zoom

AI Companion
Security and Privacy

This whitepaper describes Zoom AI Companion's security and privacy features as of the date of publication and not other AI products or services offered by Zoom. In our continuing commitment to empowering productivity — while keeping security and privacy at the core of our products — the features described in this paper may evolve. AI Companion features for Zoom Contact Center are not included in the whitepaper at this time.

WHITEPAPER →

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Zoom AI Companion

Zoom AI Companion, Zoom's generative AI assistant, empowers individuals by helping them be more productive, connect and collaborate with teammates, and improve their skills. Zoom AI Companion is a set of generative AI features that can be enabled across the Zoom platform.

Zoom's unique federated approach to generative AI is designed to deliver high-quality results by dynamically incorporating Zoom's artificial intelligence models as well as third-party artificial intelligence models provided by subprocessors, such as OpenAI and Anthropic. With this approach, AI Companion can incorporate innovations in artificial intelligence models while providing users with the benefits of improved quality and performance.

Zoom's Commitment to Responsible AI

Zoom is committed to developing AI responsibly, with security and privacy at the core of the generative AI capabilities it provides to its customers. Zoom recognizes that generative AI presents an evolving set of risk considerations for its customers, and the company is committed to prioritizing transparency and customer choice as it brings generative AI features to market.

In line with these commitments, Zoom has announced that it does not use any customer audio, video, chat, screen sharing, attachments, or other communications-like customer content (such as poll results, whiteboard, and reactions) to train Zoom's or its third-party artificial intelligence models.

Zoom provides controls at the account, group, and user levels, allowing administrators to select which AI Companion features or capabilities they wish to enable for specific Zoom product offerings and which users have access. For example, for Zoom Meetings, administrators can enable the AI Companion features at the account level and meeting hosts can choose whether to activate them for specific meetings. To provide transparency, meeting participants will see an in-product notification describing the generative AI Companion capabilities that are activated for that meeting.

Data Flow and Transmission to Third Parties

Data Flow

Data used by AI Companion is sent from the user to Zoom-hosted and/or third-party generative artificial intelligence models. Customer data is encrypted in transit between customers and Zoom, between Zoom data centers, and between Zoom and third-party model providers. Customer data is encrypted at rest within Zoom's platform and the platform of any third-party model provider.

The following diagram is an example of the general flow through Zoom systems and, where relevant, to third-party models:
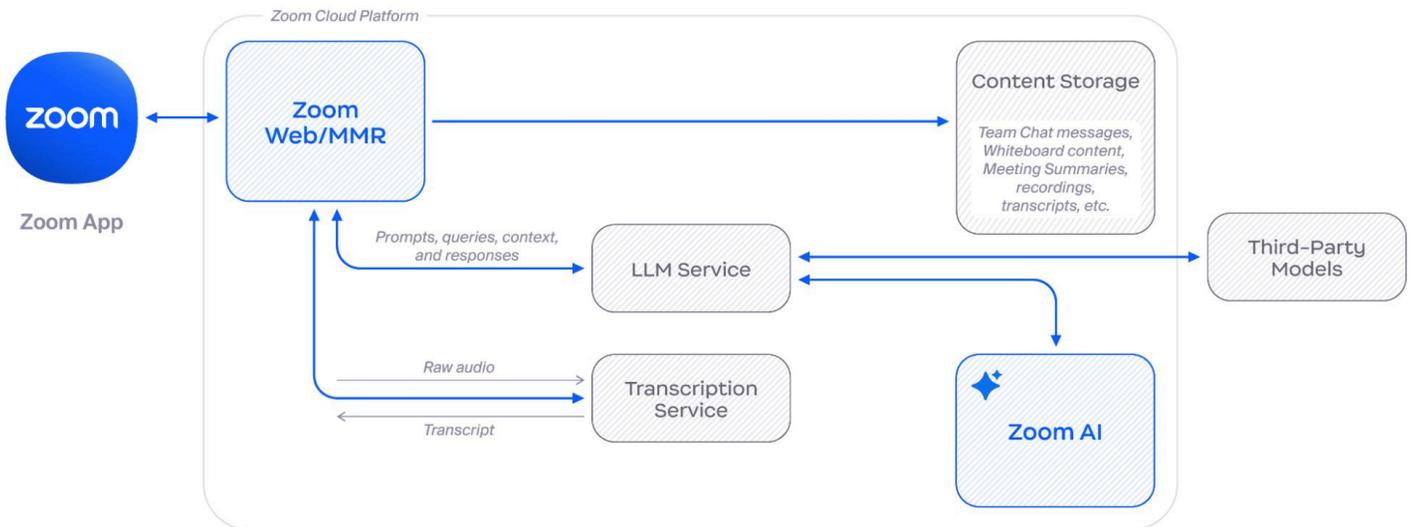
Customer data is encrypted in transit between customers and Zoom, between Zoom data centers, and between Zoom and third party model providers. Customer data is encrypted at rest within Zoom's platform and the platform of any third-party model provider.

