



Office of Commissioner  
Rebecca Kelly Slaughter

UNITED STATES OF AMERICA  
**Federal Trade Commission**  
WASHINGTON, D.C. 20580

**DISSENTING STATEMENT OF COMMISSIONER  
REBECCA KELLY SLAUGHTER**

*Regarding Final Approval of the Settlement with Zoom Video Communications, Inc.*  
Commission File No. 1923167  
January 19, 2021

Late last year, the Commission put out for public comment a proposed order addressing allegations that Zoom engaged in a series of unfair and deceptive practices that undermined the security and privacy of its video-conferencing users. I dissented. In my view, the FTC's proposed order did not do enough to ensure that consumers can trust this now-ubiquitous video-conferencing tool with their private conversations. Specifically, the proposed order did not address Zoom's privacy failings and did not require Zoom to provide any recourse to affected users.<sup>1</sup>

The overwhelming majority of comments received in this matter expressed concern with the Commission's proposed resolution.<sup>2</sup> Many individual consumers shared their frustration that the FTC did not do more. And some consumers shared how vulnerable they feel using Zoom—for example, a patient who shared personal health data during medical appointments hosted on Zoom. Expert consumer advocacy groups shared this frustration and echoed my call for a strong privacy program and help for Zoom's customers. Advocacy groups also called for the FTC to require reporting transparency when imposing third-party assessments, which I strongly support.

Despite this widespread opposition, and the specific and achievable improvements outlined by commenters, the Commission voted to finalize the proposed order without making a single change. This decision is particularly troubling in light of the fact that the Department of Justice recently charged a Zoom employee with allegedly participating in a scheme to surveil, disclose, and censor political and religious speech of individuals located in the United States and around the world at the behest of the People's Republic of China.<sup>3</sup> These facts heighten my concern with Zoom's ability to protect user privacy, and, for these reasons, I respectfully dissent from the Commission's decision to finalize this order.

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<sup>1</sup> See Fed. Trade Comm'n, *Dissenting Statement of Comm'r Rebecca Kelly Slaughter In the Matter of Zoom Video Comm'ns, Inc.*, FTC File No. 1923167 (Nov. 9, 2020), [https://www.ftc.gov/system/files/documents/public\\_statements/1582918/1923167zoomslaughterstatement.pdf](https://www.ftc.gov/system/files/documents/public_statements/1582918/1923167zoomslaughterstatement.pdf).

<sup>2</sup> Comments are available at Fed. Trade Comm'n., *FTC Seeks Comments on Zoom Video Communications, Inc.*; File No. 1923167, Docket ID FTC-2020-0083 (Nov. 13, 2020), <https://www.regulations.gov/docket?D=FTC-2020-0083>.

<sup>3</sup> See Press Release, U.S. Dep't of Justice, *China-Based Executive at U.S. Telecommunications Company Charged with Disrupting Video Meetings Commemorating Tiananmen Square Massacre* (Dec. 18, 2020), <https://www.justice.gov/opa/pr/china-based-executive-us-telecommunications-company-charged-disrupting-video-meetings>; Zoom, *Our Perspective on the DOJ Complaint*, (Dec. 18, 2020), <https://blog.zoom.us/our-perspective-on-the-doj-complaint/>.