

Connect4Video profile

1 Who is Connect4Video?

Connect4Video (C4V) is a German company and has been offering video conferencing as a service (VCaaS / UCaaS) since 2009.

C4V is registered with the BNetzA according to §6 TKG as operator of publicilyavailable telecommunications services under the registration number 13/011.

Company data:

Connect4Video GmbH, Nibelungenstr. 28, 65428 Rüsselsheim
Darmstadt Local Court, registration number: HRB 87548 Managing
directors: Michael Retagne, Jürgen Stierhof

2 Who are Connect4Video's customers?

C4V serves clients in many industries:

- Industry
- Service
- Logistics
- Consulting
- Communication
- Research institutes
- Schools and universities
- Medicine
- Lawyers and tax consultants
- Public administrations (municipalities, governments)

3 How does Connect4Video work with Zoom?

C4V has been working with Zoom since 2013 and was Zoom's first partner in Europe.

C4V is not just a simple reseller of the Zoom solution, but complements Zoom's offer with its own services. For [example](#), the website www.connect4video.com offers training videos and a German manual.

The benefits for C4V customers include:

- C4V is the contractual partner. Customers receive an invoice with German VAT shown and can pay conveniently by bank transfer.
- Independent contract management - C4V commissions its customers itself and can therefore react very quickly should the customer wish to make contractual changes.
- C4V operates its own German-speaking hotline with first and second level support by telephone as well as by e-mail, chat and video.
- The C4V Academy conducts user and admin training, even free of charge for business customers as long as no travel costs are incurred.
- C4V operates the Zoom solution on its own servers in data centres in Germany, Austria and Switzerland. Meetings of C4V's customers take place on these servers. The administrator can make this setting for the users himself.

4 How is data protection regulated?

C4V maintains a data protection management system and complies with the requirements of the DSGVO and the BDSG.

- C4V is an EU-based processor independent of Zoom and concludes order processing agreements (OPAs) with its customers. In this way, C4V is the point of contact for data protection matters and safeguards the interests of the customers via its own AVVs with the sub-processors.
- Zoom is a US company. Data processing is based on EU Standard Contractual Clauses (SCC) in combination with other measures. Zoom is a sub-processor of C4V; C4V has signed a GCU and SCC (as of June 2021) with Zoom.
- These further measures have been taken by Zoom and C4V to complement the SCC and increase data protection:
 - Meetings are encrypted. The user can schedule end-to-end encrypted meetings if desired.
 - Various security settings are available to the admin and the user to keep unwanted participants out of meetings.
 - Meetings of C4V's customers can take place on servers that C4V operates in data centres in Germany, Austria and Switzerland.
- In conjunction with the servers hosted by C4V in Germany, Austria and Switzerland:
 - Media streams of the meetings (audio, video, screen contents, in-meeting chat, in-meeting whiteboard) are only processed on the C4V servers when using the Zoom Meeting Clients (for BSI certification of the Meeting Clients see below).
For meeting participation via browser, media streams are processed on Zoom servers and on C4V servers.
 - Metadata of users and meetings are processed in the Zoom infrastructure. Of these, this data is personal:
 - Host (name, e-mail address, profile picture if available)
 - List of participants (name of participants as entered)
 - For meeting registration: e-mail addresses, other info of participants as requested
 - IP addresses of the participants
 - Meeting ID, Meeting Title
 - Surveys, Q&A

In addition, other data is processed (meeting password hash code, meeting settings, actual start time, actual end time, scheduled time, scheduled duration, recurring meeting settings (type and duration), host time zone, actual meeting duration, number of participants, dial-in numbers, participants' MAC addresses).
 - Chat data (off-meeting chat), cloud recordings, subtitles and live transcription, Zoom Whiteboard are processed in the Zoom infrastructure.
- A detailed and conclusive description of data processing by Zoom can be found in the [Zoom Privacy Data Sheet](#).

5 Is the Connect4Video solution secure?

Zoom's solution offers many security mechanisms on several levels, including:

- Meeting content (audio, video, content) and chat are encrypted.
- Scheduled and spontaneous meetings can be secured with passwords.
- The virtual meeting room can have a waiting room that participants enter first when they dial in. Then the facilitator decides who can join the meeting and when.
- The virtual meeting room can be set so that no meetings can start without the host.
- The moderator can remove participants and can lock off a meeting in progress so that no one unwanted can join the meeting.

These settings can be made individually or set by the administrator for the entire company account.

Further details on Zoom security can be found in the [Zoom Security Whitepaper](#).

The German Federal Office for Information Security (BSI) has certified Zoom Meeting Clients according to the international Common Criteria standard. More information [here at the BSI](#).