

Zoom

A reliable cloud platform for video and audio conferencing, chat, webinar and more.

ZOOM SECURITY FAQ

Q: Did Raymond James review the security of Zoom before selecting them as a vendor?

A: Yes, the firm reviewed Zoom extensively, and we are very comfortable with their security.

Q: Did Zoom share my information (or my advisor's client's information) with Facebook?

A: No. This was an issue with the free version of Zoom; we use an enterprise version.

Q: Does Zoom pose a security risk because it doesn't use "end-to-end" encryption?

A: Zoom meetings are more secure than audio conference calls. Like nearly all of our third-party business applications, there may be administrative access to Zoom meetings (by Zoom or by Raymond James). This administrative access is tightly controlled and monitored.

Q: Can unauthorized people hack into my Zoom meeting?

A: No. But they can join meetings if the meeting link was shared on social media or if someone forwards the meeting email. To ensure your meetings are secure when hosting a meeting through Zoom, it is recommended to use the following Zoom options:

- Don't let participants join before the host
- Don't let participants share their screen
- Use a unique meeting ID
- If highly sensitive information will be discussed in a meeting, set a meeting password

Note: If attending a meeting hosted by your advisor, these settings may apply.

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