Office of the Minister of Health
Office of the Minister for Government Digital Services

Chair, Cabinet

MOBILE PHONE TECHNOLOGY SOLUTION TO SUPPORT CONTACT TRACING FOR COVID-19

Proposal

1. This paper seeks a Cabinet decision on the release of a mobile phone consumer application to support New Zealand's response to COVID-19.

Executive summary

2. As part of the overall public health response, technology is a valuable tool in the fight against COVID-19. It can enable greater speed and effectiveness of contact tracing at scale, help to monitor disease progression and spread, and support predictive and proactive public health responses.

3. Technology complements and enables, but does not replace, public health and non-digital activities in response to COVID-19. Technology solutions are just one part of the public health approach, with case finding, contact tracing and clinical monitoring central components of the overall response.

4. A key aspect of the COVID-19 public health response is contact tracing and this process will become increasingly important as a societal expectation as we move to lower alert levels and New Zealanders start to move around more widely. Contact tracing is at its most effective when it can be done quickly and accurately, to put close contacts of confirmed COVID-19 cases into self-isolation before they interact with others. There is a need to aggressively identify and contain cases and contacts within 72 hours in order to deliver on our elimination goal.

5. The Ministry considered how technology could help mitigate key challenges in the contact tracing process:

    5.1 9(2)(g)(i) Obtaining accurate contact details for a person would enable contact tracers to get in touch with those who may be close contacts more quickly.

    5.2 Having a more accurate history of where a person has been would allow contact tracers to more quickly and reliably identify places where there may have been close contacts.

    5.3 Notifying relevant people that they have been in a place at the same time as a confirmed case would allow contact tracers, where appropriate, to speed up the process of getting close contacts to self-isolate or get tested.

5.4 The health system is currently phoning those in self-isolation or quarantine daily to understand the symptoms they may have and their needs. Enabling people in self isolation or quarantine to complete those questions online, at a time that suits them, would free up contact tracers time to focus on those who have specific needs or problems.

6. After rapidly considering a range of international efforts, the Ministry assessed available technology options for augmenting existing contact tracing processes. Based on this assessment the Ministry is proposing the release of an 'opt-in' mobile phone application (consumer app) and supporting website for use by New Zealanders to help speed up contact tracing. The consumer app will enhance contact tracing processes by:

- Allowing people to record accurate personal contact details in the consumer app to improve the ability for contact tracing people to make contact.

- Enabling people to record locations they have visited through 'opt-in' QR code scanning.

- Notifying people when they have been in a location where someone who has tested positive, through 'opt-in' notifications delivered by the consumer app.

- Communicating through the consumer app the information that will be required by the contact tracing service if they are identified as a close contact.

- Providing support for people in quarantine and self-isolation through 'opt-in' daily health check-ins in the consumer app.

7. Privacy, security and alignment to the Data Protection and Use Policy are key considerations. The Ministry has engaged with the Privacy Commissioner and appropriate officials as part of the proposed design and release planning for the consumer app, pending Cabinet decisions.

8. The Ministry proposes adopting a phased release approach so that people can start to use the consumer app as quickly as possible. Future releases will, subject to Cabinet approval, provide new functionality that is informed by user feedback and the experience of other countries in deploying similar applications. Note that the proposed approach is predicated on people being able to opt in to downloading the consumer app and to additional functions as they are added.

9. The functionality proposed and when it could be released is as follows:

20 May: A website that can be accessed from any internet connected device using a modern browser, including a mobile phone, to augment the mobile phone consumer app. A website supports people who do not want to download a mobile phone application or prefer a different type of device such as a laptop or tablet. The website would enable people to create an account and proactively and securely register, and consent to share, their personal contact details with the Ministry to speed up the contact tracing if they test positive. Personal contact and registration details would be stored in a central database, for the duration of the public health response to the COVID-19 pandemic, managed by the Ministry but only accessed if a person tests positive.

20 May: A consumer app that:

- Provides the same functionality and stores personal contact and registration details in the same central database as the website described above.

- Includes QR code scanning functionality to enable a person to record locations they have visited and to view the details in the consumer app as a part of a contact tracing interview. The data recorded remains on the person's phone for 28 days.

3 June: An update to the consumer app that:

- Enables location data collected on the person's phone through QR code scanning to be electronically shared with the Ministry with the person's consent to speed up contact tracing. If a person does not consent to share the data they can still view the details in the consumer app as a part of a contact tracing interview. Location data that is shared with a person's consent would be stored in the National Contact Tracing System (NCTS) for the duration of the public health response to the COVID-19 pandemic.

- Enables a person to 'opt-in' to receive personal notifications when they have been in locations of interest at, or around, the same time as a positive case. They are advised to seek health advice through usual avenues. Notifications are anonymous i.e. the person being notified and the person who tested positive will be unknown to each other. No data is stored by the NCTS as part of the process. Consumer app users who were not in the locations of interest at the same time would not be notified.

- Enables 'Opt-in' daily health check-in recording for a person in self-isolation or quarantine. Data is stored in the NCTS, is only accessed as part of contact tracing, and is retained for the duration of the public health response to the COVID-19 pandemic unless it has become part of the person's health record in which case it will be retained in line with health record retention regulations.

10. 9(2)(f)(iv)

11. 9(2)(f)(iv)

Background

12. As part of the overall public health response, technology is a valuable tool in the fight against COVID-19. It can enable greater speed and effectiveness of contact tracing at scale, help to monitor disease progression and spread, and support predictive and proactive public health responses.

13. A framework has been developed to guide key technology options to enhance the all-of-government effort to fight COVID-19 [COVID-19 Ministers meeting on 9 April refers]. Technology choices must be guided by the principles of: public health efficacy, respect for privacy, freedom of movement, and technical feasibility.

14. Technology complements and enables, but does not replace, public health and non-digital activities in response to COVID-19. Technology solutions are just one part of the public health approach, with case finding, contact tracing and clinical monitoring central components of the overall response.

