Zoom Whiteboard Security and Privacy **FAQs**

This document covers some of the features of Zoom Whiteboard, a persistent experience that enables powerful, easy-to-use visual collaboration before, during, and after a meeting. While some may know whiteboard as a feature that's accessible via "share screen" within a meeting, it has evolved to now be an infinite canvas that you can access from anywhere you are working. As a hub for real-time and asynchronous collaboration, Zoom Whiteboard is an essential tool for creating more engaging and efficient meeting experiences.

To answer questions you may have on Zoom Whiteboard's security and privacy, we've created this FAQ document, the contents of which are subject to change going forward, as we continually evolve our platform. Find additional resources and learn how Zoom works to secure your data and protect your privacy by reviewing Zoom's [Privacy Statement](#) and [Trust Center](#).

How can you access Zoom Whiteboard?

Once Zoom Whiteboard is enabled for your account, you'll be able to access it through the following methods:

Zoom desktop client: Select the "Whiteboard" tab on the top navigation to start collaborating.

Zoom Meeting: Within a meeting, select "Whiteboards" from the bottom toolbar and then select either a "New" to start a new whiteboard, or you can select and open an existing whiteboard to start collaborating with the in-meeting participants.

In a Zoom Room: If your admin has enabled pairing with a Zoom Room, you can create or edit whiteboards on a Zoom Rooms for Touch device for an interactive, large-screen experience. Previously created whiteboards can be opened using your personal device (using either via the Zoom desktop client or the Zoom mobile client) and pairing it with the Zoom Room for Touch. Once paired, you can select which whiteboard to open on your Zoom Room for Touch from your personal device. New whiteboards created on a Zoom Room for Touch device can be saved by pairing with your personal device.

Zoom web browser portal: Launch a new whiteboard or access your existing whiteboards right from a web browser via your zoom.us account.

Zoom mobile clients: Select the "Whiteboard" menu from the "More" menu on your mobile device.

What security controls are in place for the Zoom Whiteboard experience?

Security is of key importance here at Zoom, and our whiteboard offering is no exception. Here are some of the controls in place designed to help users secure their whiteboards:

Whiteboard owners and account owners can control who can access and view their whiteboards. By default, new whiteboards created outside of a meeting are private to the creator (who is listed as the whiteboard's owner). Whiteboard content is visible to account owners and other roles that have been granted whiteboard content view access. Owners and co-owners can then invite additional editors, commenters, or viewers. If your organization admin has enabled sharing with external organizations, owners can also create links to share within or outside their organization. Depending on the whiteboard's settings, additional collaborators can then share with other collaborators.

New whiteboards created in-meeting are automatically owned by the participant starting the whiteboard and automatically shared to other meeting participants with temporary permissions depending on the choice of the user opening the whiteboard. The whiteboard owner can also optionally make the temporary permissions permanent, based on the owner's account-/group-level configuration for sharing whiteboards.

Whiteboard owners and co-owners can view version history and restore previous versions of their whiteboards. Users with an editor role can view, but cannot restore. Users with commenter or viewer roles cannot view version history.

Account Owners, and Admins who have been granted the appropriate permissions, can export to PDF whiteboards created within their organization.

Whiteboard data is encrypted in-transit over the public internet to Zoom and when stored within Zoom's production infrastructure.

- Whiteboard data-in-transit from the Zoom client (Zoom desktop, mobile clients, and Zoom Rooms for Touch, and Zoom web client) to Zoom is protected by TLS 1.2 security

- Whiteboard data stored within Zoom's infrastructure is encrypted with 256-bit AES-GCM

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Admins can manage the use of Zoom Whiteboard within their organizations through the following controls:

- Enable or disable the whiteboard, either for in-meeting or out-of -meeting collaboration

- Enable whiteboards for the entire organization, or enable tailored access via user groups

- Enable or disable the ability to create whiteboards that can be shared outside an organization

- Enable or disable whiteboard persistence by turning on or off cloud storage

- Enable or disable the ability to export a whiteboard as a PDF or image

- Enable or disable the ability to upload files onto a whiteboard

- Pick from a range of data storage locations to save whiteboard content (paid accounts only and not all data center locations available)

Account Owners and Admins with the appropriate role permissions can take the following actions with a whiteboard:

- Lock

- Rename

- Change owner

- Add or remove collaborators from the whiteboard's share sheet

- Move to trash

- Recover from trash

- View and export whiteboard

What whiteboard data does Zoom have access to and how is that data stored?

