PIA Guidelines: Video Collaboration & Chat Tools

Overview

This document provides Privacy Impact Assessment (PIA) guidelines for expected use of three Video Collaboration and Chat Tools approved for use at UBC: Microsoft (MS) Teams, Zoom, and Blackboard Collaborate. All of these tools are secure and privacy-compliant provided they are used in accordance with these guidelines.

These guidelines do not apply to the use of other third-party video collaboration and chat tools (e.g. Google Hangouts, Adobe Connect, Slack). A PIA request must be submitted to use these or other tools.

Using Blackboard Collaborate and Zoom for Teaching Purposes

Blackboard Collaborate is UBC's preferred video collaboration tool for teaching purposes. However, it can only handle up to 250 attendees. For very large classes (over 250 students), UBC recommends Zoom. However, as student information may be disclosed to other students, instructors should inform students in writing that,

> "The name you use to log into this system will be shared with other students. To protect your privacy, when you sign in you may provide your first name or a false name, and you may disable the audio and video; also, don't share any personal information during the session unless you are comfortable doing so."

Instructors are also recommended to follow the guidance set out in Privacy and Information Security Etiquette for Video Collaboration. While recording a Zoom teaching session is not recommended, doing so is acceptable provided the instructor follows the above requirements.

Using Microsoft (MS) Teams and Zoom for Administrative Purposes

Microsoft (MS) Teams is your all-in-one collaboration tool that consists of persistent chat, video conferencing, and collaboration in real-time using MS applications. Both MS Teams and Zoom can host large groups of people for video conferencing. If you are inviting a non-employee to a meeting, you should send them the privacy notification described above.

Meeting hosts are also recommended to follow the guidance set out in Privacy and Information Security Etiquette for Video Collaboration.

Supplementary PIA

If you wish to use MS Teams, Zoom or Blackboard in ways not contemplated above, then you must submit a request for a supplementary PIA to the Privacy Matters team.

Privacy Notification

Students are given a privacy notification when they apply to UBC. This notification covers the collection of personal information for UBC purposes using tools approved for use at UBC. Provided the above guidelines are followed, it is unnecessary to provide another privacy notification.

Tips and Reminders (Meeting Hosts)

- **Collect only the information you need**. **Don't record meetings unless necessary.**
- **Follow the** Privacy and Information Security Etiquette for Video Collaboration.

Tips and Reminders (Participants)

- **Don't record meetings.** If you must record meetings, please let other users know.
- **Don't login with Google or Facebook**, and don't schedule meetings using the Google plug in.
- **Follow the** Privacy and Information Security Etiquette for Video Collaboration.

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Contact Us

For questions about the information contained in these guidelines or the PIA process, submit a PIA Inquiry.

If you have any questions about how to use Zoom, Blackboard Collaborate or S4B, or which would be best for you, please contact UBC IT AV Services at av.helpdesk@ubc.ca.