

LAW PRACTICE

Tips, Traps, and Resources

BEWARE OF DATA COLLECTION FOR AI TRAINING PURPOSES



Since the pandemic, many lawyers have turned to Zoom as their go-to platform for communicating with clients, opposing parties, and even with the courts. Recently, Zoom introduced Zoom AI Companion, an artificial intelligence feature designed to assist in various ways, such as generating meeting summaries and helping draft chat messages.

Zoom then changed its terms of service in March 2023 to allow it to use customer content—including audio and video calls and transcripts, chats, and attachments—for AI training purposes. The decision sparked considerable public backlash when it came to light. In response, Zoom revised its terms again in August 2023 to specify that no customer content would be used for AI training.

While Zoom has dialed back its data collection and use policy, this incident is a good reminder that companies may be collecting your data for AI training or other reasons. The data may include confidential client information.

To safeguard client confidentiality and data security, it's crucial to thoroughly vet any software program your firm uses, whether it's for videoconferencing or other purposes. Review your vendor policies, both initially and regularly, to ensure they comply with industry standards for preserving confidentiality and security.

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