

# Privacy in Research: Video Conferencing and Digital Recordings

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The following has been developed to assist in establishing good research practices and procedures around digital recordings. Additional questions or requests for advice on information and privacy issues should be referred to the university Privacy Office: [privacy@ecuad.ca](mailto:privacy@ecuad.ca) or the ECU-REB webpage.

## 1. Get written consent

- Participants should complete a written consent form (as aligned with REB requirements, and including any data storage location considerations).
- The university license for BlueJeans (via BCNet) stores recordings in Canada (i.e., FIPPA compliant). If you are using a different platform (free versions of Zoom), note that these platforms store recordings outside of Canada. This must be conveyed in the consent form.
- Participants' personal information can only be used for the purpose for which it was obtained and compiled or for a use consistent with that purpose.

## 2. Cell phone recording software and file management

- If you choose to record a phone call via an app, we strongly recommend that you check the app settings to ensure that the recording is stored locally (on the phone), as opposed to in the app's cloud servers (and that the app would not have access to the recordings).
- The information on cell phones is at risk of loss or theft, so please ensure that there are safeguards (i.e. password/fingerprint access, etc.)
- Ensure adequate security of recorded information. Avoid storing personal information on cloud servers outside of Canada.
- Consider filing recordings with other related departmental records; do not leave recordings on personal devices.
- See the OIPC's [Mobile Devices: Tips for Security & Privacy](#)

## 3. Zoom call best practices

- Care needs to be taken when using free versions of Zoom, as recorded sessions are stored outside of Canada. Therefore, participants need to be made aware in writing, in the consent form, that: **Zoom servers are located outside of Canada, and Zoom stores users' names and usage data outside of Canada.**
- Ensure that you are not using Cloud recording if you are using the record feature on free versions of Zoom. All recordings can only be stored securely on the host device.
- Avoid sharing Zoom meeting links on social media or public outlets (unwanted participants may join or lurk in a meeting that they have no intentions of participating in).
- Introduce a password to gain access to the Zoom meeting room. This is especially important when the research is sensitive.