15. A key aspect of the COVID-19 public health response is contact tracing and this process will become increasingly important as a societal expectation as we move to lower alert levels and New Zealanders start to move around more widely. Contact tracing is at its most effective when it can be done quickly and accurately, to put close contacts of confirmed COVID-19 cases into self-isolation before they interact with others. There is a need to aggressively identify and contain cases and contacts within 72 hours in order to deliver on our elimination goal.

16. As part of the overall public health response to COVID-19, the Ministry considered how technology could help mitigate key challenges in the contact tracing process:

    16.1   obtaining accurate contact details for a person

    16.2   accurately tracing the movements of infected persons at scale

    16.3   notifying people when they have been in contact with someone who has tested positive

    16.4   enabling people in self isolation or quarantine to record any symptoms they may have and their needs online

17. After rapidly considering a range of international efforts, the Ministry assessed available technology options for augmenting existing contact tracing processes against the principles identified by Cabinet [COVID-19 Ministers on 9 April refers].

18. The Ministry also considered the perspective of New Zealanders. According to data from the 2020 Global Web Index[1], of the three million New Zealanders aged between 16 and 64 who use the internet, 95% have smartphones and 99% visited or used a social network or messaging service in the past month[2]. As of December 2019, 1,036,098 New Zealanders were using patient portal applications offered by 660 general practices.

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[1] Global Web Index (Q3 2019), reported in https://datareportal.com/reports/digital-2020-new-zealand

[2] 86% of these people reported using apps each month in the following categories: social networking apps (90%), map apps (79%), chat/messaging apps (86%), entertainment or video apps (76%), music apps (52%), banking apps (55%), shopping apps (49%) and games (46%).

19. A recent Horizon nationwide survey[3] found that 62%[4] of adults "generally" support police and health authorities using mobile data, a percentage which rises to 73% when asked if they would support police and health authorities using data from their own mobile phone to help track and trace those who have come in contact with people who have COVID-19. Other recent surveys confirm similarly high levels of support[5].

20. This high level of smartphone usage, and support for the use of contact tracing applications, indicates that a New Zealand mobile contact tracking or tracing solution may avoid a lack of participation, which has been a problem for Singapore's TraceTogether application[6]. It is also important to note that there is usually a difference between the percentage of applications downloaded and their usage.

21. Based on this assessment the Ministry is proposing the release of an 'opt-in' consumer mobile phone application (consumer app) for use by New Zealanders to help speed up contact tracing. The consumer app will enhance contact tracing processes by:

   - allowing people to record accurate personal contact details in the consumer app to improve the ability for contact tracing people to make contact

   - accurately tracing the interactions and movements of infected persons at scale, through 'opt-in' QR code scanning

   - notifying people when they have been in contact with someone who has tested positive, through 'opt-in' notifications delivered in the consumer app (based on the locations of anonymous confirmed cases) to speed up identification of close contacts

   - preparing people by communicating through the consumer app the information that will be required by the contact tracing service if they are identified as a close contact

   - providing support for people in quarantine and self-isolation through 'opt-in' daily health check-ins in the consumer app

Privacy approach

22. The biggest concern expressed in recent surveys is privacy and this has been a core part of the technology solutions assessment process.

23. Appreciating the critical importance of social license and public trust the Ministry has engaged extensively with the Office of the Privacy Commissioner and appropriate officials as part of the proposed design and release planning for the consumer app and to ensure that privacy and security standards are met.

24. A conservative privacy approach has been taken in the design of the consumer app.

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[3] https://www.horizonpoll.co.nz/page/576/73-say-use-my-mobile-data-for-covid-19-tracking

[4] This percentage equates to around 2,613,800 of the country's 3,595,518 adults supporting use of data from their own mobiles.

[5] Ipsos (20 April) identified that 63% of people would download a contact tracing app; Colmar Brunton (27 April) identified that 42% of people were very or extremely likely to download an app

[6] Approximately 20% of Singaporeans have downloaded the TraceTogether app and approximately 3.5 million Australians (approximately 14%) have so far downloaded the COVIDSafe app https://www.theguardian.com/australia-news/2020/may/03/coronavirus-apps-how-australias-covidsafe-compares-to-other-countries-contact-tracing-technology

24.1 Consumer app/website email and password details, and personal contact details are stored in a central database for the duration of the public health response to the COVID-19 pandemic. These are only accessed by the Ministry if a person tests positive.

24.2 Location details are stored on the person's phone, and only for 28 days.

24.3 Location and daily health check data is recorded and shared only with the persons consent. Details are stored and only accessed as part of contact tracing, and retained for the duration of the public health response to the COVID-19 pandemic unless it has become part of the person's health record in which case it will be retained in line with health record retention regulations.

24.4 Anonymous usage information is collected from the consumer app including how many people are using it and what functions they are using. We have specifically chosen a technology service that offers increased privacy protection.

25. Officials will report on privacy and security, including the results of privacy impact assessments and advice from the Privacy Commissioner and Government Chief Privacy Officer, before any future consumer application release.

COVID-19 Consumer application

26. Many consumer app technology solutions were offered to the Ministry during the assessment however none could support all the requirements of the contact tracing process. As speed of delivery was critical to inform recommendations to Cabinet the Ministry defined requirements, formally assessed proposals from two New Zealand based companies that leveraged existing or simple technology solutions and selected a supplier.

27. The Ministry is proposing a phased release approach so that people can start to use the consumer app as quickly as possible and deliver value to the contact tracing process. Near future releases would then deliver new functionality that is informed by user feedback and by the experience of other countries in deploying similar applications. This is a common approach in the development of applications.

28. It is proposed that, subject to Cabinet agreement, the following will be available for release from 20 May 2020:

28.1 A website that can be accessed from any internet connected device using a modern browser, including a mobile phone, to augment the mobile phone consumer app. The website would enable people to create an account and proactively and securely register, and consent to share, their personal contact details with the Ministry to speed up the contact tracing if they test positive. Personal contact and registration details would be stored in a central database, for the duration of the public health response to the COVID-19 pandemic, managed by the Ministry but only accessed if a person tests positive A website supports people who do not want to download a mobile phone application or prefer a different type of device such as a laptop or tablet.

28.2 A mobile phone consumer app that provides the same functionality and stores data in the same central database as the website described above.