Third-Party Subprocessors

As part of Zoom's federated approach to AI, artificial intelligence models from third parties, such as Anthropic and OpenAI, may be used for certain AI Companion features alongside Zoom's artificial intelligence models to provide high-quality results. Zoom uses the Perplexity service to provide web content search results for AI Companion.

Zoom requires its subprocessors to satisfy obligations equivalent to those outlined in Zoom's Data Processing Agreement. Zoom's subprocessors are subject to security assessments on at least an annual basis as part of Zoom's third-party risk management program. Zoom's third-party risk management controls are assessed by independent audit firms in many of its security certifications and attestations, which are available to customers on Zoom's Trust Center.

Data Processing, Storage, and Retention

Data Usage

Zoom does not use any customer audio, video, chat, screen sharing, attachments, or other communications-like customer content (such as poll results, whiteboard, and reactions) to train Zoom's or its third-party artificial intelligence models.

Zoom AI Companion features must use certain content to provide the service.

Data Access

Consistent with Zoom's Privacy Statement, Zoom employees may not access or use customer content, including meeting, webinar, messaging, or email content (specifically, audio, video, files, in-meeting whiteboards, messaging, or email content), any content generated or shared as part of other collaborative features (such as out-of-meeting whiteboards), or content generated by AI Companion, unless authorized by the account owner or administrator of the account hosting the Zoom product or service where the customer content was generated, or as required for legal, safety, or security reasons.

Model Usage and Processing

Zoom's federated approach to AI utilizes multiple AI models and AI services to provide its AI Companion features. Below is a summary of the models used for AI Companion. AI Companion strategically leverages these models to provide high-quality results in response to users' interactions with Zoom's product.

- Zoom-hosted models*
- Anthropic models (e.g., Claude 3.5)
- OpenAI models (e.g., GPT-4, DALL·E 3)

Zoom uses Perplexity to provide web content search results for AI Companion.

Changes to the models used in federation can occur at any time to improve the service or resolve issues and outages. In addition, maintenance of the models hosted by Zoom may include changes to their capabilities and responses. Customers on Zoom-hosted Models Only will not utilize external models in the event of an outage or other service interruption.

Model Provider Data Storage and Retention

In general, Zoom stores and retains customer content and personal data for as long as required to engage in the uses described in its Privacy Statement, unless a longer retention period is required by applicable law.

After providing the AI Companion service, Zoom may retain the customer content (see tables below) for up to 30 days for support and debugging purposes* unless a longer retention period is required by applicable law, including for trust and safety purposes, or based on customer request or account settings. In the context of data retention and processing, "trust and safety purposes" refers to measures taken to protect the safety and integrity of a service and its users. This involves retaining certain data for a period of time to help prevent abuse and misuse. Additional information on Zoom's Trust and Safety processes may be found in Zoom's Safety Center. In addition, certain content may be stored in accordance with the customer's retention settings or policies, as described under "Customer Data Storage and Retention" and in the tables below.

If the AI Companion feature relies on a third-party artificial intelligence model, pursuant to Zoom's contracts, **the third-party model provider may retain the content used to provide the service for trust and safety purposes, within the U.S., for up to 30 days,** unless a longer retention period is required by applicable law.

Customer Data Storage and Retention

Customers may choose Zoom's storage location for some of the AI Companion outputs for their account. These settings differ based on the feature in use, and many align with existing retention policies of the related Zoom product.

Regional Availability of AI Companion

AI Companion is available to customers hosted in the U.S., with certain limitations for customers in select regions that are not supported by our third-party model providers and customers in select industry verticals. For customers hosted outside of the U.S., in order to align with the data residency preferences for those accounts, AI Companion is available with the Zoom–hosted Models Only option. However, if the underlying product is not available to those customers, the related AI Companion feature will not be available.

AI Companion Features

Below is a summary of each AI Companion feature as of the publication date of this whitepaper. This includes the content used or generated by the feature, where the model provider processes and stores the content, and if applicable, the customer storage location and relevant retention settings and policies that apply in addition to the model provider's 30-day retention period after providing the service.

