Hyde Zoom sessions – guidance for our users

Zoom and personal data
We use Zoom for some of our online meetings because we have found it to be the most popular and easy to use service with residents. By joining an online meeting, we are all sharing personal data, and so we want to tell you about what this means for you and what options you have.

Using your camera
Being able to see each other as well as speak can make sessions more interactive and effective. However, you can choose whether to use a camera during our meetings or not. If you do decide to use a camera, here are some things to be aware of:
- Other attendees will be able to see what you look like
- Other attendees will be able to see where you are, which could be your home. Make sure you're comfortable with people seeing whatever is behind you. Please make sure you don't have images or photos of other people in view in case those people do not want to be shown on the call
- If there are other people in your location, make sure they are not going to be in the background, again in case they do not want to be shown on the call. This is especially important if there are children around.

Using your name
It's vital to us that we know who we are talking to, and that we know you're a Hyde customer. However, you do not have to share your name with other people on the call. If you prefer to join a meeting with an alias / anonymously, let us know and we can agree this with you beforehand.

How Zoom use your data
By using their service, you are allowing Zoom to collect some data from you. This includes your IP address and device details which they need for you to join the meeting. Zoom have their own privacy statement which explains what data they collect, how they will process it and how you can get in touch with them about your data: https://zoom.us/privacy

Hyde's privacy notice is here: https://www.hyde-housing.co.uk/privacy/ – this explains why and how Hyde uses your data.

Online meeting behaviour guide
1. Please mute your microphone if you're not speaking – this removes background noise
2. Please allow others time and opportunity to speak
3. If other people are talking and you want to say something, raise your hand (if you have your camera on) or put a note in the chat
4. Respect everyone's views and opinions, even though they may be different to yours
5. Even if you're very frustrated, try to remain calm. If you can't get your point across during a group meeting, we can meet with you separately another time
6. Please do not take a screenshot, or otherwise record in any way, these online sessions (taking written notes is fine)
7. If you are using your camera, try not to position yourself in front of a window as you will just look like a ghostly shape to other attendees!
8. Please do not share any personal details on the call – when you're speaking or in the notes (unless it's in private notes to a member of staff)

Please make sure that you're happy with this information before you join one of these calls.