28.3 QR code scanning functionality in the consumer app to enable a person to record locations they have visited and to view the details in the consumer app as a part of a contact tracing interview. Location data is stored on the person's phone for 28 days.

28.4 Note that this function is dependent on the MBIE initiative to allow businesses to generate an international standards-based QR code to identify the physical location of their business premises, as an extension to their New Zealand Business Number. MBIE sought Cabinet approval on 11 May 2020 to amend the New Zealand Number Business Act 2016 to allow entities to identify parts of their organisation in the New Zealand Business Number Register using unique identifiers called Organisation Part Numbers (OPNs). MBIE is implementing the ability for businesses to generate a QR code to uniquely identify the physical location of their business premises. This can then be scanned by people to record having been there. The QR code can also enable businesses to provide contactless staff and visitor logging. This initiative is planned to be implemented by 15 May. The Ministry strongly supports this initiative.

29. It is proposed that, subject to Cabinet agreement the following consumer app functionality will be available for release by 3 June 2020:

29.1 Location data collected through QR code scanning referred to in 28.3 can be electronically shared with the Ministry with the person's consent as part of the contact tracing process. This will help to speed up contact tracing by combining the data with other existing data sources to better triage and prioritise close contact tracing efforts. Location data that is shared with a person's consent would be stored in the National Contact Tracing System (NCTS) for the duration of the public health response to the COVID-19 pandemic.

29.2 Allow a person to 'opt-in' to receive personal notifications when they have been in locations of interest at, or around, the same time as a positive case. App users who were not in those locations at the same time would not be notified. They are advised to seek health advice through usual avenues. Locations of interest are defined by contact tracers as part of their manual process based on the locations of confirmed cases. The Ministry have a record of location date/times that have had a confirmed case but no record of who has been notified based on that information. Notifications are anonymous i.e. the person being notified and the person who tested positive will be unknown to each other. No data is stored by the NCTS as part of the process.

29.3 The ability for a person in self-isolation or quarantine to record a daily health check-in to provide more support to people and more complete information for case management. This information is currently gathered using telephone calls by contact tracing teams. Even low adoption of this approach would reduce cost, free up time for them to focus on identifying close contacts and improve the quality of the data collected. Data is stored in the NCTS, is only accessed as part of contact tracing, and is retained for the duration of the public health response to the COVID-19 pandemic unless it has become part of the person's health record in which case it will be retained in line with health record retention regulations.
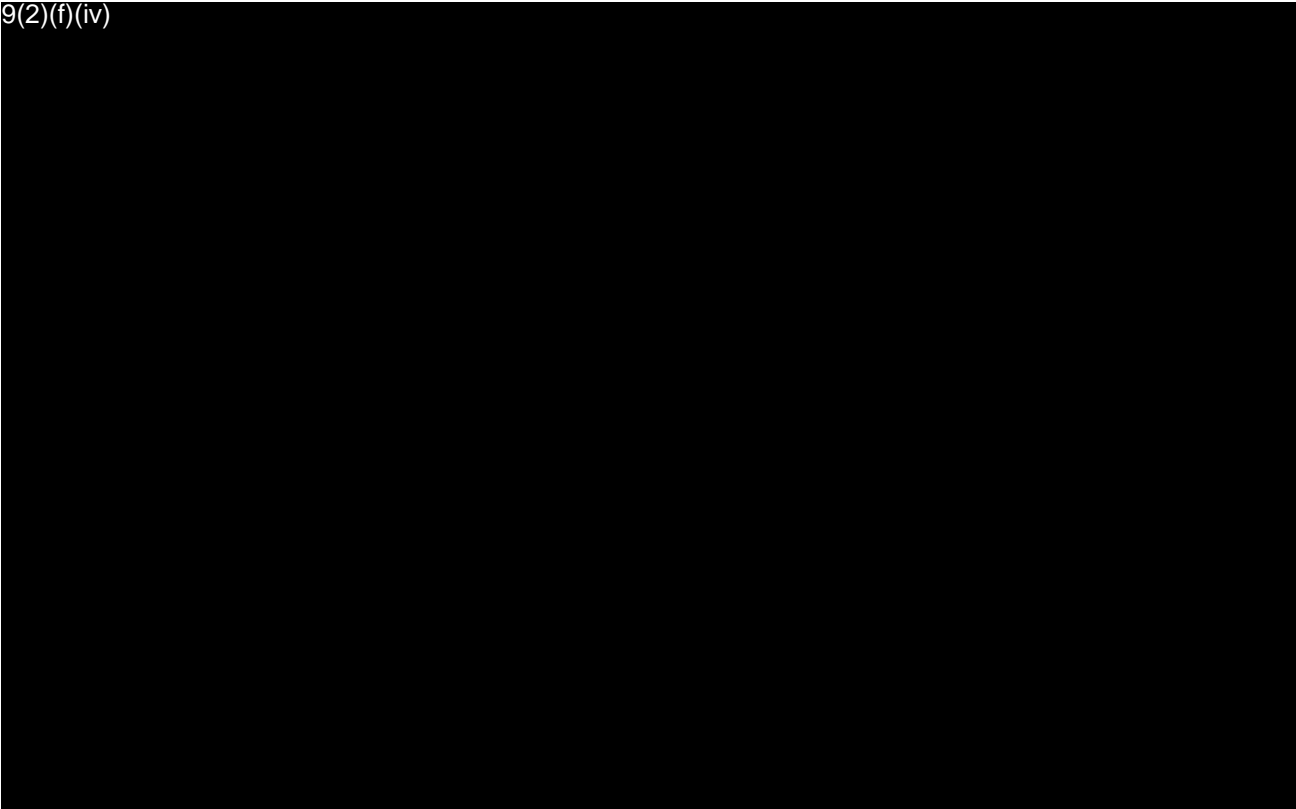
29.4 Note that making the location and daily health check-in data accessible to contact tracers is dependent on changes to the NCTS and the processes used for close contact tracing. This work is being delivered as part of the Ministry NCTS work programme.