AI Companion 2.0

AI Companion Feature	Content Used or Generated	Model Provider – Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
AI Companion panel in Zoom Workplace Allow users access to the AI Companion panel within the Zoom Workplace app, allowing them to get assistance from AI Companion based on the data within applications they have given it permission to access. **Zoom-hosted Models Only (ZMO) Eligible**** **Minimum Zoom Workplace app version: 6.2.5**	**User input** (input) **Zoom content*** (input) **Third-party data sources*** (input) **Web content* (input)** **Not available with ZMO** **Local file uploads*** (input) **Answer** (output)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US	User's content storage location	AI Companion will be able to access Zoom data available to the enabled user (e.g. Meeting summaries, transcripts, Team Chat messages, Zoom Docs, Contacts, etc.), as well as any enabled third-party data sources to provide responses to your users. Third-party content from Microsoft 365 and Google requires the user to authenticate the connection for AI Companion to utilize this content. You can learn more about how to authenticate in our "Using calendar and contacts integration" support article. Zoom uses Perplexity to provide web content when providing answers with AI Companion. Perplexity processes data in the US.*

*Please see "AI Companion panel in Zoom Workplace" below for further information on how this feature functions.
** AIC 2.0 is available with ZMO for customers hosted in the US and to those hosted in select regional locations which include: Europe, Canada, and India.

Meetings

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Meeting summary Generate a summary and next steps of what was discussed in your meeting and share through email and Team Chat. Transcription begins once the meeting summary feature is activated by the meeting host. **Zoom-hosted Models Only (ZMO) Eligible** Minimum Zoom Workplace app version: 5.14.2	**Audio transcript** (input) **Zero Data Retention (ZDR) Eligible** Meeting summary uses the transcript of the current meeting. **Screen shared content via OCR** (input) **Zero Data Retention (ZDR) Eligible**	Zoom - Meeting host's "live transcript" location OpenAI - US Anthropic - US		Summaries are stored in the web portal in accordance with the account, group, and/or user retention settings. Summaries shared within the continuous meeting chat are stored in accordance with the customer's Zoom Team Chat retention settings. Admins and users can choose whether the full text of a meeting summary or just a link to the summary is shared via email. This can be managed at the account, group, and user level. Emails are stored in accordance with the customer's retention settings with the email provider.* When enabled, in-meeting chat messages (excluding direct messages) are used as additional context when generating the summary. In-meeting messages are subject to customer retention settings if continuous meeting chat is enabled.
	In-meeting chat messages (input) **Zero Data Retention (ZDR) Eligible**	Zoom - Meeting host's content storage location OpenAI - US Anthropic - US		
	Meeting summary (output)		Meeting host's content storage location	When enabled, screen shared content via optical character recognition (OCR) is used to refine the meeting transcript and improve entity recognition for the summary. When enabled, the audio transcript generated for meeting summary can be used by other AI Companion features, for example Zoom Docs.

*Zoom uses Twilio Sendgrid as its email provider to deliver the **meeting summary** or link to the meeting summary (depending on the customer's settings). Twilio Sendgrid uses a process that takes random content samples of emails and retains the information for 7 days for anti-fraud purposes and troubleshooting. Twilio processes data in the US.

Meetings - Continued

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Smart recordings Review cloud recordings faster through highlights, smart chapters, summaries, and next steps, and get analytics on key meeting and conversation factors. **Zoom-hosted Models Only (ZMO) Eligible** **Minimum Zoom Workplace app version: 5.16.5**	**Cloud recording** (input) **Audio transcript** (input) **Recording highlights, smart chapters, next steps, meeting coach metrics** (output)	Zoom - Meeting host's content storage location OpenAI - US Anthropic - US	Meeting host's content storage location	Follows meeting host's configured cloud recording retention settings
Meeting questions Quickly catch up and get clarity on what you missed before you joined a meeting without interrupting it. Transcription begins once the meeting questions feature is activated by the meeting host. **Zoom-hosted Models Only (ZMO) Eligible** **Minimum Zoom Workplace app version: 5.15.12**	**Audio transcript** (input) Meeting questions uses the transcript of the current meeting. **Question** (input) **Answer** (output)	Zoom - Meeting host's "live transcript" location OpenAI - US Anthropic - US Zoom - Meeting host's content storage location OpenAI - US Anthropic - US		When enabled, the audio transcript generated for meeting questions can be used by other AI Companion features, for example Zoom Docs.
Virtual background generation Choose the best backdrop with AI generated virtual backgrounds. **Minimum Zoom Workplace app version: 6.0.0**	**User prompt** (Input) **Virtual Background Image** (Output)	Zoom - Meeting host's content storage location OpenAI - US Anthropic - US	User's personal device	Virtual backgrounds generated by the service are stored on the user's personal device. Zoom uses AWS (Amazon Rekognition) to provide moderation services on the generated images. Moderation occurs within AWS data centers in the US.

