# Privacy and Security in Virtual Programs for Kids and Teens

These suggested privacy and security practices apply to virtual platforms such as Zoom and Microsoft Teams. They are recommended for public programs for families, kids, and teens.

## Before the Program

1. [Passcode](https://support.zoom.us/hc/en-us/articles/360033559832-Meeting-and-Webinar-Passwords-) protect a meeting (Zoom).
2. If you are including meeting information in an Outlook calendar invitation, set the event to private. Alternately, send a separate email with the meeting details.
3. Direct invitees NOT to forward or post the meeting invite. [Prevent forwarding](https://support.microsoft.com/en-us/office/prevent-forwarding-of-a-meeting-8cd354e5-b319-403e-8dd2-88b8ee89b4dd) of a meeting in Microsoft Teams.
4. Investigate whether participants can join as guests or if an account is required. Things to consider:
   * Do they need an email to create an account?
   * Does the platform have an age requirement for account creation?
5. Set the default settings to start with video and audio turned off. This allows participants to opt in to sharing their personal space.
6. Get permission from participants if recording or taking photos during the program. Things to consider:

* Does existing wording on permission forms cover people giving consent online only (i.e. filling out an online form)?
* What is the process for distributing and collecting print permission forms?
* Who will keep track of participants who have given permission once in the meeting?

## During Program

1. Program presenters should log in using the account they created with their work email address.
2. Use the [waiting room](https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room#:~:text=Enabling%20or%20disabling%20Waiting%20Room,enable%20or%20disable%20the%20feature.) (Zoom) or [Lobby](https://support.microsoft.com/en-us/office/change-participant-settings-for-a-teams-meeting-53261366-dbd5-45f9-aae9-a70e6354f88e) (Microsoft Teams) to monitor who is joining the program. Do not allow participants to join before the host or presenter.
3. Play a sound/chime/tone when people join or leave as it helps you have “eyes on” who is in the meeting. This feature must be enabled on the platform.
4. Verify participants as they join the meeting if registration is required. For unregistered programs, especially large groups, verification is not necessary especially if there is limited interaction.

If verifying:

* + Ask participants to sign in with their real names, not nicknames.
  + Ask participants to either unmute or turn on their video to confirm their registration
  + Rename participants to match their real name if needed (Zoom)

1. Allow use of virtual backgrounds. Virtual programs can feel like inviting someone into your home, and this option allows people more privacy.
2. Think about how you will use the chat feature. Look into [creating and managing](https://docs.microsoft.com/en-us/microsoft-365/compliance/create-retention-policies?view=o365-worldwide#retention-policy-for-teams-locations) [retention policies](https://docs.microsoft.com/en-us/microsoftteams/retention-policies) (Microsoft Teams) or disabling the ability to save chat (Zoom). Consider the following:
   * Who can send messages to whom? Is it possible to limit or restrict chat in any way?
   * Are the messages saved after the meeting/program?
   * Is it possible to edit or delete messages as they appear?
   * How do you handle inappropriate/abusive things entered in chat?
3. File Sharing: Consider disabling the ability to share files if it will not be used in the meeting/program. Provide links instead of files where possible. Investigate the following:
   * Where are files saved after sharing on the virtual platform?
   * Who can view the files?
   * What file types are shareable?
4. Do not record the meeting unless necessary and all required permissions have been obtained.
5. Set screen-sharing for the presenter/host only and enable for others as needed.
6. Host/Presenter should "end meeting" when it is finished, not "leave meeting." This ensures no one is left in a meeting unattended.
7. Know how to remove a participant. Do not allow a [participant to rejoin](https://support.zoom.us/hc/en-us/articles/360021851371) after they have been removed (Zoom).
8. Be conscious of how much personal information you share about participants. For example, mentioning a neighbourhood where someone lives or details about their home life might make some people feel exposed in a way they would not in-person.

## After Program

1. Update your video conferencing software regularly. As security issues arise, many video conferencing companies are updating their software with patches and fixes. Accept updates directly from the service’s website.
2. Debrief any tricky situations that occurred during the program with a co-worker or supervisor. Brainstorm how to handle similar situations in the future. If a privacy breach occurred, report it to the library’s privacy officer or appropriate supervisor.
3. If you have a participant whose age/identity can’t be identified in a program (i.e. they can’t unmute or show video or participate in chat), consider sending an email to gather more information. See the email templates below:

Hi \_\_\_\_\_\_\_\_\_\_\_

Thank you for registering \_\_\_\_\_\_for \_\_\_\_\_\_\_\_\_! We have noticed she hasn’t been able to fully access the sessions.  Her camera and microphone do not seem to be enabled.

Unfortunately, until \_\_\_\_\_ has access to acomputer, tablet or phone with a camera and microphone as well as the Zoom app, she will not be able to participate in the program. To ensure the safety of all the children in attendance, we need to be able to see and talk with the participants in our programs to confirm who they are.

We will happily welcome\_\_\_\_\_\_\_\_\_ to our programs once she has access to the necessary equipment, but until that time safety concerns must be paramount as we do need to see and hear \_\_\_\_\_\_.

Thank you for your understanding, and please contact me if you have any questions.

**Follow-Up Email After Issue Has Been Resolved**

I was happy to see \_\_\_\_\_\_\_  in our session today, with both her microphone and camera enabled! She participated enthusiastically and was delightful to have in the class.

Sorry for any inconvenience, we do like to make sure all our participants are registered correctly for everyone’s safety.

Again, don’t hesitate to contact me with concerns.