30. This paper seeks Cabinet decisions on which consumer application functions should be released and when.

31. There are a number of other contact tracing or business visitor register applications in the market or being developed. The Ministry is engaging with the market and developing data standards and specifications that third-party applications can implement to complement a Ministry consumer app. This will help ensure that data is consistent, can be validated, has appropriate privacy and security, and with the person's consent is able to be integrated with contact tracing systems and processes. For example, enabling other consumer apps to utilise the MBIE generated QR code rather than create their own proprietary version.

Uptake of the consumer app

32. Ministry officials consider that the measure of success for the technology solutions proposed to support contact tracing should be the collective contribution that technologies make to contact tracing, specifically identifying and quickly containing cases and contacts within 72 hours from detection, rather than the uptake of an individual solution such as the consumer app.
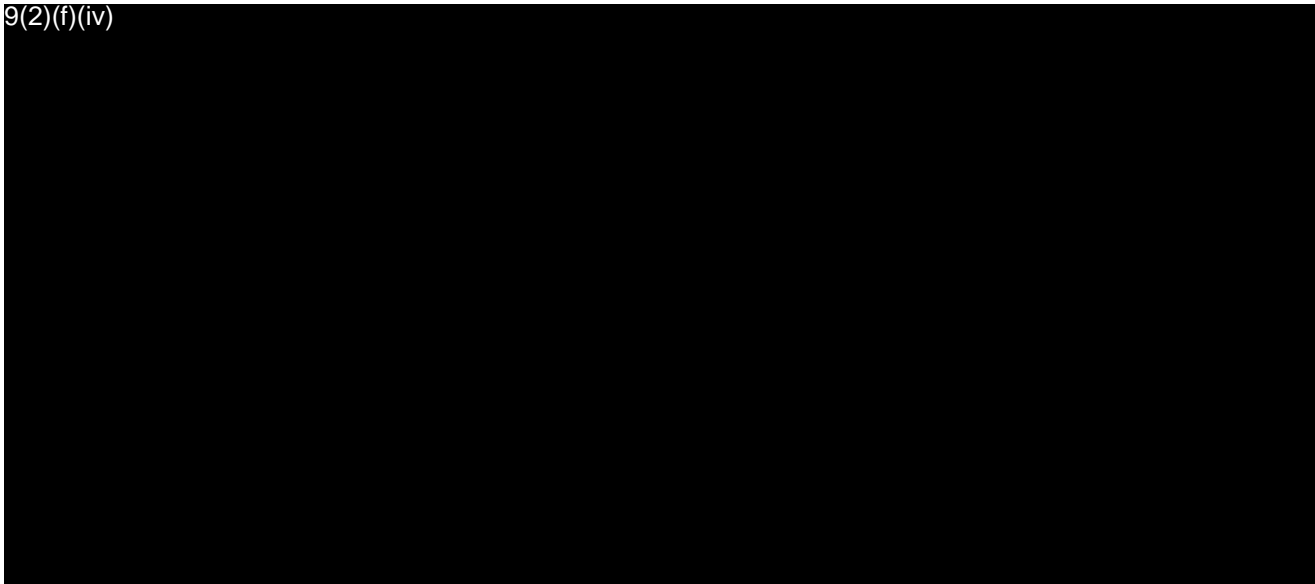
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Digital inclusion and equity

40. The Ministry is undertaking initiatives that support digital inclusion aligned to the Digital Inclusion Blueprint, Te Mahere mō te Whakaurunga Matihiko:

    40.1 The Ministry is allocating specific funding and working with health agencies on activities that support Māori and vulnerable communities to access, and develop the motivation and skills to use, the digital services such as the consumer app that form part of the COVID-19 response.

    40.2 The Ministry aligns to the Government Web Accessibility Standard and is planning other accessibility measures such as language and disability support for potential future releases of the consumer app.

    40.3 The Ministry has also worked with technology suppliers to remove access barriers including sponsored data on websites to remove data costs for consumers, deploying free internet to households and the provision of mobile phones and free data plans in high deprivation areas. Sponsored data is planned for potential future releases of the consumer app.

41. There will be significant communication and education required for promoting the uptake, and enabling use of, the consumer app. Phone based support is planned in addition to online resources specifically to support those who struggle to use the consumer app.

42. Creating digital technology solutions such as the consumer app does remove demand and workload on manual processes and free up capacity for those who are not able, or willing, to use technology solutions.

43. 9(2)(f)(iv)

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Ministry approach to delivering COVID-19 technology solutions

44. It is important to note that no single technological solution can "solve" contact tracing or enable delivery of the Ministry's response to COVID-19.

45. Innovative solutions have been created and are emerging within the market that can collectively contribute to the COVID-19 response. Enabling technology platforms, services, standards and processes are needed and should be delivered by the Ministry to ensure that multiple technology solutions for COVID-19 can be deployed in an interoperable and accessible way with appropriate privacy and security controls.

46. This approach is aligned to the findings of the interim Health and Disability System Review report, which notes that; "advances in digital technologies have huge potential to better support population and whānau-focused health and wellbeing. A prerequisite for the New Zealand system being able to take full advantage of these opportunities, however is to develop robust data standards, identity management protocols and interoperable systems to ensure quality data can be shared and managed appropriately."

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48. The Ministry COVID-19 technology approach is strongly aligned to the strategic intent of the nHIP programme, which has been in development since September 2019 following Cabinet approval to develop a detailed business case [CAB-19-MIN-0447 refers].

Implementation

49. Dependent on Cabinet decisions, two releases of the consumer app are proposed on the 20th May and 3rd June 2020.

50. Key technical delivery risks for the proposed consumer app releases relate to the technical build of the consumer app; the dependency on businesses to generate QR codes and their display in business locations; establishment of operational support and interoperability processes and capability; and privacy and security considerations. A communication and change plan to promote and support uptake is in place. Risk mitigation plans are in place and officials will include updates through regular project reporting and before the release of any new or updated technology solution.

51. 9(2)(f)(iv)
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Financial Implications

52. Current funding is sufficient to support consumer app delivery in 2019/20 and officials are exploring options for funding ongoing operational costs for 2020/21.

Privacy and Security Implications

53.   All technological solutions that collect, store or use personal data will require significant consideration of privacy and security implications.

