



Center for AI and
Digital Policy

August 31, 2023

Chair Lina M. Khan
Commissioner Rebecca Kelly Slaughter
Commissioner Alvaro Bedoya
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Dear Chair Khan, Commissioner Slaughter, and Commissioner Bedoya,

Enclosed is a formal Complaint from the Center for AI and Digital Policy (CAIDP) to the Federal Trade Commission concerning Zoom Video Communications Inc.

Zoom's use of AI and ML techniques places at risk the privacy, autonomy, and security of consumers. Zoom's representations regarding the use of consumer data for AI/ML training are misleading, deceptive, and unfair. We urge you to review closely the CAIDP Complaint, the Zoom IQ and Zoom Virtual Agent products/services, and Zoom's revised Terms of Service and the Services Description.

The Federal Trade Commission should open an investigation to determine whether Zoom has violated the Federal Trade Commission Act, the 2020 Zoom Consent Order, or the guidance the FTC has set out regarding AI products and services.

Thank you for your prompt consideration of this matter.

Sincerely yours,

Marc Rotenberg
CAIDP General Counsel

Merve Hickok
CAIDP President and Research Director

Christabel Randolph
CAIDP Law Fellow