



## FAQs

### 1. What change is coming for Faculty, Students and Staff regarding videos held in MS Teams and Zoom?

In October 2023, UBC IT will implement an automated one-year retention policy for video recordings of meetings held in MS Teams or Zoom (“**Meeting Recordings**”). Faculty, Students and staff need to take action if they want to retain video for longer than one year. UBC’s Records Management Office issued this policy.

### 2. What systems are affected by this change?

At this time, only Meeting Recordings created and currently held in **MS Teams** and/or **Zoom** are affected. The change is aimed at systems used for real-time, synchronous activity. Systems such as MS Teams and Zoom are not intended for long-term video storage.

### 3. Why is this change necessary?

The change is necessary to:

- Ensure Meeting Recordings with enduring value are stored in the appropriate location
- Improve operational efficiencies through the reduction of university storage costs
- Protect personal information in compliance with privacy legislation

### 4. Where can I move my Meeting Recordings if I want to keep them?

Faculty, students and staff can move video content they wish to keep to either Kaltura, UBC’s enterprise video storage solution, or to OneDrive. Use Kaltura if the Meeting Recording is intended to be shared. OneDrive should be used for personal storage. Video **should not** be stored on your local hard drive.

### 5. What are the restrictions on reuse of Meeting Recordings?

Meeting Recordings of lectures and classroom discussions may be made available to the class for study purposes, but for privacy reasons, they should not be provided to anybody else without the consent of the individuals who appear in the videos. Also, Meeting Recordings of lectures or performances may constitute intellectual property and should not be distributed without consent.

### 6. Am I required to move my Meeting Recordings?

No, you do not have to move your Meeting Recordings. However, if they are more than one year old and you take no action, they will be destroyed according to the one-year automated retention schedule.

### 7. Can I keep my Meeting Recordings for longer than one year in locations other than Kaltura or OneDrive (e.g. Google Drive, Dropbox)?

Google Drive and Dropbox are not authorized for use at UBC as these tools present significant privacy and information security risks. Meeting Recording files containing high-risk personal information in the form of audio and video recordings of an individual must be protected. Kaltura is the suggested location for Meeting Recordings that you want to keep



and share. If you only want to keep a copy of a Meeting Recording for future use but do not intend to share it, OneDrive storage (1TB quota) is the suggested storage alternative.

**8. Can the process to move Meeting Recordings be automated?**

**Zoom** recordings will need to be manually moved within a year of their creation. It is not currently possible to automate this process.

**MS Teams** recordings will automatically be placed in OneDrive so there is no need to move any files. However, if you do not take action after one year to extend or remove the expiry date, the file will be removed.

**9. I have never used Kaltura before. How do I move my Meeting Recording from MS Teams or Zoom to Kaltura?**

**Downloading Zoom recordings:** [UBC Zoom https://lthub.ubc.ca/guides/zoom-instructor-guide/#download-zoom-recordings-5](https://lthub.ubc.ca/guides/zoom-instructor-guide/#download-zoom-recordings-5)

Choose the tab: "Download Zoom Recordings"

**Uploading videos to Kaltura:** <https://lthub.ubc.ca/guides/kaltura-instructor-guide/?login>

Choose the tab: "Add and edit media in Canvas with Kaltura"

**10. How will I know when a Meeting Recording will be destroyed?**

**Zoom:** Cloud Meeting Recordings will be moved to the recycling bin one year from the date of their creation. Cloud Meeting Recordings that are one year or older at the time of the retention policy implementation will be instantly moved to the recycling bin. The files will remain in the trash for 30 days, which can be accessed from the [Zoom web portal](#). An automated system notification will be sent seven days prior to permanent deletion.

**MS Teams:** Meeting Recordings are stored in OneDrive for one year. The file owner will receive an email notification when the file is deleted and they will have up to 5 days to recover it from the OneDrive recycle bin if desired. The file owner can modify or remove the expiration date on the Meeting Recording if they wish to retain it

[https://support.microsoft.com/en-us/office/record-a-meeting-in-teams-34dfbe7f-b07d-4a27-b4c6-de62f1348c24#bkmk\\_view\\_change\\_expiration\\_date](https://support.microsoft.com/en-us/office/record-a-meeting-in-teams-34dfbe7f-b07d-4a27-b4c6-de62f1348c24#bkmk_view_change_expiration_date)

In addition to the notification above, everyone with view access to a Meeting Recording will see a notification about the expiration date in the Teams chat window. Also, everyone with view access will see a red icon next to the file in their OneDrive or SharePoint folder 14 days before the file expires.

**11. Can I recover a Meeting Recording that was destroyed according to the retention schedule?**

**Zoom:** When a Meeting Recording is destroyed according to policy, you have 30 calendar days to recover it from the system's recycling bin. Instructions to recover recordings from recycle bin: <https://support.zoom.us/hc/en-us/articles/216378863-Recover-a-deleted-cloud-recording>



**MS Teams:** Meeting Recordings that have been destroyed from MS Teams according to the retention schedule are recoverable for 30 days from the system's recycle bin. The file owner will receive instructions via email when the file has been deleted. Instructions can also be found here: [https://support.microsoft.com/en-us/office/delete-and-recover-files-in-teams-a591d771-89a6-49e2-ab7e-271936fe3c4e#bkmk\\_recoverfromonedrive](https://support.microsoft.com/en-us/office/delete-and-recover-files-in-teams-a591d771-89a6-49e2-ab7e-271936fe3c4e#bkmk_recoverfromonedrive)

**12. Who can I contact if I need more information?**

Please contact the [IT Service Centre](#) with any technical support requests or connect with UBC Records Management ([records.management@ubc.ca](mailto:records.management@ubc.ca)) with policy questions.