



## FERPA Guide

**At Zoom, we are committed to protecting the security and privacy of our customers' data.** This includes supporting the compliance of our US customers in the K-12 and postsecondary education sectors (School Subscribers) with the Family Educational Rights and Privacy Act (FERPA). Information Security and Privacy are both key components central to FERPA compliance.

### How does Zoom protect its School Subscribers' data?

Zoom's commitment to protecting the security and privacy of our School Subscribers' data includes:

- Submitting our privacy and security practices to independent assessment
  - Undergoing an annual SSAE-16 SOC 2 audit by a qualified independent third-party auditor
- Performing regular vulnerability scans and penetration tests to evaluate our security posture and identify new threats

### What is FERPA?

FERPA is a US federal law that protects the privacy of student educational records. FERPA gives parents certain rights with respect to their

children's education records. These rights transfer to the student when they reach the age of 18 or attend school beyond the high school level (an "eligible student").

### To what institutions does FERPA apply?

FERPA applies to all academic institutions that receive funds under applicable US Department of Education programs.

### What rights does FERPA grant to parents (or eligible students)?

FERPA grants parents (or eligible students) the following rights:

- The right to inspect and review education records within 45 days of the day a school receives a request for access.

- The right to request the amendment of an education record if the parent (or student who is 18 or older) believes the record to be inaccurate.
- The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.
- The right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA.

### **The name and address of the office that administers FERPA is:**

Student Privacy Policy Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202

### **What are “education records”?**

Education records directly relate to a student and are maintained by an educational institution or by a party on behalf of the agency or institution. Video recordings/ streams, chat logs, transcripts, and other information collected or maintained by a School Subscriber while using Zoom's services, including information used with AI tools the School Subscriber chooses to enable, may be considered education records under certain circumstances.

### **What is “personally identifiable information” under FERPA?**

The term personally identifiable information can have different meanings under different laws. For the purposes of FERPA, personally identifiable information (or “PII”) means any information that, alone or in combination, is linked or linkable to a specific student that would allow a reasonable person in the school community, who does not have personal knowledge of the relevant circumstances, to identify the student with reasonable certainty.

PII includes (but is not limited to) the student's name, parents' name(s) (including mother's maiden name or the name of other family members of the student), address, personal identifiers (such as Social Security Number or student number), biometric information, and date or place of birth.

### **How does Zoom receive PII from education records?**

For the purposes of FERPA, Zoom is considered a “school official” and may receive PII through its contractual agreements with School Subscribers because Zoom is performing a service that furthers a “legitimate educational interest” (i.e., the provision of educational services in a remote setting). As set forth in our Children's Educational Privacy Statement, Zoom maintains student PII on behalf of, and at the direction of, the School Subscriber and does not use the student PII for other purposes except as permitted by applicable law, including FERPA and applicable agreements with schools and districts. Zoom's treatment of student PII used with AI tools is the same as Zoom's treatment of any other student PII.

### **What happens if schools choose to use Zoom's AI tools?**

If AI tools are enabled, Zoom maintains any student PII used with such AI tools on behalf of, and at the direction of, the School Subscriber. Zoom does not use any School Subscribers' audio, video, chat, screen sharing, attachments or other communications-like content (such as poll results, whiteboard and reactions) to train Zoom's or its third-party artificial intelligence models.

The data used with AI tools is generally retained according to the customer's retention settings for related products (such as Team Chat or Whiteboard). Some data may be retained temporarily for debugging, trust and safety, or to comply with legal obligations. Data is deleted if a user or administrator deletes it, or following account termination.

## How does Zoom help schools comply with FERPA's data protection requirements?

Zoom uses technical and organizational measures designed to help protect PII from unauthorized access, use or disclosure. These measures include:

- Providing guidance on how to implement and utilize account settings designed to protect participant privacy. Certain features are enabled by default for K-12 account users, including use of meeting passwords, the Report a User feature, restrictions on screen sharing privileges, which are set by default to "Host Only," and the virtual Waiting Room feature.
- Encrypting customer communications in transit over the public internet between devices using a Zoom client or a web browser and the Zoom Cloud. Customer communications at rest are also encrypted when in storage in the Zoom Cloud. This includes communications used with AI tools. Please note that if customers have certain encryption tools selected (Advanced Chat Encryption for Team Chat, or E2EE for meetings) AI functionality is limited.
- Limiting Zoom's collection, use, and disclosure of student PII to limited circumstances. Specifically, Zoom only collects and uses student PII that it needs to provide and improve its educational services or as otherwise directed by the School Subscriber. Zoom does not sell student PII or use student PII for interest-based advertising. In addition, Zoom does not use any School Subscribers' audio, video, chat, screen sharing, attachments or other communications-like content (such as poll results, whiteboard and reactions) to train Zoom's or its third-party artificial intelligence models.
- Disclosing student PII to others only to the extent needed for third-party providers to help Zoom provide its services, including any chosen AI services, for legal reasons, or in other limited circumstances in compliance with FERPA.

- Retaining student PII only for as long as necessary to comply with legal obligations after account termination. Customer content, including that used with AI tools, is deleted within 31 days of account deletion.

## How can parents (or eligible students) exercise their FERPA rights?

If a parent or eligible student would like to access, review, refuse further collection, or request deletion of student PII, they must contact their School Subscriber to make such requests. Zoom cannot respond directly to such requests and any decisions regarding such requests are in the sole discretion of the School Subscriber. Zoom will cooperate with requests by a School Subscriber for assistance in accessing or deleting student PII (however, in most cases, the School Subscriber can honor requests from parents or eligible students directly without additional involvement by Zoom).

## Additional Resources

[Privacy Statement](#)

[Children's Educational Privacy Statement](#)

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Zoom is for you. Zoom is a space where you can connect to others, share ideas, make plans, and build toward a future limited only by your imagination. Our frictionless communications platform is the only one that started with video as its foundation, and we have set the standard for innovation ever since. That is why we are an intuitive, scalable, and secure choice for large enterprises, small businesses, and individuals alike. Founded in 2011, Zoom is publicly traded (NASDAQ:ZM) and headquartered in San Jose, California. Visit [zoom.com](https://zoom.com) and follow @zoom.