



April 19, 2020

United States Postal Service

**Re: Zoom for Government privacy and security assurances**

Dear USPS Team,

I am writing to offer assurances related to the privacy and security of the Zoom for Government offering. Understanding the critical nature of the activities performed by the United States government and the entities with whom the government engages, Zoom is deeply committed to meeting and exceeding the privacy and security expectations of its Zoom for Government customers. In the materials that follow, I highlight some important Zoom for Government features that are intended to serve as assurances that your meetings and data are secure.

A large number of global institutions ranging from the world's largest financial services companies, to leading telecommunications providers, government agencies, universities and others have conducted exhaustive security reviews of our user, network and datacenter layers and have confidently selected Zoom for complete deployment.

Zoom for Government is hosted in an entirely separate cloud and meets the rigorous requirements and specifications of FedRAMP security policies.

Zoom for Government is 100% deployed in the continental United States and managed by United States-based personnel only. Under the Zoom for Government system configuration, no meeting traffic leaves the continental United States, period.

Zoom for Government is dedicated to protecting customer data for a secure meeting experience. Zoom takes privacy and security extremely seriously and is committed to detecting, identifying and addressing any concerns with transparency, accuracy and as quickly as possible.

Zoom for Government implements a range of encryption technology to ensure the privacy and security of meetings and other user content. Video, audio and screen sharing are protected across platforms with a combination of asymmetric and symmetric encryption using AES-256

Zoom for Government is FedRAMP Moderate approved and is under continuous monitoring by our DHS Authorizing Official and the FedRAMP PMO. In addition, Zoom for Government recently completed a successful reauthorization process in January 2020 in accordance with the FedRAMP requirements applicable to such reauthorization. All continuous monitoring and the related Security Assessment Report (SAR) that resulted from this re-authorization is available for public review in the OMB MAX repository. (See <https://community.max.gov/display/FedRAMPExternal/Zoom+AA+2020>).

Some notable Zoom for Government Authorizations Include:

- Centers for Disease Control and Prevention
- Corporation for National & Community Service (CNCS)
- Customs and Border Protection



- Department of Agriculture
- Department of Health and Human Services
- Department of Homeland Security
- United States Forest Service
- US Department of Defense

Zoom for Government also enables other best practices through providing user trainings on features such as password protecting meetings, enabling waiting rooms, muting participants upon entry, only permitting authenticated users to join meetings, removing participants, locking meetings and not using Personal Meeting IDs for public meetings.

In summary, all USPS Zoom meetings are highly secure with encryption and host controls to maximize security and privacy for all participants. We genuinely hope the assurances provided in this letter show the seriousness with which we approach data privacy and security issues and we welcome your involvement in helping us continue to build something here at Zoom that not only meets your security and privacy expectations, but exceeds them entirely. Lastly, we invite you to review our recent blog posts (see the [message to Zoom's Users on April 1, 2020 \(and updated April 2, 2020\)](#); [updated message posted on April 8, 2020](#); and [Zoom's April 15, 2020 progress report](#)) which discuss many of the important and exciting privacy and security updates recently implemented and the many more to come. Wishing you and yours good health and safety as we navigate this extraordinary time.

Sincerely,

A handwritten signature in black ink that reads "Eric Yuan".

Eric Yuan  
CEO & Founder  
Zoom Video Communications