

Prioritizing privacy in the use of Zoom recordings

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1. When screening participants, we ask them to verify that they expect to have acceptable recording conditions. (See [Recruitment/Screening Questions](#))
2. When beginning a session. We ask the participant to verify their expectations of privacy during the session. Participants typically readily volunteer who else is in the house and take this opportunity to instruct others in the residence not to interrupt them. (See [Pre-session](#))
3. After the preliminary check for privacy and environmental suitability, we have the participant complete the consent form. Before beginning the recording, we then make attempts to negotiate improvements to the participant's surroundings to ensure the best possible recording quality. (See [Environmental Improvements](#))
4. During the session, in the event of someone else's voice or likeness being accidentally captured on a recording, the protocol is to immediately pause the recording, and once the interruption is over, offer to reschedule unless the participant can reassure us that the event is not likely to recur without warning.
5. After the session, the protocol includes reviewing a checklist and reporting adverse and unexpected events. (See [Adverse Events Log](#))

Recruitment/Screening Questions

1. Do you own a personal device such as a desktop computer, laptop computer, tablet or mobile phone which is equipped with both a video camera and microphone?
2. Can you install and run the Zoom video conferencing software? Zoom can be used on any Mac or PC, and there are Zoom apps for both Android and IOS devices, so if you have a Mac, a PC, an iPhone, or a smartphone that uses Android, you should be able to get the Zoom app.
3. Can you set up your device to record hands free video? Can you place the device on a stable surface opposite comfortable seating?
4. Do you have access to wifi or ethernet internet access? (as opposed to a cellular data plan). By "internet," we mean wifi internet.
5. **Do you have access to a private and quiet space where you can record yourself and only yourself speaking? This could be a room wherever you live. The only requirement for this space is that it has a door that you can shut, and it is a space that you can occupy for up to two hours without anyone needing to access it.**

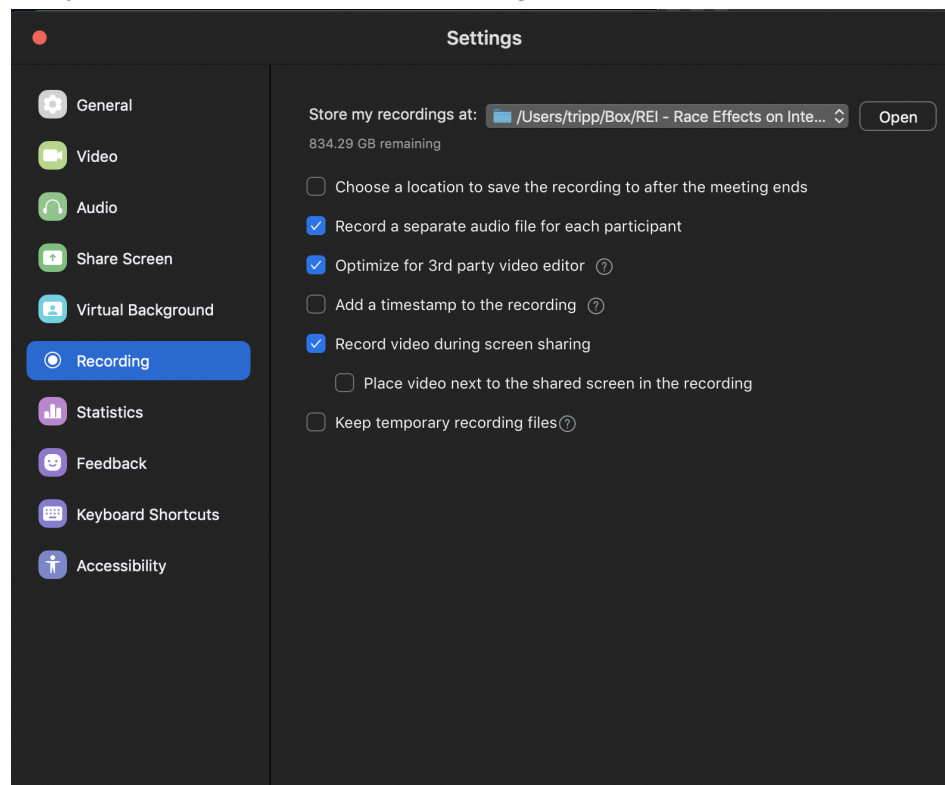
Pre-session

RAs will be certified as trained on this protocol after learning to:

- Use Zoom video conferencing software to set up the recording parameters for a session in a way that will minimize data loss and maximize security and privacy

- Save recordings from Zoom to Box Secure Storage
- Record separate audio files for each participant
- Ensure first experimenter authorizes second experimenter to record
- Grant recording capability to second experimenter
- Document subject id and session date
- Document RA attendance
- Familiar with procedure for reporting adverse and unexpected events

1. Start/join the Zoom meeting
2. Perform microphone check
3. Verify that both experimenters have hosting privileges
4. Verify which experimenters have recording capabilities
 - a. *Follow these procedures for all experimenters with recording capabilities so that the second may act as a failsafe.*
 - b. Grant recording capability to both experimenters where possible
 - c. Ensure you have Box Drive installed locally
 - d. Verify that Zoom is set to save recordings to the Box folder (REI .../Data/Sortme)



- e.
5. Have the adverse event log handy to make notes in if problems arise
 - a. [Adverse Events Document originally linked here]
6. Record the participant in the master spreadsheet
 - a. [Master spreadsheet of participant data originally linked here]
7. **Upon arrival of the participant, ask the following questions:**
 - a. ***Can you please verify that you are in a private room with a closed door?***
 - b. ***Do you expect to be interrupted?***

- c. ***The session is expected to take two hours. It's fine if you need to take breaks, but we can't record anyone else's voice or likeness, so if you expect to be interrupted please let us know.***

Environmental Improvements

RAs will be certified as trained on this protocol after learning to:

- Identify corrections which can be made to improve recording quality
 - Differentiate between critical, important and desirable corrections
 - Practice asking participants to assist in improving recording quality
1. Make sure the participant is in private
 - a. Observe whether they are indoors, and ask whether they can expect to be interrupted
 2. Ask the participant to make any needed changes to their surroundings to improve the quality of the recording.
 - a. In order to maximize the recording quality we may need to ask you to make some adjustments to your environment. Hopefully you will be able to easily address any issues that come up, and we will do our best to work with you.
 3. Begin by addressing critical issues with the recording quality. 'Critical' means that you can't proceed without it being resolved.
 - a. It's especially important that in the video we record today we can see your face and hear your voice as clearly as possible. We cannot proceed if there are major issues, like a blocked microphone, bad lighting or a wobbly camera.
 - b. Critical corrections:
 - i. Privacy problems
 1. Presence of other persons/voices in the background
 - ii. Presence of distracting or offensive objects
 1. Moving objects or pets
 2. Mirrors
 3. PG-13 material
 - iii. Image quality
 1. Device mounted securely
 2. Face in the middle of the frame
 3. Not back-lit, so not in front of a window
 - iv. Sound quality
 1. Making sure that there is nothing blocking the microphone
 4. Next, address important issues with the recording quality. 'Important' means you should try multiple times to fix it, but if it cannot be fixed, go ahead with the recording.
 - a. To make the recording more ideal, there are a few other things you can maybe help us with. We can still proceed with the recording session today, but we would really appreciate your assistance if you can resolve any of these issues.
 - b. Important corrections;
 - i. Image quality

1. A light behind the device, so that the person is lit directly from the front
2. As neutral a background as possible
3. Neutral colored lighting, rather than a tinted light
4. Note any weird shadows on the face and see if you can remove them
- ii. Sound quality
 1. No excessive background noise which could be muted by closing doors or windows
5. Last, ask the participant to make any other desirable changes to the environment. 'desirable' means to address it if it can be easily fixed, and proceed quickly if it cannot.
 - a. Desirable corrections
 - i. Nothing in the background that has corporate logos
6. Thank the participant for their cooperation

Adverse Events Log

Review this list after every session.

- Was there a breach of privacy?
 - Other than the consenting participant, does anyone else's person or voice appear in the recordings you created today? Note the directory and file names for any such recordings.
- Were there problems with connectivity?
- Were there any unanticipated problems executing the protocol?
- Do you need to schedule another session with the participant?

Date - Investigator Name - Description of Issue

5/6/20 - Alayo Tripp - Example log entry.