Email and Calendar

AI Companion Feature	Content Used or Generated	Model Provider – Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Email compose Compose and reply to emails faster with suggested content based on the email thread and what you want to say. **Minimum Zoom Workplace app version: 5.15.0**	**User prompt** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Email thread (input)			
	Email draft (output)		Customer Email Provider	Emails are stored in accordance with the customer's retention settings with the email provider.

Team Chat

AI Companion Feature	Content Used or Generated	Model Provider – Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Chat compose Draft messages based on conversational context and what you want to say, as well as customize its tone and length. **Zoom-hosted Models Only (ZMO) Eligible** **Minimum Zoom Workplace app version: 5.14.10**	**Chat message text for the selected chat thread** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Chat participant names (input)			
	User prompt (input)			
	Message draft (output)		Customer's provisioned data center	If the output is posted to the chat, the chat message is stored in accordance with the customer's Zoom Team Chat retention settings.
Thread summary Quickly summarize the content of long Team Chat threads. **Zoom-hosted Models Only Eligible** **Minimum Zoom Workplace app version: 5.16.0**	**Chat message text for the selected chat thread** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Chat participant names (input)			
	Thread summary (output)			

Team Chat - Continued

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Quick scheduling Easily schedule meetings based on conversation context. **Minimum Zoom Workplace app version: 5.16.10**	**Chat message text, participant names and emails** (input)	Zoom - Customer's [provisioned data center](#) OpenAI - US Anthropic - US		
	Schedule suggestion (output)		Customer Calendar Provider	If the suggestion is used to schedule a meeting, the scheduled meeting will be subject to the customer's calendar provider's retention policies.
Sentence completion Quickly complete messages by accepting suggestions as they appear in real time as you type. **Minimum Zoom Workplace app version: 5.17.0**	**Chat message text** (input)	Zoom - Customer's [provisioned data center](#) OpenAI - US Anthropic - US		
	Message draft (output)		Customer's [provisioned data center](#)	If the output is posted to the chat, the chat message is stored in accordance with the customer's [Zoom Team Chat retention settings](#).
Quick reply Quickly respond to messages using AI recommended responses with a single click. **Mobile Only** **Minimum Zoom Workplace app version: 6.0.0**	**Chat message text** (input)	Zoom - Customer's [provisioned data center](#) OpenAI - US Anthropic - US		
	Message draft (output)		Customer's [provisioned data center](#)	If the output is posted to the chat, the chat message is stored in accordance with the customer's [Zoom Team Chat retention settings](#).

Whiteboard

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Content generation Generate ideas, refine and extend existing content, and add objects to a canvas. **Minimum Zoom Workplace app version: 5.16.0**	**Whiteboard content** (input)	Zoom - User's content storage location OpenAI - US Anthropic - US		
	User prompt (input)			
	Whiteboard content (output)		User's content storage location	If the output is posted to the whiteboard, the whiteboard content is stored in accordance with the customer's Whiteboard retention settings.

Phone

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Call summary Generate a call summary of what was discussed in your phone call conversation to gather information important to you. Edit and share it as you see fit. **Zoom-hosted Models Only Eligible** **Minimum Zoom Workplace app version: 5.17.0**	**Audio transcript** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Call summary (output)		Customer's provisioned data center	Summaries are stored until deleted by the user or account administrator, or until the user or customer account is terminated.
Voicemail tasks Quickly access a summarized list of tasks from your voicemail transcription. **Zoom-hosted Models Only Eligible** **Minimum Zoom Workplace app version: 5.17.0**	**Audio transcript** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Voicemail task (output)		Customer's provisioned data center	Follows the site's configured voicemail retention policy.

