Zoom - Cloud Recording and Chat Retention Policies

**Issue:**
I would like to know how long Zoom Cloud Recordings, or Zoom Chat logs, are retained.

**Solution:**

**Cloud Recordings**

Cloud Recordings are currently retained for one year, or 365 days, with the exception of Instructors who teach Video Conference courses. Cloud Recordings are retained for 425 days for Video Conference course Instructors.

If you need to retain the recording after the twelve-month period, then you will need to perform the following action:

- Go to [https://wsu.zoom.us/recording](https://wsu.zoom.us/recording), download the recording, and store it in your OneDrive (or a shared departmental storage location).
- If you need help with this process you can contact your local IT support team or Crimson Service Desk.

If you would like to be notified when your Cloud Recordings will be permanently deleted from the Trash bin you can enable that setting via [https://wsu.zoom.us/profile/setting](https://wsu.zoom.us/profile/setting) in the Email Notifications section.

**Chat**

There are two different types of Zoom chat - in-meeting Zoom chat and out-of-meeting Zoom chat. In general, out-of-meeting Zoom chat is retained in the Zoom cloud for 1 year. Please read below for specifics as to which forms of chat are saved, and where they would be stored (locally on an individual’s computer, in the Zoom cloud).

**In-Meeting Zoom Chat**

By default, in-meeting Zoom chat is not retained centrally. **However, there are scenarios where an in-meeting chat can be stored locally on a computer, or retained in the Zoom cloud depending on user settings and in-meeting actions.**

- If you have used the Cloud Recording feature, and have the following settings enabled under your Recording Settings, your in-meeting chat will be stored and retained in the Zoom cloud for six months(same retention as Cloud Recording, as it is tied to the Meeting recording).

  - Save chat messages from the meeting / webinar
  - Advanced cloud recording settings
    - Add a timestamp to the recording
    - Display participants’ names in the recording
    - Record thumbnails when sharing
    - Optimize the recording for 3rd party video editor
    - Audio transcript
    - Save panelist chat to the recording

- **In-Meeting chat can be saved locally during the meeting, on either a participant’s or host’s computer, if the following setting is not enabled (setting is disabled by default).**
If you have enabled the following feature, **in-meeting chat will be automatically stored locally on the host's computer** (setting is disabled by default):

```
Chat
Allow meeting participants to send a message visible to all participants

☐ Prevent participants from saving chat
```

### Out-of-Meeting Zoom Chat

All out-of-meeting Zoom chat is retained in the Zoom cloud for 1 year.

- Zoom - HIPAA Changes and FAQ
- Zoom - How do I Update to the Latest Version of Zoom?
- Zoom - Videoconference Room System Support Contacts
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