Video conferencing for high risk data processing

Following the outbreak of the corona virus, UM introduced two video conferencing services: Zoom and LifeSize. Both are suitable for processing data with a “medium” risk classification. For research purposes this is often not enough since the research deals with high risk data processing, e.g. interviews with research participants. Therefore, the UM is introducing a third video conferencing service suitable for these high-risk purposes: Surf Videobellen. If recording of the video is necessary, local recording of the conversation and storage on UM servers are added to this.

Why SURF Videobellen?
SURF is the collaborative organisation for ICT in Dutch education and research. They developed Surf Videobellen as a secure alternative to commercial video conferencing services. The service meets the GDPR requirements for processing high risk sensitive data.

You can access SURF Videobellen via https://videobelpilot.surf.nl/. The service is still in a pilot phase but is fully operational. The manual can be found here, both in English and Dutch.

Why local recording?
In some research projects, recording conversations is necessary. SURF Videobellen is not equipped with a recording option since it’s focus is on minimizing (sensitive) data storage. Alternatively, you can record the video conference using screen capture software embedded in your device. The recording will then be stored locally on your device.

Below the instructions on how to record your screen for the most common used devices. If your device is not listed, you can search the internet for instructions or contact your local IT support.

- Manual for Windows 10
- Manual for Apple desktops and laptops
- Manual for iPhone and iPad

Please note:
- Screen recording on Android devices is not a default feature and requires third party apps. Therefore, recording on Android devices is not recommended.
- Recording is only allowed if you would also record the conversation in a regular face to face setting and if the participant(s) agree with the recording;
- On some devices, the default storage location is a location that synchronizes with the cloud (e.g. iCloud or OneDrive). Please do not store your recordings in these locations.

Why store on UM servers
Right after you created your recording, transfer it to a UM server where you store your research data and delete the local copy of the recording from your device. This way the recordings are stored in a safe and secure place.

Words of advice
- Distinguishing between medium or high risk data processing can be difficult. Therefore, it is advised that all research related video conferencing involving participants is performed via Surf Videobellen.
- Surf Videobellen’s capacity is somewhat limited when it comes to facilitating many participants in one conversation. You may experience performance issues with larger groups. However, it is expected that most research related video conferencing is conducted one on one or in small groups.
- Setting up a Surf Videobellen meeting requires a UM login or a login from any other higher education institution in the Netherlands. If you don't have this, please ask a colleague that does to set up the meeting for you. Participants do not need a login.
- If you need help, please contact your local IT support or your data steward.