Whiteboards are hosted within Zoom's global data centers. When users engage with Zoom whiteboard, they provide similar "in-session" information provided with other Zoom services, such as meeting recordings, files, chat logs, transcripts, and more.

For additional details on which information Zoom collects to provide its services, refer to our Privacy Statement.

What happens when I delete a whiteboard?

Information about a whiteboard, such as: its content, who has access, which users have modified it and when, its version history, and more — is retained until the whiteboard is deleted. Whiteboard owners can move whiteboards they no longer need to the trash folder. Deleted whiteboards will remain in the trash for 30 days. After 30 days the whiteboard will be permanently deleted and is not recoverable. Please see Zoom's Privacy Statement for more information about retention.

What happens to a whiteboard if a user account is deleted?

If an admin deletes a user account any whiteboards belonging to that deleted user account will be deleted and cannot be recovered by the account admin unless an existing co-owner was assigned to a whiteboard or the whiteboard was transferred to another licensed user prior to deletion.

Can you search whiteboards/make them unsearchable?

Searches performed within the Whiteboard dashboard search against the whiteboard titles for whiteboards that the user performing the search has access to.

Users can only access whiteboards that have been directly shared with them by the whiteboard's owner, editors, or other users with access to that particular whiteboard. Users can also access whiteboards that have been made available to everyone in their organization or if the board has been made a publicly available link by its owner or editor and they have access to the link.

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Can admins leverage the Zoom data configurations control feature for whiteboards?

Yes, data configuration settings are available for Zoom Whiteboard. Account owners and admins on paid accounts can, at the account, group, or user level, opt in or out of specific Zoom data centers that will be used for processing of data for any Whiteboards they own. The data centers in the country supporting the region where an account was provisioned will be locked as an opt-in for processing

What happens if an uninvited guest joins my meeting when I'm using Zoom Whiteboard? Will they have access to it?

Whiteboard owners are able to control access to their boards and even control the granularity of that access. They'll have the ability to share a board to include additional viewers, commenters, or editors.

If an uninvited guest is able to join your meeting, they will have the same permissions that the host grants to other meeting participants. To disable or suspend in-meeting whiteboard activity, the host can lock the whiteboard and users will no longer have access to it.

As a reminder, when a new whiteboard is created in a meeting, the person opening the whiteboard can set whether that whiteboard should be shared with meeting participants once a meeting is over.

Can we disable all or some of the Zoom Whiteboard features and keep the previous set of features?

See above for the list of controls available to account admins.

Can I still use the previous version of the whiteboard?

For a limited time, the "classic" whiteboard will also be accessible under the in-meeting "Share Screen"

button, and the admin settings remain the same, but have been relabeled "Whiteboard (Classic)".

Can I use Zoom Whiteboard in end-to-end encryption (E2EE) meetings?

No, Zoom Whiteboard is not available in E2EE meetings.

Is Zoom Whiteboard available in Zoom for Government*?

Yes, Zoom Whiteboard is available in Zoom for Government. To discover helpful resources and more information on Zoom for Government's privacy and security, visit zoomgov.com and the Zoom for Government Privacy Statement.

Can admins see the whiteboard content created by users in their organization?

Account owners and admins with the "Whiteboard Content" permission can export any whiteboard in their organization to a PDF.

Account owners and whiteboard admins with the "Whiteboard Management and Template Management" permission have the ability to perform the following operations on whiteboards in their organization: see titles, lock, change owner, move into and out of the trash folder.

Do you have the ability to save whiteboard content via Zoom's archiving feature?

Integrating Zoom's archiving API with Zoom Whiteboard is not available at this time but is expected in a future release.

Can a Zoom Whiteboard session be exported to a PDF or other image files?

Yes, users with viewer access or above can export a whiteboard to PDF or PNG format (if that feature is enabled by the account admins.)

Can you prevent a user from exporting whiteboard files?

Admins can disable the ability to export whiteboard files, otherwise known as "saving" a whiteboard. While this prevents meeting participants from using the "Export" feature, Zoom cannot prevent whiteboard collaborators from using other software or tools to take screenshots.

Is there a maximum number of users that can access a whiteboard at the same time?

Zoom Whiteboard supports up to 1000 editors in standard conditions, however our service does have safeguards for low QoS conditions to ensure at a minimum the host and up to 30 other users can continue to edit.

How can I learn more about Zoom security features and privacy policies?

To discover helpful resources and more information on security and privacy at Zoom, visit our [Trust Center](#).

* The information provided in this FAQ is about the commercial Zoom platform. It does not reflect the Zoom for Government platform.