


NAME: Corona Contact Tracing App 


DATE: September 23, 2020 7:53 AM

DESCRIPTION OF TECHNOLOGY
 This is an analysis of the Dutch corona contact tracing app (CCTA). The CCTA is a mobile application that helps to map corona infections. The app works on the basis of bluetooth. Whenever your phone (with the CCTA) is near another phone (with the CCTA), a digital 'handshake' follows. If you become infected later, everyone who has been in your area during a certain period can be notified....


HUMAN VALUES 

The CCTA has to be surrounded with a lot of extra information, which helps to allay unnecessary worries for people. It may be wise to build in human actions like waving or connecting. In addition, it is very questionable whether an app is desirable in the first place.


After all, an app can be deleted after a crisis, the impact on the population cannot!

TRANSPARENCY 


The CCTA benefits from transparency and that means that - where possible - it should be as clear as possible how the status of potentially infected has been reached, and what that means.

IMPACT ON SOCIETY 


The CCTA is new. Maybe, given the above, the temptation could be great to tinker with anonymity. That should therefore be made impossible by design. Also shaming with the app or forcing to use the app is something that should be closely watched or regulated. Finally if you are potentially infected, you should be empowered to make good decisions, like when and how you need to be tested (easier).

STAKEHOLDERS 


There really should be a discussion on people that refuse to use the app and people in vital or contact professions. In a worstcase scenario the CCTA can lead to more things closing down instead of preventing a lockdown.

SUSTAINABILITY 


None

HATEFUL AND CRIMINAL ACTORS 


If you can find a way to change your own status to infected you can start 'digitally contaminating' other people. This can be very harmful. This has to be a very secure process. In this way you reduce the chance of wrongfully 'digitally contaminating' others. Given the sensitivity, it is very important to take extra measures that make it (virtually) impossible to hack, spoof, manipulate the app, etc. But also prevent people from knowing if you are using the app or if you have downloaded it....

DATA 


It is wise to legally determine when the CCTA will be terminated. It is also important to communicate the shortcomings of the app to the user, so they can make better decisions.

FUTURE 

Legally determine when the app will be terminated.

PRIVACY 

The CCTA is anonymous. Maybe it is wise to investigate if things like cryptography and blockchain can help create a better, anonymous CCTA. Also it is interesting to investigate if and how Apple and Google register if you have downloaded the app (or not). Having downloaded the app in itself is already sensitive information.

INCLUSIVITY 

It would be nice if the probability of the potential infection could be indicated, so that it is not an automatic yes / no decision, but rather a scale.


In this way, people can make a better assessment based on a total picture (age, profession, health, symptoms). They can decide when they need to be tested.

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HUMAN VALUES 


Now that you have thought hard about the impact of your technology on human values, what improvements...

If you think about the impact of this technology on human values & needs. If you think about how this technology affects the identity of the user, the autonomy of the user (can the users make their own decisions?) and the health and wellbeing of the user. If you think about all that, what improvement would you (want to) make to this technology?...

TRANSPARENCY 


Now that you have thought hard about the transparency of this technology, what improvements would you like t...

If you think about the communication on the way the technology works and the businessmodel. If you think about the explanation on automatic decisions that are made. If you think about complaint procedures and transparency on possible negative effects. If you think about all that, what would you (want to) improve?...

IMPACT ON SOCIETY 


Now that you have thought hard about the impact of this technology on society, what improvements would you...

If you think about the real problem this technology is going to solve. If you think about the ability of this technology to solve the real problem. If you think about possible negative effects and will this technology contribute to a world you want to live in. If you think about all that, what improvements would you make?

STAKEHOLDERS 


Now that you have thought hard about all stakeholders, what improvements would you like to make? List them...

If you think about all stakeholders of this technology. If you think about stakeholders that are less obvious. If you think about the way certain stakeholders are affected by this technology and if you want to take them into consideration. If you think about all that, what would you (want to) improve on this technology....

SUSTAINABILITY 


Now that you have thought hard about the sustainability of this technology, what improvements would you like t...

If you think about the direct and indirect energy use and the materials that are used in this technology. If you think about the lifespan of the technology and the hidden environmental impact of the technology. If you think about all that, what improvements would you (want to) make to this technology?
 ...

HATEFUL AND CRIMINAL ACTORS 


Now that you have thought hard about how bad actors can impact this technology, what improvements would...

If you think about this technology being used to break the law, or avoid the consequences of breaking the law, or to be used against certain groups, or to the attack the truth or to pit certain groups against each other. If you think about all that, what improvements would you (want to) make to this technology?

DATA 


Now that you have thought hard about the impact of data on this technology, what improvements would you...

If you think about the limitations of data. Things like subjectivity, incomplete datasets and so on. If you think about the way new insights are handled. If you think about the sustainability of the collection of data or the data that is collected from the users. If you think about all that, what would you (want to) improve on this technology?...

FUTURE 


Impact Improvement: Now that you have thought hard about the future impact of your technology, what...

If you think about an utopian and a dystopian scenario. If you think about the way this technology can change the world. If you think about the consequences of a different party buying your technology. If you think about all that, what would you (want to) improve?
 ...

PRIVACY 

Now that you have thought hard about privacy and data protection, what improvements would you like to make?...

If you think about this technology invading someones privacy or collecting personal data and if you think about the way this technology is compliant with prevailing law and mitigates dataprotection risks and concerns. If you think about all that, what improvement would you (want to) make to this technology?

INCLUSIVITY 

Now that you have thought hard about the inclusivity of this technology, what improvements would you like to...

If you think about accessibility to this technology. If you think about built in biases or automatic decisions that may be biased. If you think about who is benefitting from this technology and the diversity of the team that creates the technology. If you think about all that, what improvements would you (want to) make to this technology....

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