



55 Almaden Blvd, Suite 600,
San Jose, CA 95113

zoom.com
1.888.799.9666

September 20, 2024

The Honorable Jean Shaheen
United States Senate
Washington, DC 20510

Dear Senator Shaheen,

Thank you for your letter to our CEO Eric Yuan regarding programs to combat non-consensual intimate image abuse (“NCII”). As the Global Head of Zoom’s Trust & Safety Team, I am pleased to respond on behalf of our company.

First, on behalf of Zoom, let me be clear: NCII has no place on our platform and clearly violates our Terms of Service and Acceptable Use Guidelines. It is in that spirit that we absolutely recognize the concerns you raise, and the important role technology plays in both enabling and preventing online abuse.

Zoom takes a ‘Safety by Design’ approach to building our products, a key part of which can be seen in how we encourage and make it straightforward for users to report content and activities that potentially contravene our [Terms of Service](#) and [Acceptable Use Guidelines](#). These user reports are reviewed by an expert international team and can lead to action up to and including us suspending offending accounts. Our rules are clear: Sensitive content and hateful conduct are prohibited on Zoom and the sharing of non-consensual intimate images falls into both categories.

We agree that hashing technology is a powerful tool for companies like Zoom to fight certain forms of content proactively, as well as assist in responding reactively to user reports. We do work closely with the National Center for Missing and Exploited Children (NCMEC) and we leverage their hashing database to help the Zoom platform identify and remove child sexual exploitation and abuse material (CSEA) at scale. Zoom permanently suspends accounts that we determine have transmitted, displayed, stored, shared, or promoted CSEA on our platform, and we alert NCMEC, law enforcement and other entities as required by law.

Over the past two years, we have met privately with Stop NCII and attended their roundtable in New York City, and followed the work of Take it Down. We admire the groups’ important work in combating NCII, and have considered implementing Stop NCII’s technology. At present, however, we have decided to focus our resources on using hashing technology to combat CSEA material. Our decision, while difficult, was risk-based, and reflects in part the differences between Zoom and other social media platforms. As a unified communications platform, Zoom facilitates real-time interactions and collaboration. Zoom does not support public user-generated content, such as text feeds or posts. Zoom users cannot follow each other or search for unknown contacts on the platform and persistent content is limited. Using our “Safety by Design” risk



55 Almaden Blvd, Suite 600,
San Jose, CA 95113

zoom.com
1.888.799.9666

assessment methodology, we determined that our platform does not share the same risk of NCII as social media platforms. Indeed, our experience has shown that we do not receive a significant number of user reports related to NCII. We are confident that when material is reported by users, we are able to take swift action for it to be taken down.

Given the unspeakable harm that all forms of online abuse can cause, it is always a fraught decision how to apply limited resources. But given the above considerations, we have decided currently to prioritize our fight against CSEA. Nonetheless, we continue to track the work of Stop NCII and Take it Down, and will reconsider our decision as our efforts and the technology to combat all forms of abuse evolve.

Let me reiterate again that Zoom works hard to ensure that our users are protected and empowered on our platform. There is no place for exploitative material here, and we will continue to implement new strategies to combat it and continue our dialogue with STOP NCII. We would be happy to meet with you and your staff to discuss any of this in further detail.

Yours Sincerely,

DocuSigned by:

B36F529A0DE8454...

Josh Parecki

Chief Compliance Officer & Head of Trust and Safety

CC: The Honorable Rick Scott, United States Senate

The Honorable Joe Manchin, United States Senate

The Honorable Mazie Hirono, United States Senate

The Honorable Maggie Hassan, United States Senate

The Honorable Catherine Cortez Masto,, United States Senate

The Honorable Ron Wyden, United States Senate

The Honorable Angus King, United States Senate

The Honorable Richard Blumenthal, United States Senate

The Honorable Marsha Blackburn,, United States Senate

The Honorable Robert Casey, United States Senate



55 Almaden Blvd, Suite 600,
San Jose, CA 95113

zoom.com
1.888.799.9666

The Honorable Marco Rubio, United States Senate

The Honorable Sherrod Brown, United States Senate

The Honorable Chuck Grassley, United States Senate