

Web Snapshot/Privacy Policy

We are constantly looking at ways to improve the security and privacy of all aspects of the National Video Conferencing Infrastructure. The National Video Conferencing Team has access to all VC units on the NHS Scotland network. Not only does this help the service run smoothly and efficiently on a day to day basis by allowing us to undertake preventative maintenance, testing and updating but it also allows us access to VC units when troubleshooting VC issues whether highlighted in point to point or bridged calls.

One feature we have access to on most VC units is *web snapshots*. This allows us to see a small still image of what the VC unit is sending or receiving to help us diagnose VC problems¹. This still image, when viewed, updates around every five seconds. Not all VC units have this feature. Some of the recent VC units notify their users with the following message when we access the *web snapshot* feature: *Administrator is visually monitoring this meeting*.

The National Video Conferencing Team will not access the web snapshot feature unless permission has been given by the VC unit's current end user, a user within the conference in which the VC unit is involved or an employee with authority over the VC unit in question.

Local eHealth teams should follow this policy too but we have no control over their access to devices on their network.

If you encounter any *web snapshot* related issues please report them to vc.support@nhs.net or call us on 01224 816666.

¹¹ Our recommendation is that all NHSS VC units have encryption available to them. With this feature enabled on both units in a point-to-point call web snapshots are disabled. We have no over-ride for this. We can still problem solve by checking call statistics, such as sent received video and audio rates, instead.