54.   The Ministry will continue to work closely with the Government Chief Data Steward, Government Chief Information Security Officer, Government Chief Privacy Officer, the Privacy Commissioner, Stats NZ, and MBIE to ensure that privacy and security standards are met.

55.   Officials will report on privacy and security, including the results of privacy impact assessments and advice from the Privacy Commissioner and Government Chief Privacy Officer, before the release of any of the proposed consumer applications. Where trade-offs regarding privacy and security are identified by officials they will be brought back to Cabinet for consideration.

Legislative Implications

56.   There are no legislative implications from proposals in this paper.

Human Rights

57.   The public health benefits associated with the proposed approach and any new technology will be assessed against the Government's agreed principles of public health efficacy, respect for privacy, freedom of movement and technical feasibility.

58.   The proposed approach aligns to the Digital Inclusion Blueprint, Te Mahere mō te Whakaurunga Matihiko, and focuses on ensuring that Maori and our most vulnerable communities are supported by the Ministry COVID-19 response.

59.   The Ministry complies with the Government Web Accessibility Standard and is considering other accessibility measures such as language and disability support for all the services it develops.

Consultation

60.   The Ministry of Health, Treasury, Government Chief Digital Officer and Ministry of Business Innovation and Employment have been consulted on this paper and their views are represented. The National Centre for Crisis Management and Department of the Prime Minister and Cabinet (PAG) were informed.

61.   The Ministry of Health has consulted with the Office of the Privacy Commissioner on its consumer app.

62.   Crown Law, Statistics NZ, the Government Chief Security Information Officer and the Government Chief Data Steward will be informed about this paper to ensure they are aware of the contents.
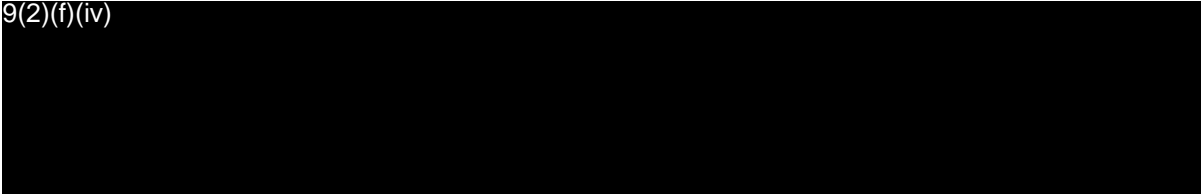
Communications

63.   No communications are recommended on the matters referred to in this paper.

Proactive Release

64.   The Minister for Health will consider proactive release of this paper pursuant to Cabinet Office circular CO (18) 4.

Recommendations

The Minister of Health recommends that the Committee:

1. **Agree** that an 'opt-in' mobile phone consumer app and website should be released to the public to support COVID-19 contact tracing.

2. **Agree** that on 20 May 2020 to release to the public a mobile phone consumer app, and supporting website, that:

   2.1 Enables people to register and securely share their personal contact details with the Ministry of Health, noting that personal contact details would be stored in a central database managed by the Ministry of Health but only accessed if a person tests positive for COVID-19.

   2.2 Enables QR code scanning to record the locations a person has visited and for the person to view the details in the consumer app as part of a contact tracing interview. Location data is stored on the person's phone and the person cannot choose to electronically share it with the Ministry of Health in this release.

3. **Agree** that on 3 June 2020 to release an update to the consumer app to:

   3.1 Enable a person to consent to electronically share location data recorded through QR code scanning with the Ministry of Health, noting that if a person does not consent to share the data they can still view this as a part of a contact tracing interview. The data is stored in the National Contact Tracing System for the duration of the public health response to the COVID-19 pandemic.

   3.2 Enable daily health check-in recording for a person in self-isolation or quarantine and the data to be shared with the Ministry of Health with the person's consent, noting that personal contact details would be stored in the National Contact Tracing System, only accessed as part of contact tracing, and retained for the duration of the public health response to the COVID-19 pandemic unless it has become part of the person's health record in which case it will be retained in line with health record retention regulations.

4. **Agree** that if location data is to be shared with the Ministry of Health (refer recommendation 3.1) then that location information could be shared anonymously with other app users who have been in the same location at, or around, the same time as a positive case to alert them to a potential close contact and advise them to seek health advice through usual avenues.

5. 9(2)(f)(iv)

Authorised for lodgement

Hon David Clark   Hon Kris Faafoi

Minister of Health   Minister for Government Digital
Services

Appendix A: Information about the Consumer App components

This includes information about the different components of a consumer app for contact tracing and how they could work, the problems the components would solve, the data they collect and how this data would be used. These are screenshots that inform how the application is produced and are subject to change. Of note this means that the language and terms used, spelling and grammar will continue to change until and after releases.
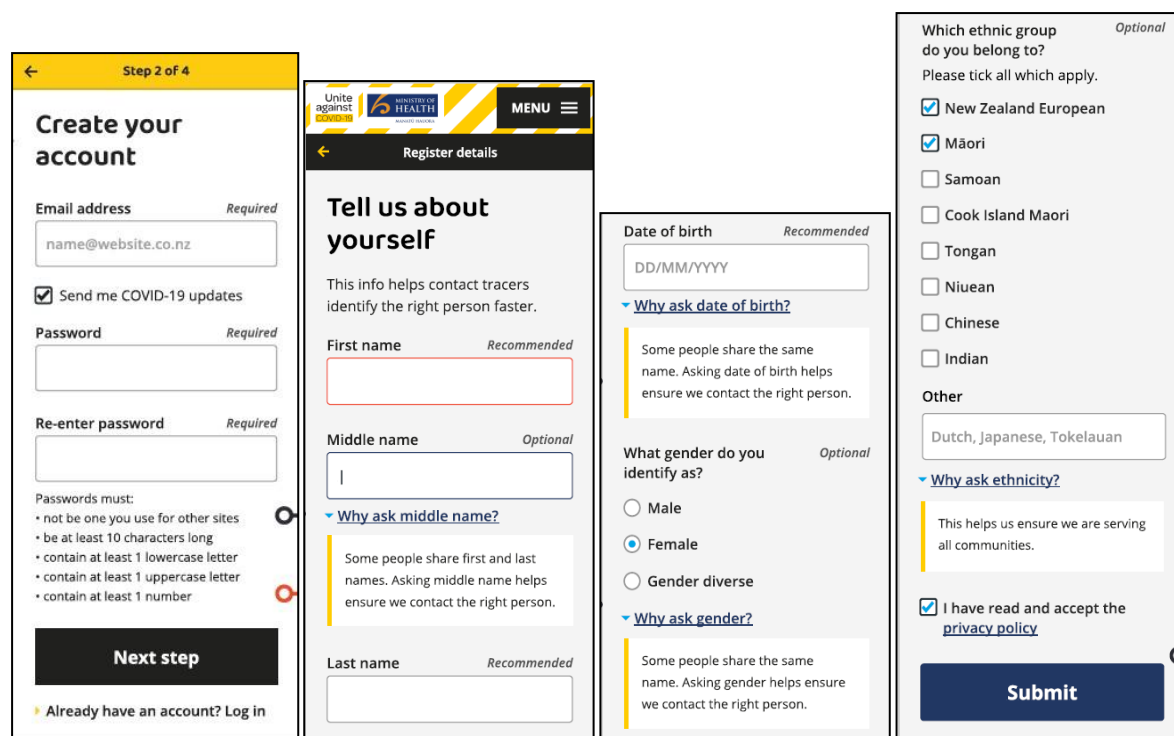
Proposed release 1 (20 May) – Website

