Dear Alberta Conference Employees & Members,

This letter is a response to the recent and mounting news and articles coming out regarding Zoom and its vulnerabilities for users.

In particular, Zoom has the following significant flaws:

- Zoom does not use end-to-end encryption, despite all claims otherwise.[1]
- Hijacking of camera and microphone[2]
- In-app surveillance[3]
- Selling user data[4]
- Personal information exposed (i.e. device owner, pictures, email addresses)[5]
- Credential theft (user ID and password)[6]
- Phishing attacks[7]
- Uninvited guests spying and interception into meeting information and live meetings (aka "Zoombombing")[8]
- Malware infection[9]

What Should We Do if We Use Zoom for Everything?

1. Immediately start using Zoom safe practices to help mitigate your risks
   a. https://blog.zoom.us/wordpress/2020/03/27/best-practices-for-securing-your-virtual-classroom/
   b. https://www.computerweekly.com/news/252481051/Coronavirus-Is-Zoom-safe-and-should-security-teams-ban-it
2. Contact the Alberta Conference IT Department to discuss ways forward for your organization. The solution will likely include getting your organization set up correctly with Microsoft Office 365 Enterprise solution and secure Zoom integration with the Microsoft O365 and Azure environment.
3. Do not share your meeting invite links publicly. Please send them to the specific attendees that you are asking to attend your service.

We encourage every church and school within the Alberta Conference to cooperate with the Alberta Conference and begin taking immediate measures to ensure a safe, secure online environment for their users and the carrying out of official business and ministry.

Eric Ollila
IT/Communications/Media Director

[1] https://theintercept.com/2020/03/31/zoom-meeting-encryption/
[2] https://www.forbes.com/sites/thomasbrewster/2020/04/02/why-zoom-really-needs-better-privacy-13-million-orders-show-the-us-governments-covid-19-response-is-now-relying-on-it/#18bb20c277e8
[3] https://www.theguardian.com/technology/2020/apr/02/zoom-technology-security-coronavirus-video-conferencing
[4] https://www.theguardian.com/technology/2020/apr/02/zoom-technology-security-coronavirus-video-conferencing.
[5] https://www.cnn.com/2020/04/02/tech/zoom-ceo-apology-privacy/index.html
[6] https://techxplore.com/news/2020-04-flaw.html & https://techxplore.com/news/2020-04-vows-privacy-safety-issues-complaints.html
[7] https://mashable.com/article/hackers-zoom-domain-names-coronavirus/
[8] https://www.npr.org/2020/04/03/826129520/a-must-for-millions-zoom-has-a-dark-side-and-an-fbi-warning
[9] https://www.bleepingcomputer.com/news/security/hackers-take-advantage-of-zooms-popularity-to-push-malware/

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Page 1/1