**Zoom for Virtual Enablement at SAP**

Both the data protection officer and SAP IT Audit reviews in the past week have approved the use of Zoom for our business again. SAP is using Zoom to help deliver our enablement services and we have an SAP master data protection agreement with Zoom in place. Zoom’s services are provided as commissioned processing of personal data so the Zoom Privacy Statement does not apply.

There have been several incidents whereby hackers have inserted themselves into public Zoom meetings and displayed distasteful content, made derogatory remarks, and generally disrupted the meetings. SAP has already enabled multiple security settings, such as password requirements before joining, waiting rooms and the disability to share a screen before the host arrives. Additional security settings and updates are given by masking attendees phone numbers, password requirements for access cloud recording and private chats for participants, which cannot be saved.

Zoom has frozen all feature development for the foreseeable future to focus on security topics. There have been a number of concerns reported in the media which have called into question Zoom’s security protocols and GDPR compliance. For more information on Zoom’s security protocol and GDPR compliance please see the official statement and clarification by Zoom.