What problem does this solve?	9(2)(g)(i) 9(2)(g)(i) The website enables the public to provide information to the health system about their updated contact details. Contact tracers are then able to use this information to get in touch with those who may be close contacts more quickly. A website is generally more accessible for more New Zealanders including those from marginalised communities.
How does it work?	A member of the public visits the website; they are able to sign up and add various personal details if they choose. They are then able to re-use this account if they choose to also download the consumer app.
What data does it collect?	The information that is required to sign up includes: an email address and a password. The information that is optional includes: first name, middle name and last name, date of birth, gender, and current and normal address. This is required to help positively identify individuals of interest to contact tracers. The Ministry is also collecting ethnicity information to ensure that we are serving Māori and other key communities in New Zealand. The Ministry is also collecting anonymous usage information including how many people are using the website, where they have arrived the website from and what parts of the website they use. We have specifically excluded the use of Google Analytics for this purpose, and we are using an AWS service that provides an equivalent set of tools for increased privacy protection.
Where is the data stored?	The data is stored by the Ministry of Health in Amazon Web Services in Sydney. This service is a part of All of Government technology services. All data held in AWS is encrypted while stored and while being used. It utilises similar security to the National Screening Solution and has been vetted by the National Cyber Security Centre.

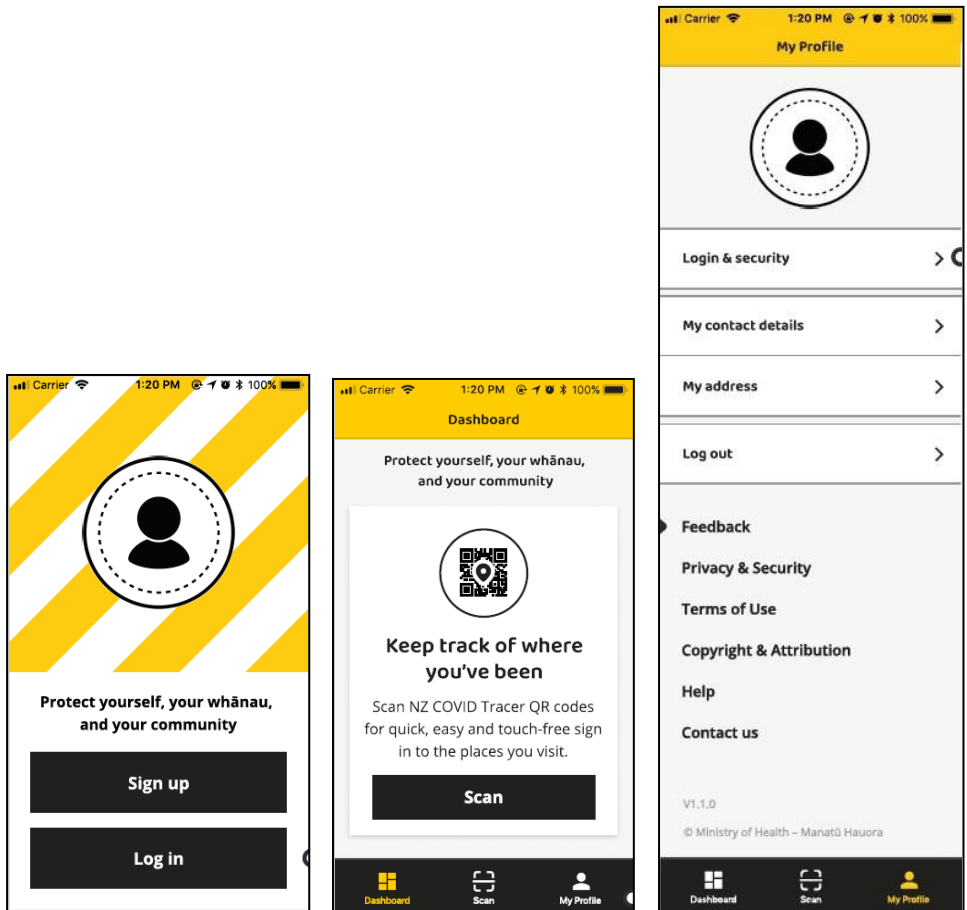| How long is the data stored?	For the duration of the COVID-19 pandemic. Consumers will be offered an option to choose to have the information they supply update the National Health Index at the end of the pandemic or to have their data deleted.
Who can use the data?	It is for the purpose of the public health response to the COVID-19 pandemic only.

