

Privacy Decision-making aid: Video Call Apps

As of 15 April 2020

UNOFFICIAL TRANSLATION by Christopher Schmidt, CIPP/E CIPM CIPT CBSA

	Discord	FaceTime	Hangouts Google	Hangouts Meets Google	Houseparty	Jitsi	Messenger Facebook	Signal	Skype	Talk Nextcloud	Teams Microsoft	Whatsapp	Zoom*
What does the app offer?													
(group) chat (text)	■	■	■	■		■	■	■	■	■	■	■	■
1-to-1 calls (audio and/or video)	■	■	■	■	1	■	■	■	■	■	■	■	■
group calls (audio and/or video)	■	■	■	■	■	■	■		■	■	■	■	■
set up and manage yourself (self-hosted)						■				■			
participation in conversation w/o creating an account			■	■		■			2	2	2		2
use in browser	■		■	■	3	■	■		4	■	■	5	■
use on different platforms (cross-platform)	■		■	■	6	■	■	■	■	■	■	■	■
What data does the app collect?													
address book		■	■	■	■		■		■		7	■	
location data		■	■	■	■		■		■		■	■	■
call data	■		■	■	■		■		■		■	■	■
metadata	■	■	■	■	■		■		■		■	■	■
linking data with data from other products or profiles			■	■			■		■		■	8	
For what purposes does the app process data?													
For using the app	■	■	■	■	■	■	■	■	■	■	■	■	■
For improving the app	■	■	■	■	■		■		■		■	■	■
Show (personalised) advertisements					■		■						9
How does the information flow look like?													
Data Processing Agreement possible				■		10				10	■	11	12
Data transfer to 3rd parties (if so, what data and to whom)	13	14	15	15	16		17		18		19	20	21
Location of data controller	US	US	IRL	IRL	US	10	IRL	US	IRL	10	IRL	IRL	US
data remain in the Netherlands						■		■		■			
data remain in the EU				■		■		■		■	■		
Is the communication secure?													
end-to-end encryption (even the provider of the app cannot access the content of the communication)		■				■	22	■	23	■		■	
encryption of traffic during transfer, so that third parties cannot access it (note: the provider of the app may be able to access it, but this does not mean it will happen).	■	■	■	■		24	■	■	■	■	■	■	■
minimisation of metadata use		■				■		■		■			
encryption by default	■	■	■	■		■		■	■	■	■	■	■
anyone can check source code (open source)						■		■		■			
How does the app make money?													
paid subscription or paid version	25	26		■					27	28	■		29
(personalised) advertisements			■		■		■		■			■	30
donations								■					
otherwise						31						32	
Where can you find information?													
privacy statement (refer to the Dutch original for clickable links)	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	33	🔗	🔗	🔗
privacy statement in Dutch	■	■	■	■			■		■	33	■	■	

1 Video only
 2 After invitation
 3 Google Chrome
 4 Skype for Web in Microsoft Edge or Google Chrome
 5 But not for video or audio
 6 Android, iOS, Google Chrome
 7 Mobile/exchange
 8 With other Facebook products
 9 Please note: when calling via website
 10 N/A (self-hosted)
 11 Standard agreement

12 For some sectors
 13 Metadata and IP data for business purposes, but no sale of data
 14 To Apple Subsidiaries and Agents
 15 Within Google
 16 To public authorities when they so request and to related companies
 17 Within Facebook and to external partners
 18 To public authorities when they so request
 19 Within Microsoft
 20 To Facebook and to third parties, but not (yet) for advertising purposes within Facebook
 21 To supporting partners, but no sale of data
 22 Not for (video) calling; for chatting you have to start this separately in Secret Mode

23 Only in private conversations (see: [website](#))
 24 In group discussions
 25 Discord Nitro
 26 Supplied as standard for new Apple products
 27 Skype for businesses
 28 The enterprise edition has been paid for
 29 There are several subscriptions, but also a free version
 30 Please note: when calling via website
 31 Project is fully supported by the company 8x8
 32 Part of Facebook
 33 This depends on the person offering a Nextcloud service

* Be careful when using Zoom. This app is still in development.

** Note: For group calls, there is either no end-to-end encryption, or only with a limited number of participants.

Please note that the AP has not been able to do extensive technical research on the apps. The AP relies on what companies say about how video call apps process your data, for example in their privacy statement.