

GriefBot

Chatbot to chat to living relatives on the behalf of a deceased person

Created by: julioandre275
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Technology Impact Cycle Tool

GriefBot

Impact on society

What impact is expected from your technology?

What is exactly the problem? Is it really a problem? Are you sure?

This technology attempts to create a chatbot that will embody a deceased person so relatives and friends can still communicate with the deceased person.

Are you sure that this technology is solving the RIGHT problem?

The main problem is keeping in touch with someone who is no more, and creating a chatbot that embodies that person solves the problem of communicating with someone who is no more.

How is this technology going to solve the problem?

This technology is going to create a chatbot using the internet trail left by the dead person, this include messages etc. Using this internet trail will make the chatbot more like the person.

What negative effects do you expect from this technology?

One big problem with this technology is that the chatbot may not mimic the deceased person properly and communicates in a way that will ruin the perception the living relatives had of the deceased

In what way is this technology contributing to a world you want to live in?

It provides some form of emotional comfort to people who lose loved ones very unexpectedly and still want to have some form of contact to help with the grief after the loss

Now that you have thought hard about the impact of this technology on society (by filling out the questions above), what improvements would you like to make to the technology? List them below.

One improvement I will suggest is integrating a video call into the chatbot and have a 3D render of the persons face and voice and communicate with relatives and friends using the same technology the chatbot uses

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Hateful and criminal actors

What can bad actors do with your technology?

In which way can the technology be used to break the law or avoid the consequences of breaking the law?

The main risk of this technology will be impersonation. This may come in the form of someone impersonating as the deceased chatbot and try to access sensitive and private information from the living relatives

Can fakers, thieves or scammers abuse the technology?

Yes this technology can be used to harass and disturb other individuals and the main way to do this is to impersonate the chatbot, and communicate on behalf of it. When one gains access to this they can bully and harass other people at will while impersonating the chatbot

Can the technology be used against certain (ethnic) groups or (social) classes?

No

In which way can bad actors use this technology to pit certain groups against each other? These groups can be, but are not constrained to, ethnic, social, political or religious groups.

As far as I am concerned this technology cannot be used for that

How could bad actors use this technology to subvert or attack the truth?

Through impersonation people can say eg. racist slurs and bad ideologies on behalf of this chatbot and this will make the deceased person be labelled a racist because the chatbot is talking on its behalf

Now that you have thought hard about how bad actors can impact this technology, what improvements would you like to make? List them below.

Since most of the problems will be possible through impersonation the only improvement is to make sure the security and access of this technology is secure and tight.

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Privacy

Are you considering the privacy & personal data of the users of your technology?

Does the technology register personal data? If yes, what personal data?

Yes it registers a lot of personal data since it uses the internet trail left by a deceased person. This includes messages, posts and social media affiliations. So this technology uses a lot of data.

Do you think the technology invades the privacy of the stakeholders? If yes, in what way?

This is to some extent a grey area because it does invade the privacy of a deceased person but only when it is requested by relatives. But in some cases we would not know if the deceased person will have consented to having being made into a chatbot and having all their information accessed

Is the technology is compliant with prevailing privacy and data protection law? Can you indicate why?

N/A

Does the technology mitigate privacy and data protection risks/ concerns (privacy by design)? Please indicate how.

This technology needs all the personal data it can have access to to mimic the deceased person to perfection. Considering data protection mitigation I do not think this technology does much on that part.

In which way can you imagine a future impact of the collection of personal data?

The future impact of this will be relatives finding out the deceased person was not who they perceived him to be because people keep secrets and this can be unearthed while creating this chatbot and his may destroy the perception the living relatives had of them

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

I will like to point out that there should be a way to have the deceased person consent on making the chatbot this can be done by agreeing whether or not to give access of data to be used for a chatbot when they die.

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Human values

How does the technology affect your human values?

How is the identity of the (intended) users affected by the technology?

This technology might alter perceptions of deceased since some data can be discovered and integrated into the chatbot that the deceased kept a secret

How does the technology influence the users' autonomy?