Screenshots relating to the Website

Proposed release 1 (20 May) – App

What problem does this solve?	An app is required for some of the features that the Ministry of Health is developing. For example an app is required to store close contact information securely from QR code scanning. It is also required in order to notify users about exposure events.
How does it work?	The user downloads the app from the app store and installs it. It will not be available to all users due to the limitations that may exist in some older mobile phones.
What data does it collect?	The app collects the same information as the website
Where is the data stored?	The data is stored in the same place as the website

| How long is the data stored?	It is stored for the same time as the website
Who can use the data?	It is for the purpose of the public health response to the COVID-19 pandemic only.

Screenshots relating to the App

Proposed release 1 (20 May) - QR Code (feature of the app)

What problem does this solve?	The QR code feature has two parts. The generation of the QR code (A) and the reading of the QR code (B). The problem this solves is providing a more accurate history of where the consumer has been (assuming the consumer scans the QR codes). This is useful for contact tracers as this allows them to more quickly identify places where there may have been close contacts.
How does it work?	A) MBIE will offer a service from BusinessConnect that allows a business to create a QR code. The recent paper approved by Cabinet allows a business with multiple locations to do this for each location. This service was required for e-invoicing and has been expedited to support the second part of this feature

	B) The user opens the app described above, navigates to the QR Code screen and can scan a code. They can also review the list of codes they have previously scanned.
What data does it collect?	A) From the business this includes the responsible person for the site, the location (address linked to a Global Location Number GLN standard), the New Zealand Business Number. The only part exposed on the QR code is a human readable business name, partial address and GLN B) The consumer app collects the information from the QR code and a time stamp that the code was scanned.
Where is the data stored?	This is stored on the phone of the user in the app. This information is shared with Contact Tracers only if the person tests positive, and supplying this information is voluntary.
How long is the data stored?	The data is stored for a rolling 28 days and old data is automatically deleted
Who can use the data?	The data can only be released by the consumer to contact tracers

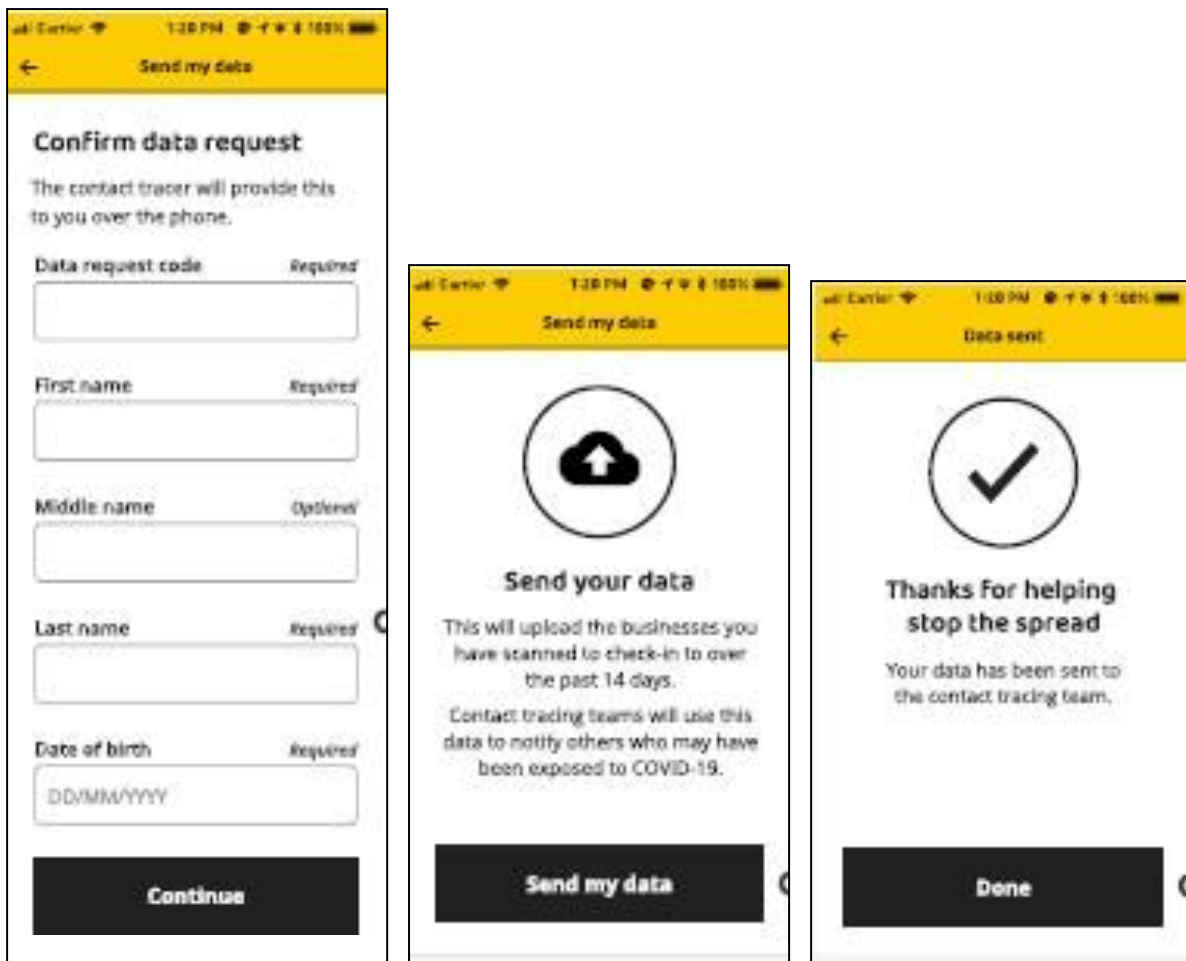Screenshots relating to the QR Code component
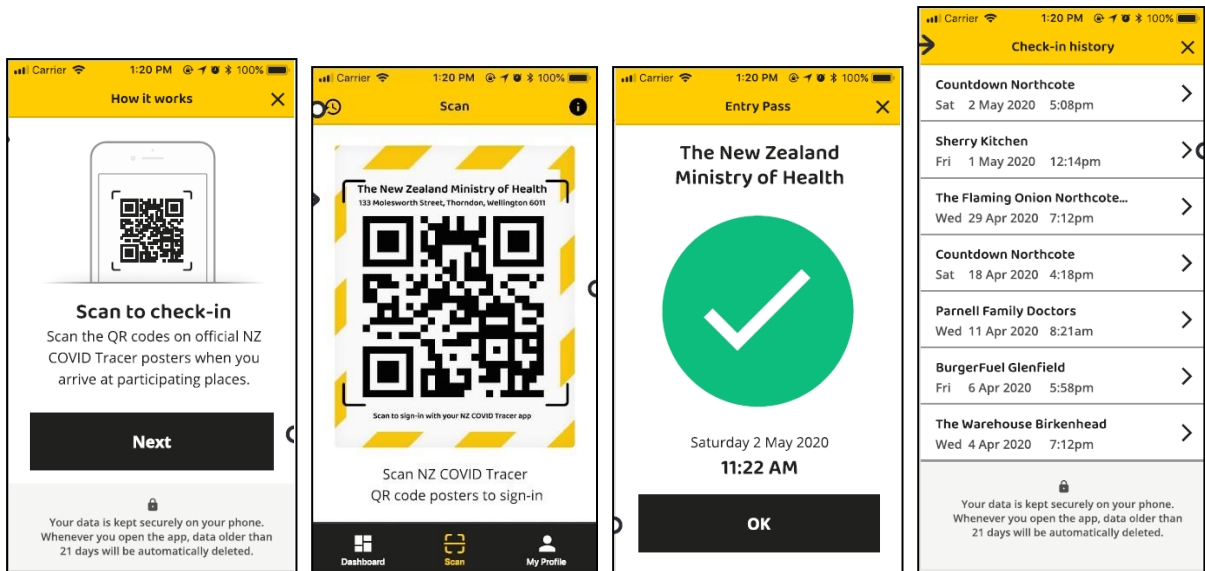
Proposed release 2 (3 June) - Close Contact Data Upload (feature of the app)

