

Principles: Safety and security, Privacy, Transparency and explainability, Responsibility and accountability

Values: Living in harmony and peace

Stakeholders: Civil society, Public sector, Media, Private sector, Technical community

Video conference platforms leaks important information

Due to current events and ongoing pandemic, people are forced to work from home. A new video conference platform appears on the market with the aim of facilitating teleworking.

Meetings/conferences are created through identification codes which are sent to the members. This makes the calls easier to get organized and lose less time for those participating. Relying on less internet, for people with less internet access but ensuring calls of better quality, a lot of people and companies sign in in a short period of time.

The application is overwhelmed with all the new users and meeting ID's get mixed by the system. Codes get confused and random people can enter different meetings even when not invited. Important meetings are compromised and personal information that was shared is stolen or heard by third parties.

It is found that the low level of internet required sacrificing some security parameter. As much as the low use of internet data, meaning more people could telework, was attractive, the system was reinforced by the engineers who strengthen the security protocol of the platform so that codes and meetings don't get mixed.

Ensuring the security of the platform and the information share through it is essential, no matter the type of platform. In this case, code system proved to be inefficient when poorly prepared leading to important consequences.

How could this situation have been avoided in the first place?

Here are our recommendations per stakeholder:

- The technical community makes sure that the security parameter of the platform can handle an important number of users.
- The company after reforming its system should also be able to track the hacks.
- Governments should have an oversight on these kinds of platforms as to not harm users of these platforms and set up measures in case of breach.

- Civil society should not be encouraged in “playing” with codes.

Privacy & Human Rights & Fairness and non-discrimination & Awareness and Literacy

Know more about this case:

- Pourquoi Zoom Est Un Risque Pour La Vie Privée: (Why Zoom is a risk for private life), Forbes, <https://www.forbes.fr/technologie/pourquoi-zoom-est-un-risque-pour-la-vie-privee/>
- “Une faille repérée dans l'application de vidéoconférences Zoom” (A flaw found in the video conference application Zoom), <https://www.zdnet.fr/actualites/une-faille-reperee-dans-l-application-de-videoconferences-zoom-39887495.htm>