



Date: April 12, 2020

To: All HCSA Staff and Community Partners

From: Ravi Mehta, Chief Compliance and Privacy Officer
Toni Nandwana, Director, Information Systems

Subject: **URGENT Privacy & Security Alert: Zoom Videoconferencing Application and Protected Health Information (PHI)**

We have been closely reviewing and monitoring the reports surrounding the Zoom Video Communications Application for privacy and security concerns. There have been numerous confirmed reports of security incidents involving “Zoom bombing,” in which malicious actors hijack the chat and say or do inappropriate things.

Last week, the FBI warned of unauthorized access to virtual classrooms and conferences with multiple reports of conferences being disrupted by pornographic and/or hate images and threatening language. As a result, several businesses and educational entities, including Google and now the U.S. Senate have all banned use of Zoom over security concerns.

Based on the FBI warning, media reports, and our County IT Department’s assessment, we have concluded that during this time of intense attack by hijackers, the Zoom application poses security and data exposure threats. The continued use of Zoom for meetings or telehealth services that include discussion of protected health information (PHI) or confidential matters, both internal and external, makes us susceptible to attacks. Out of abundance of caution, **we are asking all HCSA staff to stop using Zoom for telehealth services and teleconferencing.** You may continue to provide telephonic and telehealth services using Alameda County’s recommended video conferencing platform Microsoft Teams or other suggested platforms such as, Skype for business, Doxy.me, Updox, VSee, etc.

Thank you for protecting the personal information of the individuals we serve and for maintaining the safety and security of our data systems.