What problem does this solve?	The information collected by the consumer would be more useful for contact tracers if it was uploaded automatically to reduce the risk of transcription errors and to increase the speed the process.

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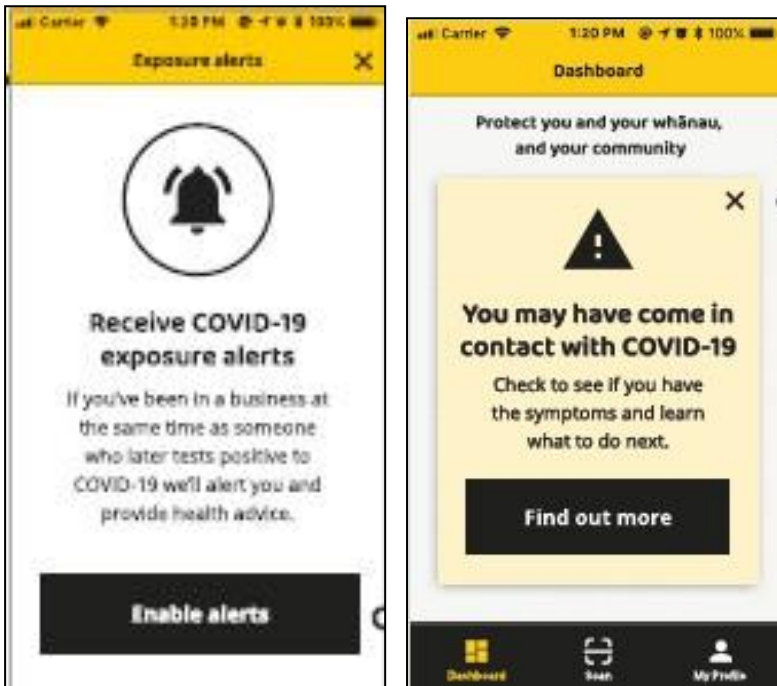|	
How does it work?	The Contact Tracer will read out a special code that the consumer enters into the app. The consumer confirms that they are happy to upload the data and they push a button in the app to make this happen.
What data does it collect?	This process creates a link between the contact tracing system and the app used by the consumer. This only occurs when the Contact Tracer requests an upload from a positive case to support contact tracing.
Where is the data stored?	This data is stored in the app and only transferred as needed to the National Contact Tracing System
How long is the data stored?	This forms part of a health record and is stored in compliance with Health (Retention of Health Information) Regulations 1996
Who can use the data?	It is subject to the controls that apply to health Information.

Screenshots relating to this Close Contact Data Upload

Proposed release 2 (3 June) - Consumer Notification (feature of the app)

What problem does this solve?	The health system will be able to notify relevant users of the app if they have been in a place at the same time as a confirmed case. This allows Contact Tracers, where appropriate, to speed up the process of getting close contacts to self-isolate or get tested.
How does it work?	The consumer's phone polls the Ministry of Health for locations of interest and compares this with locations and times the user has on their phone (from the QR codes that are scanned). The phone then displays an alert if there is a match.
What data does it collect?	This will collect no information for the Ministry of Health
Where is the data stored?	There is no data collected
How long is the data stored?	There is no data collected
Who can use the data?	There is no data collected

Screenshots relating to Consumer Notification component

Proposed release 2 (3 June) - Daily Health Check (feature of the app)

What problem does this solve?	The health system is currently calling those in self-isolation or quarantine to understand the symptoms they may have and their needs. This is done by Contact Tracers. This provides an alternative to consumers who already are using the app. It will allow them to complete the questions at the time that suits them and free up Contact Tracers to focus on those who have specific needs or problems.
How does it work?	The consumer, when they go in to isolation will be asked if they can download the app and link their app to the National Contact Tracing System with a special code. This will allow them to complete the daily health check in the app. The app can remind them to do this.
What data does it collect?	This collects the same information already being collected by Contact Tracers for monitoring those in isolation. It includes information about symptoms, whether the person has dependents, whether they have non-health needs and whether they have people visiting the place of isolation and whether they have left the place of isolation.
Where is the data stored?	The data is stored in the National Contact Tracing System
How long is the data stored?	This forms part of a health record and is stored in compliance with Health (Retention of Health Information) Regulations 1996
Who can use the data?	It is subject to the controls that apply to health Information.

Screenshots relating to the Daily Health Check

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