Phone - Continued

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Voicemail prioritization Quickly prioritize your voicemails using topic or intent. **Minimum Zoom Workplace app version: 5.17.5**	**Audio transcript** (input) **User priority labels** (input) **Voicemail priority** (output)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US	Customer's provisioned data center	Follows the site's configured voicemail retention policy.
SMS thread summary Summarize your SMS threads as a member of a call queue or auto receptionist to quickly generate your responses. **Zoom-hosted Models Only Eligible** **Minimum Zoom Workplace app version: 5.16.5**	**SMS message content** (input) **SMS participant names** (input) **Thread summary** (output)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		

Clips

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Generate title, description, tags and chapters with AI Companion Quickly create titles, descriptions, and chapters for your Clips based on the content recorded. **Zoom-hosted Models Only Eligible** **Minimum Zoom Workplace app version: N/A**	**Audio Transcript** (input) **Title and description** (output)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US	Customer's provisioned data center	

Docs

AI Companion Feature	Content Used or Generated	Model Provider – Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Content generation and revision Allow users to use AI to generate and revise content, including the ability to create new summary templates from existing transcripts. **Minimum Zoom Workplace app version: 6.1.5**	**Doc text** (input)	Zoom - Customer's [provisioned data center](#) OpenAI - US Anthropic - US		Meeting summaries and audio transcripts, when enabled**, can be selected by the user to be used as inputs. The user will only have access to Meeting summaries and audio transcripts they have permission to access.
	Audio Transcript (input)			
	Meeting summary (input)			
	User prompt (input)			
	Doc content (output)		Customer's [provisioned data center](#)	
Sentence completion Quickly complete messages by accepting suggestions as they appear in real time as you type. **Minimum Zoom Workplace app version: 6.1.5**	**Doc text** (input)	Zoom - Customer's [provisioned data center](#) OpenAI - US Anthropic - US	Customer's [provisioned data center](#)	
	Doc content (output)			

**For more information see "Managing Meeting Transcript Access" under Putting You In Control of AI Companion Capabilities.

Events

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Chat compose Draft chat messages for your Lobby chat based on conversational context and what you want to say, as well as customize the tone and length. **Minimum Zoom Workplace app version: N/A**	**Chat message text for the selected chat thread** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Chat participant names (input)			
	User prompt (input)			
	Message draft (output)		Customer's provisioned data center	Messages posted during an event are only accessible while the event is live.
Email compose Generate an email, subject lines, titles, and calls to action, using context from your Zoom Event description and/or providing a more specific prompt **Minimum Zoom Workplace app version: N/A**	**User prompt** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Email draft (output)		Customer's provisioned data center	Emails sent are stored in accordance with the customer's retention settings with their email provider.
Smart compose Write compelling event content when setting up an event including event description, session descriptions, speaker bios, lobby announcements, images, and more. **Minimum Zoom Workplace app version: N/A**	**User prompt** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Event content (output)		Customer's provisioned data center	Event content will be publicly available in accordance with the customer's configuration of Zoom Events settings, for up to two years.

Events - Continued

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Image generation Generate unique images to use in your event. **Minimum Zoom Workplace app version: N/A**	**User prompt** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US		
	Image (output)		Customer's provisioned data center	Event content will be publicly available in accordance with the customer's configuration of Zoom Events settings, for up to two years.

Workspace Reservations

AI Companion Feature	Content Used or Generated	Model Provider - Data Processing/Storage Location	Customer Storage Location (if applicable)	Customer Retention Controls and Additional Information (if applicable)
Workspace Recommendations Get recommendations on rooms, desks, and even days to come in to the office to better collaborate with your team. **Zoom-hosted Models Only Eligible** **Minimum Zoom Workplace app version: N/A**	**Past bookings** (input) **Zoom contacts** (input) **Upcoming meetings** (input) **User information** (input) **Upcoming meetings** (input)	Zoom - Customer's provisioned data center OpenAI - US Anthropic - US	Customer's provisioned data center	

Putting You In Control of AI Companion Capabilities

Zoom is committed to providing transparency and choice when it comes to enabling and using AI Companion features. Account administrators and users are provided with controls for AI Companion features. Zoom is continually working to enhance its platform and educate users on new features. Currently, users will see certain in-product notifications, which may be updated over time.

Account Administrator Controls

Administrators may enable or disable features for their entire account within the account settings page in the Admin Portal. For some features that are managed outside of the AI Companion tab, links are provided to the relevant settings.

Group Controls

Account owners and admins can control which groups receive certain AI Companion features. Select features may be enabled or disabled, and the ability to turn features on or off may be locked. Users belonging to the group will have their feature access dictated by account administrator selections. If enabled by the account administrator at the group level, users may enable or disable features for themselves at the individual user level.

User and In-Meeting Controls

For features with user-level controls, Zoom provides users with control and visibility into their AI Companion features' settings. Users may see if their administrators have enabled or disabled AI Companion features. If allowed by the account administrator for features with user-level controls, users can enable or disable AI Companion features for their own use. If the administrator has locked the setting at the account or group level, the user cannot change the setting.

