

## Dear students

In the times of Coronavirus, we are glad to provide you with new teaching and learning formats. The Center for Teaching and Learning Services offers a variety of services to support the lecturers of the RWTH Aachen University in maintaining their teaching activities during the ongoing semester. These services include video recording in lecture hall and green screen studio, consulting and training for online teaching as well as software licensing for recording and conducting online lectures in the form of video conferences or webinars.

Especially the video conferencing software “Zoom”, which allows for synchronous learning in online lectures, is an unprecedented innovation at the RWTH. This document informs you about the key aspects of data protection and data security when using “Zoom”. We also give you a number of recommendations on how you can protect your privacy and your personal data when using "Zoom".

### 1. What is Zoom?

The “Zoom” software, which is developed by Zoom Video Communications, Inc. (<https://zoom.us>) allows you to conduct phone conferences, online meetings, video conferences and / or webinars for research and teaching purposes (referred to as “meetings” below). It is a powerful software that allows for complex processes.

### 2. Recommendations and rules of conduct to protect your personal data and privacy

We know that the media report critically about “Zoom” in terms of data protection law and technical aspects.

According to recent media reports, there are concerns regarding data protection and data security. The reported issues have been resolved or are currently being resolved by the provider. We follow the press releases closely and are in constant contact with our Data Protection Officer, the Legal Department and the provider. If we receive information about data protection violations, we will investigate them.

**We take the mandate to protect privacy and personal data of our students and lecturers very seriously.**

We want to ensure that not only your privacy and personal data are protected, but also the privacy and personal data of other students and our employees. Therefore, we kindly ask you to read the following information on data protection thoroughly and to implement our data protection recommendations.

In this document, you will find some information on data protection with regard to "Zoom". With this information, we want to make you aware of the situation and encourage you to participate in the protection of your privacy and personal data. Please note, first of all, that you can use the system without indicating your real data.

#### a) How to install "Zoom"

You can use "Zoom" either in the Client software or in the browser. The use of the Client software requires a previous installation on your terminal device. Using the tool in the browser, on the other hand, is possible without installation. The Client software is available for terminal devices with Windows, MacOS, Android, iOS, and iPadOS (<https://zoom.us/download>). The latest update has fixed known security gaps in the Client software.

#### b) How to use "Zoom"

You do not need to create an account or sign in to the provider's website (<https://zoom.us/>) to join lectures that are held in "Zoom". You can participate in all "Zoom" meetings without registering or signing in to the website. Participation in RWTH "Zoom" meetings is not affected if you do not register or sign in.

In the beginning or during a meeting, you may be requested to enter a name and an email address. The RWTH does not oblige you to indicate your real name or a valid email address. Participation in RWTH "Zoom" meetings is not affected if you indicate an incorrect name or an invalid email address.

You can use the Client software or your browser to participate in a lecture that is held in "Zoom". The use of "Zoom" in your browser does not require a previous installation. However, this option has fewer features and is less user-friendly. For further information, please visit the websites of Zoom Video Communications, Inc.: <https://support.zoom.us/hc/en-us/articles/214629443-Zoom-web-client>.

If you use "Zoom" without otherwise transmitting data (e.g., by registering or using the contact form), the following technically necessary and non-personal data may possibly be collected via server log files. These so-called **"traffic and usage data"** include:

- IP address
- Date and time
- Name and URL of retrieved file
- Website from which access is made (referrer URL)
- Access status / HTTP status code
- Browser type
- Language and version of browser software
- Operating system, etc.
- Cookies (see section 7.)

In addition, data may be transmitted when you use specific “Zoom” features during a meeting. These so-called “**functional data**” include:

- Name and email address (you do not need to indicate your real name and email address; please read the recommendations in section 1.)
- Texts (e.g., chat, feedback, questions & answers)
- Video data
- Audio / voice data
- Reactions of participants (“raise hand”, “clap”, emojis, etc.)
- Self-selected names, avatar images and screen backgrounds of the participants
- Screen content as part of screen sharing

When using the features of "Zoom", it is therefore possible for personal data to be affected, e.g., if you activate your video camera in your home or write the real name of other people in the text chat. To avoid any violation of your rights and also any violation of other students' or employees' rights, we ask you to limit the transmission of such data to an absolute minimum.

If you log in to Zoom using the RWTH single sign-on, your first name, last name, email address and your employee / student status will be transmitted in any case.

### c) Rules of conduct

Please adhere to the following rules of conduct to ensure that your data is protected during the usage of “Zoom”:

- In the beginning or during a meeting, you may be requested to enter your name and your email address. In general, you are not obliged to indicate your real name or a valid email address. You can therefore use a pseudonym of your choice and any email address, even one that is not valid. If you log in via Single-Sign-On, your first and last name stored in the RWTH Identity Management as well as your email address will be transmitted.
- You can use an avatar image in a meeting. In lectures that do not require class attendance, you are not obliged to post your photograph.
- You can manually disable the transmission of your video and audio data, e.g., by deactivating this feature in the software or by covering the camera on your terminal device.
- Lecturers can ask you to activate your video and audio transmission or to use your avatar image only in lectures that require class attendance. If you refuse to do so, you may not be able to attend the lecture and be evaluated.
- Without prior approval of the persons concerned, it is prohibited to make video and audio recordings of students and employees of the university. Our employees will not make any recordings without prior approval of the persons concerned.
- When you actively participate in a “Zoom” lecture, e.g., by saying or writing something, functional data referred to in 2b) will be stored. You can control the

scope of these data. Do not use “Zoom” features such as audio and video transmission, group chat or chat with individual participants, questions & answers tool in webinars, polling tool, raise hand, share screen, whiteboard, emojis or share files to avoid the generation of functional data. Please note that, if you do not use these features, you may possibly not be able to attend the lecture and be evaluated.

