

## SHARP Workplaces and Stand Informed Guidelines and Consent to use Zoom Video-Conferencing for Appointments

If you wish to use video conferencing through Zoom to connect with **SHARP Workplaces Legal Clinic or Stand Informed legal advice services**, operated by Community Legal Assistance Society (CLAS), please ensure that:

- Your computer, tablet or smartphone is safe (i.e. operating system updated);
- Nobody else has access to your computer, tablet or smartphone;
- You are using a safe and secure internet (i.e. if you are sharing Wi-Fi with someone else, like a neighbour or landlord, in your home, you trust these people to not use or look at information contained on your device);
- You have stable internet connection to use video conferencing
  - If you do not have stable internet connection, please follow the steps below to use both the video function and the voice function by dialing one of the numbers provided in the zoom invitation. This will limit the use of the bandwidth.
- You have a webcam, microphone and speakers and/or headset;
- You are in a private room where you can provide and receive confidential information;
- You have up-to-date anti-virus software installed on your computer

### Acknowledge risks:

Please note that web-based videoconferencing has risks to your privacy and confidentiality that can be minimized if safety, security and confidentiality protections are in place. Some of these risks include:

- The collection and storage of personal information on Zoom, especially if you set up a Zoom account, download the app on your device, and/or sign in through social media accounts (Facebook or Google accounts);
- Access to personal information stored on the platform by Zoom staff;
- The selling and trading of personal information collected and stored by Zoom;
- Compromising confidentiality of documents and legal advice during transmission via video conferencing or email;
- Exposure of information when cloud sharing is enabled on personal devices; and
- Unauthorized monitoring and recording of the video conference.

By agreeing to use video conferencing, you understand and accept that sharing confidential information via the Internet can involve minimal levels of risk, including the potential for loss of privacy and confidentiality.

If you do not feel comfortable using videoconferencing, we can explore other options for providing our services.

**Joining Zoom appointment:**

1. SHARP Workplaces Legal Clinic or Stand Informed will send you an invitation for your appointment.
2. At the time of your appointment, open your web browser (i.e. Firefox, Chrome, Explorer, Safari), go to: <https://www.zoom.us/>
3. Click “Join Meeting”

If you do not have a computer or laptop and you wish to use your smartphone for the meeting, you must download the Zoom application in order to access your meetings. Please do so in advance of your appointment time.

Please note you do not need to set up a Zoom account in order to access the meeting whatever method you chose. Signing up for a Zoom account will allow Zoom to have access to your personal information (such as email address, phone number if you use this information to access Zoom, and location) and the information of your device (IP address, device type, operating system type and version). Signing up for a Zoom account through other social media accounts (Google or Facebook) will link your Zoom account to your social media accounts, allowing Zoom to access your social media login information and vice versa.

If you would like more information on Zoom’s privacy policy, you can find them [here](#).

**Privacy:**

For everyone’s privacy and to ensure the confidentiality of the discussions, you, the lawyer and any other participants in the meeting, agree that you, and they, will not record the meeting.

**Questions or concerns:**

If you have questions or concerns about using Zoom for your appointments, please feel free to contact:

SHARP Workplaces at [SHARPWorkplaces@clasbc.net](mailto:SHARPWorkplaces@clasbc.net) or by calling 604-673-3143.

Stand Informed at [StandInformed@clasbc.net](mailto:StandInformed@clasbc.net) or by calling 604-673-3143.

**Agreement:**

By participating in a video-conference appointment with SHARP Workplaces Legal Clinic and Stand Informed legal advice services you acknowledge that you have read and agree with these guidelines and accept the risks involved in the use of video-conferencing.