Meeting hosts may enable or disable AI Companion features in meetings. Participants may also request that the host enable these features in-meeting by clicking the respective AI Companion icon if the admin has enabled the option for the icon to be visible in the Meetings toolbar. Currently, when meeting participants join a meeting using Zoom Client version 5.15.12 or later, they will receive a notification if AI Companion features are activated for that meeting.

Starting with Zoom Client version 6.0.0, meeting hosts have a one-click option to turn off all AI Companion features in a meeting. This includes an option to delete the AI Companion meeting assets, for example, if the feature was enabled in error or where the host no longer requires the summary. Participants will also be able to send a request to the host to disable AI Companion during the meeting.

Site level Settings (Zoom Phone Only)

Account owners and administrators can manage which sites have access to AI Companion features for Zoom Phone. Zoom Phone features may be enabled or disabled, and the ability to turn features on or off may be locked within the Policy section of the site. Site policies sit between Group and User level settings within the setting hierarchy. Site level phone policies are not applied to users that are members of one or more User Groups with activated Zoom Phone policies. Additional information on how to manage Sites for your account can be found in the "Changing Zoom Phone policy settings" support article.

Managing Meeting Transcript Usage

> **NOTE**
>
> If Zero Data Retention is enabled the transcript will not be available for use by other AI Companion features.

Account owners and administrators can allow audio transcripts generated to provide AI Companion Meeting features to be used for other AI Companion features; for example, for generating content within Zoom Docs or asking meeting questions after a meeting ends. When this option is enabled, users will be able to view and delete these transcripts through the web portal. This setting is located under the "Recording & Transcript" and the "AI Companion" settings for your account. Transcripts are retained by default unless custom auto-deletion is set in the "Recordings" settings for your account.

User feedback to Zoom for AI Companion

If enabled, users will be able to send feedback on their experience with AI Companion, including free text feedback and, if selected, the prompt they sent to AI Companion. This information will be used to improve the product experience and not for model training.

AI Companion panel in Zoom Workplace

The release of the new AI Companion panel in Zoom Workplace app 6.2.5 introduces new interactions throughout the Zoom platform, including enhanced ways to use Zoom and third-party data sources to provide responses to your users.

Enabling the AI Companion Panel

The AI Companion panel in Zoom Workplace can be enabled or disabled at the account, group, and user levels, and retention settings for conversations with the AI Companion panel can also be managed at the account, group, and user levels. When enabled, users will see the new AI Companion diamond on the top right of their Zoom Workplace app.

Data Sources and Access

When using the AI Companion panel, access to data sources is determined by account settings and user's underlying permissions. The system leverages and indexes data across your Zoom account, as well as any other enabled data sources, to answer user prompts, based on the user's underlying permissions. Citations and sources are provided for responses to assist users in understanding which data source was used to provide a response.

The AI Companion panel will use a combination of available data sources, and general knowledge available within the models, to provide responses to users.

Zoom Data Sources

When the AI Companion panel is enabled, available Zoom data from Meetings, Team Chat, Docs, Zoom Mail, Zoom Calendar, and Contacts will be used as data sources to provide responses to user prompts. In order for AI Companion to access meeting transcripts for context, the setting "Allow meeting hosts to retain and access meeting transcripts" described under "Managing Meeting Transcript Usage" above must be enabled.

Third-party Data Sources

If enabled, Zoom AI Companion can use data from Microsoft and/or Google to provide additional context to respond to user prompts. Account admins can enable the use of these third-party calendar events, emails, and documents by their users. Users must first connect their third-party account to Zoom on their Profile page. When enabled by account admins and connected by users, content will be indexed and stored by Zoom, which allows AI Companion to find relevant content when answering user prompts. Zoom will store content that has been viewed or edited within the last 30 days for authenticated users, so only recent content is used when providing responses. The initial syncing of content is not instant and will occur over time in the background as data is indexed.

When an account admin disables the third-party data source for their account, Zoom will begin deletion of the stored content within Zoom.

Web Content

If the "Web Content" setting is enabled, AI Companion will be able to search the web for general knowledge questions. We utilize our partner [Perplexity](#) to find relevant content to help answer the user's prompt. AI Companion will first search internal sources prior to utilizing a general web search to answer the user prompt. Citations to the source material will be provided to users. Zoom requires Perplexity to delete inputs and outputs promptly upon delivery of the output. Perplexity is not permitted to train its artificial intelligence models on Zoom customer content.

Local Files

If the "Local file uploads" setting is enabled, users will be able to add files from their personal device to their AI Companion prompts. When uploaded by the user, the file is stored within Zoom File Storage for up to seven days to allow the user to continue to use the document as context in their conversation with the AI Companion panel.

