

CONSENT FORM

USE OF ZOOM VIDEO CONFERENCING FOR TRIBUNAL HEARING

Due to the COVID-19 pandemic, the Tribunal's hearing rooms are temporarily closed to the public. The Tribunal continues to operate and is now conducting hearings by video using the Zoom on-line platform.

This form provides information about Zoom and asks you to give written consent if you agree to participate in the Tribunal's hearing using Zoom.

What is Zoom

Zoom Video Communications [**Zoom**] is a remote conferencing services company that provides on-line video conference services.

Why the Tribunal is using Zoom

The Tribunal is using Zoom's service to create a virtual hearing room so that the Tribunal may hear evidence and argument for the purpose of determining complaints.

Zoom Collects Personal Information

Zoom collects certain personal information, including an individual's name, username, and email address or phone number, when they access Zoom's service.

Zoom also collects personal information when individuals visit the zoom.us and zoom.com websites. Zoom uses tools such as Google Analytics and Google Ads on its websites for the purpose of sending users tailored advertisements based on their interests. Zoom collects Internet protocol (IP) addresses, browser type, Internet service provider, referrer URL, exit pages, operating system, date/time stamp, clickstream data and the files viewed on Zoom's websites. Users may change their cookie settings using the "Cookie Preferences" tool on Zoom's websites to limit the personal information collected.

Zoom's video conferencing service offers audio and video recording function. As the conference "host", the Tribunal may choose whether to turn on the recording function. The Tribunal will **not** be using Zoom's recording function and will **not** be saving any recordings to the Zoom cloud.

The Tribunal will audio record the hearing using a separate recording system that is housed on its own network. This is the same audio recording system that the Tribunal uses for all in-person hearings. The Tribunal only saves these audio recordings to the Tribunal's secure network located in British Columbia.

Zoom Security and Privacy

Zoom's Terms of Service, effective March 27, 2020, state, in part:

5. Zoom Obligations for Content. Zoom will maintain reasonable physical and technical safeguards to prevent unauthorized disclosure of or access to Content, in accordance with industry standards. Zoom will notify You if it becomes aware of unauthorized access to Content. Zoom will not access, view or process Content except (a) as provided in this Agreement and in Zoom's Privacy Policy; (b) as authorized or instructed by You, (c) as required to perform its obligations under this Agreement; or (d) as required by Law.

Zoom's Privacy Policy, effective March 29, 2020, states, in part:

Zoom does not monitor or use customer content [information you or others upload, provide, or create while using Zoom's video conferencing service] for any reason other than as part of providing our service.

Storage of Personal Information in the United States of America

By using Zoom's services and providing personal information when visiting the zoom.us or zoom.com websites, individuals consent to the storage of their personal information in the United States. The stored personal information is subject to disclosure under United States laws.

Participant Consent

I, [print name] _____, consent to use the Zoom video conference service for the Tribunal hearing of the complaint in scheduled for April, 2020, and I consent to the storage of my personal information outside Canada as described above.

This consent is valid from the date signed.

Signature

Date