**The RWTH does not automatically collect data when you are using "Zoom". The provider Zoom Video Communications, Inc. will process data when you are using the website and the video conferencing system.**

However, meeting participants and RWTH lecturers can store and process functional data referred to in 2b) on RWTH systems during or after a meeting. If you do not generate any functional data, no data can be stored or processed.

#### **d) Usage of cookies**

Zoom Video Communications, Inc. and their partners use cookies or similar technologies to analyze trends, manage and track usage while you visit their websites or use their products, and to collect information about you and where you access their websites or products and how you use their products and services. For further information, please read the Cookie Policy: <https://zoom.us/de-de/cookie-policy.html>.

**The RWTH does not use any cookies and has no influence on how “Zoom” uses cookies.**

#### **e) Data processing during the usage of “Zoom”**

Data processing is necessary in order to be able to provide you with a digital teaching and learning offer. It complements university teaching formats, such as lectures, seminars or practical exercises.

Data is processed during video and audio transmission, discussions in video conferences and chats and when you share illustrations on a whiteboard or files.

Data processing is necessary so that the RWTH can provide you with a digital teaching and learning offer via “Zoom”. The data is also used to ensure system security and stability.

#### **f) Place and duration of data storage**

Zoom Video Communications, Inc. stores the data referred to in 2b) and the cookies referred to in 2d). The collection of data for the purpose of providing the “Zoom” website and the storage of data in log files is absolutely necessary for the operation of this website. Consequently, there is no possibility of objection on the part of the users in this regard.

Lecturers can store other data from a video conference on RWTH systems. These data include functional data referred to in 2b), such as name and email address, texts (e.g., chat, feedback, questions & answers), video data, audio / voice data, reactions of participants (“raise hand”, “clap”, etc.), avatar images, screen backgrounds of participants or shared screen content. The data will be deleted as soon as it is no longer necessary for carrying out teaching and exam activities. Further storage can take place in individual cases if this is required by law.

#### **g) Data controller for the usage of “Zoom”**

Below you find the contact details of the data controller that is responsible for the usage of “Zoom” for teaching activities at the RWTH Aachen University:

CLS – Center for Teaching and Learning Services CLS  
Gebäude 3024  
Kackertstraße 15  
52072 Aachen  
Phone: 0241 / 80 98084  
Email: [info@cls.rwth-aachen.de](mailto:info@cls.rwth-aachen.de)

If you have any questions regarding the usage of “Zoom”, please contact the CLS.

#### **h) Data transfer to the USA**

As the “Zoom” servers are located in the USA, data will be transferred to the USA during the usage of “Zoom”.

To protect your data, RWTH has concluded a Data Processing Agreement (DPA) with "Zoom". The DPA complies with the requirements for an agreement for processing on behalf pursuant to Art. 28 GDPR. It includes standard contractual clauses that are designed to provide additional protection for your rights.

**By concluding the DPA, the RWTH has established a data protection level that complies with European standards.**

The data controller responsible for the collection and processing of personal data by the provider of the “Zoom” system is:

Zoom Video Communications, Inc.  
Eric Yuan

55 Almaden Blvd, Suite 600  
San Jose, California (95113), USA  
Phone: +1-888-799-9666  
Email: [privacy@zoom.us](mailto:privacy@zoom.us)

This data protection declaration applies exclusively to our “Zoom” teaching and learning offer. It does not apply to other online services and websites to which we merely refer.

#### **i) Tracking and analysis tools**

The RWTH Aachen does not use any tracking or analysis tools.

### **3. Necessity of data processing**

The processing of the data mentioned above is necessary for the provision of a website and thus serves to protect our legitimate interests and to fulfill the teaching and research mandate of the university.

You have the right to withdraw your consent for the processing of functional data referred to in 2b) at any time and without giving reasons. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. The withdrawal leads to the erasure of your functional data. If these data are necessary to ensure proper execution of teaching and exam activities, you may possibly not be able to attend the lecture and be evaluated.

Please send your withdrawal to:

CLS – Center for Teaching and Learning Services CLS  
Email: [info@cls.rwth-aachen.de](mailto:info@cls.rwth-aachen.de)

### **4. Data Protection Officer**

If you have any questions about data protection, you can contact our Data Protection Officer at any time.

RWTH Aachen University  
Datenschutzbeauftragter  
Phone: 0241 / 80 93665  
Email: [dsb@rwth-aachen.de](mailto:dsb@rwth-aachen.de)

The Data Protection Officer will also inform you about your other rights.

## **5. Further technical information**

We need your help to effectively protect your personal data. In this regard, we kindly ask you to read our manuals and the respective information on our website <https://video.cls.rwth-aachen.de/>. These documents explain the safe use of “Zoom” and help you prevent errors.