Differences for enabled users

Accounts may choose to enable the AI Companion panel in Zoom Workplace for only certain users. For users who do not have the Zoom Workplace panel enabled, they will only be able to use the panel in meetings where the Meeting questions feature is enabled. This means the experience for users can differ based on whether or not the AI Companion panel is enabled. Only users who have the feature enabled will be able to ask questions against data sources outside of the meeting (i.e., other than the current meeting transcript).

An enabled user may use their AI Companion panel to ask questions in the meeting even if the host has disabled AI Companion from accessing that meeting. AI Companion will not have access to the meeting transcript and therefore will not be able to answer questions related to the content of the meeting. However, the AI Companion panel will still be able to access other data sources the user has access to, such as Team chat messages or web content.

Data Protection

Customer data, including customer content, is encrypted in transit between customers and Zoom, where supported by the user's connection method and as stated in Zoom's support articles, between Zoom services, and between Zoom and its third-party subprocessors, including its third-party AI model providers (e.g., OpenAI and Anthropic), using Transport Layer Security (TLS) 1.2, as a minimum, or AES 256-bit GCM. Customer data, including customer content, that is either generated by or used to provide the AI Companion features, is encrypted at rest using a minimum Advanced Encryption Standard (AES) 256-bit encryption. Customers may supply their own encryption key for content stored by Zoom if they use Zoom Customer Managed Key (CMK). A current list of the types of assets supported by CMK can be found in the "Content protected by Customer Managed Key" support article. The AI Companion panel and Zoom Phone are currently not supported by CMK.

Zoom's access to customer data and content used to provide the AI Companion features is role-based and restricted based on least privilege, in accordance with Zoom's access control policies and standards. Controls are in place to prevent Zoom employees from accessing customer content, including meeting, webinar, chat, or email content (specifically, audio, video, files, in-meeting whiteboards, messaging, or email content), or any content generated or shared as part of other collaborative features (such as out-of-meeting whiteboards), unless authorized by the account owner or administrator of the account hosting the Zoom product or service where the customer content was generated, or as required for legal, safety, or security reasons. Zoom's access to customer data and content is logged and monitored for suspicious activity or unauthorized access. Zoom's data access controls are assessed by independent audit firms where indicated in our security certifications and attestations, which are available to our customers on Zoom's Trust Center.

Secure Development of Generative AI Features

Zoom's secure software development lifecycle (SDLC) is a set of practices and processes designed to integrate security into each phase of the software development lifecycle. Zoom's secure software development controls are assessed by independent audit firms as indicated in Zoom's security certifications and attestations, which are available to customers on [Zoom's Trust Center](#). Zoom AI Companion features follow Zoom's standard secure SDLC process, which includes the following:

Design Review

Zoom's Engineering Security team is engaged during the design phase when a feature is being conceptualized so that key security controls can be built into the requirements. Security design reviews, which include threat analysis, are performed to identify potential threats and mitigations. Zoom maintains vulnerability remediation standards governing the remediation or mitigation of security vulnerabilities identified during the security design review.

Code Review

Peer code reviews are a key element of Zoom's secure software development lifecycle and are enforced in Zoom's software development platform. In addition to peer code reviews, high-risk areas identified during the security design review require secure code reviews. Where appropriate manual testing is also performed on a release by release basis.

Static Analysis Testing

Zoom utilizes static analysis security testing (SAST) tools to scan its source code for coding errors and common security vulnerabilities, including Open Web Application Security Project's (OWASP) Top 10 and National Vulnerability Database (NVD). Zoom maintains vulnerability remediation standards governing the remediation or mitigation of security vulnerabilities identified through static analysis testing.

Dynamic Analysis Testing

Zoom utilizes dynamic analysis security testing (DAST) tools to identify common security vulnerabilities, including OWASP's Top 10 and NVD. Zoom maintains vulnerability remediation standards governing the remediation or mitigation of security vulnerabilities identified through dynamic analysis testing.

Third-Party Code Reviews

Where open source software (OSS) is used, the OSS package must undergo Zoom's third-party code review process, which includes a set of OSS evaluation criteria and scanning for common security vulnerabilities. Zoom maintains vulnerability remediation standards governing the remediation or mitigation of security vulnerabilities identified through third-party OSS scanning tools.

Deployment

Security approval is required for the deployment of new products and features, including AI Companion features. Zoom has a dedicated Release Security Assurance function responsible for scanning Zoom client builds prior to release. The final Zoom client build scans are designed to identify potential vulnerabilities or malicious content, and the build is digitally signed to maintain its integrity and authenticity.

