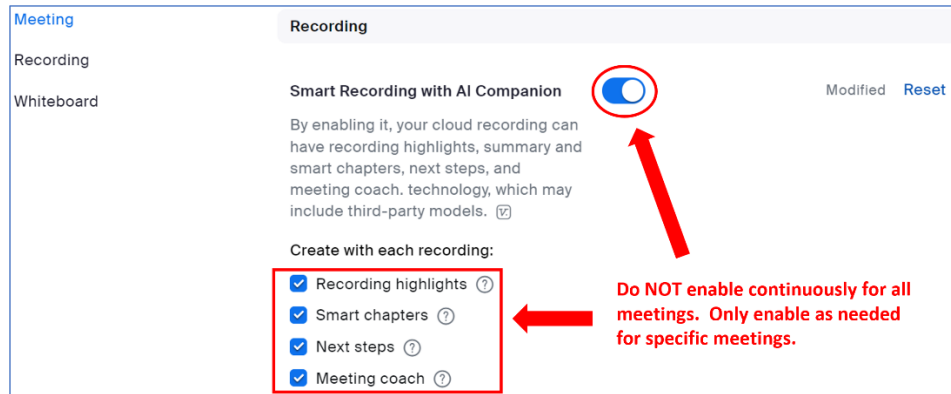
If it's stored in Zoom's cloud, the recording may be shared with Smart Recording which uses AI technology, which may include third-party models. Zoom does not use any audio, video, chat, screen sharing, attachments or other communications-like content (such as poll results, whiteboard and reactions) to train Zoom's or third-party AI models.

By staying in this meeting, you consent to being recorded.

Got It

Leave Meeting

- 4) It is advised that you DO NOT enable Smart Recording features continuously for all your meeting cloud recordings but instead only enable one or more of the Smart Recording features ahead of those specific meetings where the additional content may add value for you or those with whom you intend to share your meeting recording – then disable the features until needed again.



Additional Questions

For general questions about Zoom AI's companion contact the UCOP Service Desk at (510) 987-0457 or servicedesk@ucop.edu.

For questions related to information security, reach out to your local [Unit Information Security Lead](#) (UISL) or to the UCOP Information Security Team at cybersecurity@ucop.edu.