



Zoom software and its use, both within Spire Healthcare and for video consultations

Spire Healthcare has chosen to use Zoom to meet our video conferencing need. Zoom is used for company internal communication and our video consultations with patients.

Zoom has exploded in popularity as people turn to video conferencing amid the ongoing coronavirus pandemic. With all this extra attention, Zoom is now facing backlash from security experts, advocates and IT professionals warning that default settings are not secure enough.

Spire fully **acknowledges that default settings may expose vulnerabilities**, and have therefore **made configuration changes in our corporate Zoom environment to ensure we keep Spire video conferencing secure.**

The privacy of our patient data is paramount. Our online consultations uses only the video conferencing feature – we do not permit file sharing and in-conference chat. We use unique, cryptographically strong meeting codes for each meeting and staff receive training on how to schedule and conduct meetings, including monitoring their attendees to ensure they know and validate who is attending. We promote the use of the Zoom client for all attendees to ensure we maintain the highest levels of encryption.

Spire works closely with Zoom on its application roadmap and its ongoing development to ensure the platform remains secure. When vulnerabilities are discovered, we promptly apply updates to our corporate environment.

Spire will continue to use Zoom and continue to review our implementation of the solution ensuring it meets our high expectations in terms of security and information privacy.

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