Remote Support and Data Security

How do I ensure security of my devices?

Always use unique Usernames and Passwords for your devices; phones, laptops, tablets, and personal computers.

Other security considerations:

Avoid using public WiFi where possible – use mobile 3G/4G instead.

Does Skype use encryption?

All Skype-to-Skype voice, video, file transfers and instant messages are encrypted. This protects you from potential eavesdropping by malicious users.

If you make a call from Skype to mobile and landline phones, the part of your call that takes place over the PSTN (the ordinary phone network) is not encrypted.

For example, in the case of group calls involving two users on Skype-to-Skype and one user on PSTN, then the PSTN part is not encrypted, but the Skype-to-Skype portion is.

https://support.skype.com/en/faq/FA31/does-skype-use-encryption

How secure is Apple Facetime and iMessage?

Messages and FaceTime conversations are encrypted end-to-end, so they can't be read while they're sent between devices.

Apple doesn't store your FaceTime and Group FaceTime calls on our servers. And during transit, these calls are protected with end-to-end encryption.

https://www.apple.com/uk/privacy/features/

Zoom Meeting

Zoom is SOC2 compliant, certified by TRUSTe for privacy, and an active participant of the EU-US Privacy Shield Framework. Zoom also enables HIPAA compliance and we'll sign a BAA.

WhatsApp

WhatApps now securely encrypts every single message, call, picture, video or any other type of file you send so that the only person who can read or view it is the recipient. Not even WhatsApp has the ability to intercept and view those messages.

Whereby

In the FREE version of the Service, users can use "Small meeting" mode (up to 4 participants). In "Small meeting" mode, communication between participants are primarily sent through peer-to-peer connections, where audio and video streams are sent directly between participants and do not pass through any of our servers. Video and audio transmitted in the Service is then sent directly between the participants in a room and is encrypted (DTLS-SRTP) with client-generated encryption keys.