

Zoom for Healthcare AI Explainer

This explainer focuses on the AI products and features unique to the Zoom for Healthcare offerings, including AI Companion as part of Zoom Workplace for Healthcare, and Zoom Workplace for Clinicians, and is additive to the [Zoom AI Companion Security and Privacy Whitepaper](#).



Zoom Workplace for Healthcare with AI Companion

Zoom AI Companion is made up of agents, skills, and models that deliver high-quality results to help you get more done, do your best work, and strengthen relationships. Zoom AI Companion can help you manage a series of multi-step actions on your behalf, and can be enabled across the Zoom Workplace platform, including for HIPAA covered entities with a Business Associates Agreement (BAA).

For customers with a Zoom BAA, AI Companion features are limited to those that remain within the Zoom platform or use subprocessors that operate under a BAA with Zoom. This helps align the processing of protected health information (PHI) with the customer's BAA.

Zoom Workplace for Clinicians

Zoom Workplace for Clinicians offers AI features designed specifically for healthcare, including Clinical Notes with Transcripts and AI Companion for Healthcare's Meeting Summaries.

These features are available for licensed users operating under a BAA with Zoom. Zoom has incorporated [Suki AI](#) as a preferred AI Clinical Note third-party model partner and subprocessor, while continuing to use a federated AI approach that includes both Zoom-hosted models and third-party AI models (e.g., OpenAI, Anthropic) that are available under BAAs with Zoom.

All subprocessors engaged for healthcare AI features have entered into BAAs with Zoom.

Healthcare Compliance and Business Associate Agreements (BAA)

Zoom enables healthcare organizations to use Zoom Workplace while maintaining privacy, security, and compliance with HIPAA. Zoom enters into business associate agreements (BAAs) with healthcare and higher education customers upon request.

When Zoom uses a subprocessor to deliver AI features, those subprocessors, such as Anthropic, OpenAI, and Suki, operate under BAAs with Zoom. This means:

- Customers do not need to sign or maintain separate BAAs with any of Zoom's subprocessors
- All PHI remains subject to the customer's existing BAA with Zoom

AI offerings, including AI Companion and Clinical Notes, are available to customers with BAAs in place with Zoom. Zoom provides account administrators and users with controls to manage these AI offerings. Certain AI Companion features may not be available at this time for healthcare and higher education customers with BAAs in place. Before features are enhanced or added, they are reviewed by our security team to help ensure they adhere to compliance standards and meet the needs of customers with BAAs in place.

Data Flow

Data used by AI features is sent from the user to Zoom-hosted and/or artificial intelligence models of third-parties under BAA. Customer data is encrypted in transit between customers and Zoom, between Zoom data centers, and between Zoom and third-party model providers. Customer data is encrypted at rest within Zoom's platform and the platform of any third-party model provider.

Data Processing, Storage, and Retention

Data Usage

Zoom does not use any customer audio, video, chat, screen sharing, attachments, or other communications-like customer content (such as poll results, whiteboard, and reactions) to train Zoom's or its third-party artificial intelligence models. Zoom AI Companion features must use certain content to provide the service.

Model Usage and Processing

Zoom's federated approach to AI utilizes multiple AI models and AI services to provide its AI features. The models used by Zoom Workplace for Healthcare and Workplace for Clinicians are Zoom's or from third parties under a BAA with Zoom.

Changes to the models used in federation can occur at any time to improve the service or resolve issues and outages. In addition, maintenance of the models hosted by Zoom may include changes to their capabilities and responses. Please refer to this blog for more information about our federated AI approach.

Model Provider Data Storage and Retention

In general, Zoom stores and retains customer content and personal data for as long as required to engage in the uses described in its [Privacy Statement](#), unless a longer retention period is required by applicable law.

AI Companion

After providing the AI Companion service, Zoom may retain the customer content for up to 30 days for support and debugging purposes unless a longer retention period is required by applicable law, including for trust and safety purposes, or based on customer request or account settings. In the context of data retention and processing, "trust and safety purposes" refers to measures taken to protect the safety and integrity of a service and its users. This involves retaining certain data for a period of time to help prevent abuse and misuse. Additional information on Zoom's Trust and Safety processes may be found in [Zoom's Safety Center](#). In addition, content that would ordinarily be retained by the associated Zoom services is stored in accordance with the customer's retention settings or policies.

At this time, when Zoom AI features under BAA rely on a third-party artificial intelligence model, data will be processed in the US.

Clinical Notes

There are two aspects to Clinical Notes data retention

1. Suki retains the note and artifacts for 7 days, within the U.S., for support and debugging purposes. Artifacts consist of the transcript, note, and audio. Suki does not train any artificial intelligence technology on Zoom customer content.
2. Zoom Admins can choose how long a Clinical Note and associated transcript are available in Zoom to review (default is 7 days). Once a note is completed or submitted, and copied or transferred to an EHR or other system of record, the note will remain recoverable for an additional 3 days (configurable from 1-7 days), and then is permanently deleted. Clinical Notes and transcripts are encrypted in transit and at-rest, and stored in the U.S. Refer to [Zoom's HIPAA Compliance guide](#) for more information.

User Provided Feedback

Users will be able to send feedback on their experience with Zoom AI features, including free text feedback and, if selected, the prompt they sent to AI Companion. This information will be used to improve the product experience and not for model training. Users should not enter PII or PHI in the free text feedback field.