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## CAIDP Press Release

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Contact:  
Selim Alan, CAIDP Communications Director  
[selim@caidp.org](mailto:selim@caidp.org)

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### CAIDP Files Complaint with FTC Over Zoom's AI and ML Practices

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**Before the  
Federal Trade Commission  
Washington, DC**

\_\_\_\_\_) )  
In the matter of ) )  
Zoom ) )  
\_\_\_\_\_) )

**Complaint, Request for Investigation, Injunction, and Other Relief**

**Submitted by**

**The Center for AI and Digital Policy (CAIDP)**

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WASHINGTON DC - The Center for AI and Digital Policy (CAIDP) has [submitted](#) a complaint to the Federal Trade Commission (FTC) regarding Zoom Video Communications, Inc. ("Zoom"). At the heart of the CAIDP complaint is Zoom's use of artificial intelligence (AI) and machine learning (ML) techniques. CAIDP contends that Zoom has violated the FTC Act, the 2020 Consent Order with the consumer agency, and the business guidance that the FTC has set out for AI products and services.

CAIDP warned the Commission that “machine learning systems mimic and manipulate human behavior”, a sentiment that resonates with many experts in the AI field. Despite recent changes to Zoom's Terms of Service, CAIDP remains concerned about the company's AI and ML practices, and the risks to users' privacy, autonomy, and security. Urging the FTC to investigate, CAIDP recommends

that, Zoom to cease such practices, delete wrongfully acquired data, discard inappropriately developed models, and implement other remedies as detailed in the complaint.

Furthermore, CAIDP urges the FTC to "Compel Zoom to ensure that participants in a Zoom service will not be denied access to the service for their decision to withhold consent for the use of their data or data they generate for ML training."

Merve Hickok, President of CAIDP, said, "We need to ensure that the personal data and behavior of consumers is not gathered surreptitiously to train machine learning models. If the FTC acts now on our complaint, it will establish an important guardrail for AI services. These safeguards are necessary to ensure human-centric and trustworthy AI systems."

Citing the company's recent annual report, the CAIDP complaint reveals that Zoom intends to incorporate AI and ML techniques across a wide range of its video conferencing services.

Marc Rotenberg, Executive Director of CAIDP, added, "The FTC must confront growing public concern about the use of personal data and behavior for ML training. This landmark complaint is a wake-up call for both AI companies and the agency charged with protecting American consumers."

Zoom is among the world's largest video conferencing companies.

CAIDP previously filed a [landmark complaint](#) concerning OpenAI. The New York Times reported in mid-July that the FTC had launched a detailed investigation, following the CAIDP complaint.

## About CAIDP

The Center for AI and Digital Policy is a non-profit, research [organization](#), incorporated in Washington, DC. The mission of CAIDP is to "promote a better society, more fair, more just—a world where technology promotes broad social inclusion based on fundamental rights, democratic institutions, and the rule of law."

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