



## **How Active Living Physio is Ensuring your Zoom Experience is Secure**

Active Living Physiotherapy uses the “Zoom Pro” account. This is a paid account which has many more security features than the free Zoom account. Zoom is an encrypted platform with end-to-end 256-bit encryption.

We have also do the following to make sure your Zoom experience is secure:

1. We keep our Zoom app up-to-date on all our devices.
2. We use a Unique ID and Password for all meetings.
3. We use a randomly-generated meeting ID for each meeting.
4. Our meetings are all “invite-only”, meaning that only those who have received an invitation to the meeting can attend by logging in with their password.
5. Participants are not able to join before the host starts the meeting.
6. We use a Waiting Room where the meeting host (the Physiotherapist) is required to let the participants in.
7. Once the meeting has started and the participant is in attendance, the host controls who can enter the meeting. Also, once they have entered, the host will “lock the meeting” so that no one else can enter.
8. Only the hosts can share their screen.
9. We have disabled any file-sharing.
10. We are only using Canadian data centers for meetings hosted on our account.