Generative AI Model Security

In addition to the steps outlined in Zoom's secure SDLC above, models hosted by Zoom are subject to security reviews to assess security threats specific to generative AI models. The generative AI model review includes commonly known LLM model vulnerabilities, in line with OWASP's Top 10 for LLMs and other secure AI frameworks. Vulnerabilities identified in the generative AI security reviews must be remediated in accordance with Zoom's vulnerability remediation standards.

Zoom's third-party subprocessors are subject to security assessments on at least an annual basis as part of Zoom's third-party risk management program. Zoom's third-party risk management controls are assessed by independent audit firms as indicated in Zoom's security certifications and attestations, which are available to customers on Zoom's Trust Center.

Security Assessments

Zoom has a dedicated offensive security team that performs ongoing vulnerability research and red team exercises across Zoom's platform, including for Zoom AI Companion features. In addition to Zoom's dedicated offensive security team, penetration tests are performed by an independent third party on at least an annual basis.

Vulnerability Disclosure Program

Zoom believes that the independent security research community can provide key contributions to the security of Zoom's products. Zoom maintains a vulnerability disclosure program as well as a Bug Bounty program through HackerOne that incentivizes security researchers to responsibly report potential security vulnerabilities so Zoom can fix them and keep its users safe.

AI Companion Compliance

Zoom's AI Companion features adhere to the same security and compliance requirements as the primary Zoom products within which they are incorporated. AI Companion is ISO 27001, ISO 27701, and ISO 27017/18 certified and is also included within the scope of Zoom's SOC 2 report, available on Zoom's Trust Center.

Changelog

Version	Published on	Change Type	Change
v. 8.0	Jan/14/2025	Add	AI Companion Features Table: Added Workspace Reservations
v. 8.0	Jan/14/2025	Updated	AI Companion Features Table: Added ZMO support for AI Companion 2.0, Added Email thread as an input for Email compose, Added chapter generation to the Clips AI feature Managing Meeting Transcript Usage: Added additional usage example for transcripts AI Companion panel in Zoom Workplace: Minor updates to add clarity
v. 7.0	Oct/22/2024	Add	AI Companion Features Table: Added AI Companion 2.0 User feedback to Zoom for AI Companion: New section AI Companion panel in Zoom Workplace: New section
v. 7.0	Oct/22/2024	Updated	Third-party Subprocessors: Added information on Perplexity usage. Model Usage and Processing: Added information on Perplexity usage, Added information on model changes, updates, and failovers AI Companion Features Table: Added ZMO support for Clips Putting You In Control of AI Companion Capabilities: Added references to the AI Companion panel Managing Meeting Transcript Usage: Added clarification on behavior when ZDR is enabled.
v. 6.0	Aug/01/2024	Add	AI Companion Features Table: Added Zoom Docs Added section: Managing Meeting Transcript Usage
v. 6.0	Aug/01/2024	Updated	Data flow diagram: Updated to include OCR and Chat Messages to the flow. AI Companion Features Table: Added information for screen shared content via optical character recognition (OCR) and in-meeting chat messages for meeting summary

Changelog – Continued

Version	Published on	Change Type	Change
v. 5.0	July/21/2024	Add	Added section: Regional Availability of AI Companion, Zoom Clips AI Companion Features
v. 5.0	July/21/2024	Updated	Data flow diagram: Refreshed to better represent the general flows for AI Companion features AI Companion Features Table: New Meeting feature Virtual background generation, New Team Chat AI Companion feature Quick Reply. Data Protection: Added link to covered assets under CMK. Code Review: Added mention to manual testing.
v. 4.0	April/17/2024	Add	Added Sections: Zoom Phone AI Companion Features. Site level Settings (Zoom Phone Only)
v. 4.0	April/17/2024	Updated	AI Companion Features Table: Added information around minimum versions, ZMO and ZDR, Meeting summary retention settings, Twilio SendGrid information, and added Zoom Team Chat Sentence completion. User and In-Meeting Controls: Added information on the new shut off capabilities. AI Companion Compliance: Added information around certifications.
v. 3.0	Mar/13/2024	Add	Added Sections: Model Usage and Processing, Model Provider Data Storage and Retention, Customer Data Storage and Retention
v. 3.0	Mar/13/2024	Updated	AI Companion Features Table: Updated column headings and format, added Team Chat Quick Scheduling, added Zoom Events Smart Compose, and added Mindmaps to Whiteboard Content Generation. Putting You In Control of AI Companion Capabilities: Updated Images Data Protection: Added reference to Customer Manager Keys Global: General typographical and clarification updates.