This technology can make living users very dependent because the grief of losing a loved one is very great, and since everyone takes grief differently some relatives may get addicted to this chatbot and communicate with it all the time just to not feel lonely and hurt. So yes this technology might influence users autonomy depending on the person

What is the effect of the technology on the health and/or well-being of users?

This technology can cause a dependency on it at most but it is in no way causing any pain or injuries.

Now that you have thought hard about the impact of your technology on human values, what improvements would you like to make to the technology? List them below.

There are no improvements I can suggest on this part

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Stakeholders

Have you considered all stakeholders?

This category is only partial filled.

Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by answering these questions.

Name of the stakeholder

Relatives and Friends

How is this stakeholder affected?

They interact with the deceased chatbot and are major actors in this technology

Did you consult the stakeholder?

No

Are you going to take this stakeholder into account?

Yes

Name of the stakeholder

The deceased

How is this stakeholder affected?

Their data and online trail is going to be used for this technology

Did you consult the stakeholder?

No

Are you going to take this stakeholder into account?

Yes

Did you consider all stakeholders, even the ones that might not be a user or target group, but still might be of interest?

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

No improvements

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Data

Is data in your technology properly used?

Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufficiently into account in the technology?

Yes I do take into account the pitfalls of data in this technology. Eg. we do not know the relationship they had with the people in the dataset, we do not know whether they were family, friends or work colleague, since everyone communicates with people differently based on their relationship with them creating the chatbot that communicates with different people will prove difficult because we how will we teach it to relate with family members in a different way than friends without categorizing this dataset.

How does the technology organize continuous improvement when it comes to the use of data?

There are no continuous improvements so far on the use of the data because as before the data given at this point is not sufficient enough

How will the technology keep the insights that it identifies with data sustainable over time?

At the moment the griefbot technology has no timeframe on how long the chatbot should last, We do not know whether that will depend on how long the family wants it around. With that being said there are not any long term goals or agenda with the data that has been collected

In what way do you consider the fact that data is collected from the users?

The company does not share or sell the data collected so there are no profits to share

Now that you have thought hard about the impact of data on this technology, what improvements would you like to make? List them below.

Getting a better dataset because the data given is just not enough, messages do not have entire conversations so predicting how the deceased will communicate is practical impossible. So a better dataset with more messages and entire conversations will be a good start

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Inclusivity

Is your technology fair for everyone?

Will everyone have access to the technology?

Yes everyone will have access to this technology, basically if you want a chatbot of your deceased relative you will just have to request for one no discrimination whatsoever.

Does this technology have a built-in bias?

There is no built-in bias in this technology

Does this technology make automatic decisions and how do you account for them?

Yes the chatbot makes automated decisions and these decisions can be attributed to how a deceased person will have communicated based on their internet trail these includes messages etc.

Is everyone benefitting from the technology or only a a small group?

Do you see this as a problem? Why/why not?

This technology is available to everyone it just needs to be requested. We do not know how much it will cost a family to request for one. Depending on the price we can determine how small of a group will be able to afford this technology. And this technology does not give an unfair advantage to anyone it can be classified as a luxury.

Does the team that creates the technology represent the diversity of our society?

N/A

Now that you have thought hard about the inclusivity of the technology, what improvements would you like to make? List them below.

No improvements this technology is available for everyone

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Transparency

Are you transparent about how your technology works?

Is it explained to the users/stakeholders how the technology works and how the business model works?

The technology is very transparent and straightforward. It is easy for everyone to understand how it works. You are just chatting with a chatbot like you will chat with a living person over the phone or computer.

If the technology makes an (algorithmic) decision, is it explained to the users/stakeholders how the decision was reached?

All decisions are taken by using the internet trail of the deceased person. This technology will likely use Reinforcement learning, the algorithm can be broken down to users and why it takes its decisions can also be explained.

Is it possible to file a complaint or ask questions/get answers about this technology?

N/A

Is the technology (company) clear about possible negative consequences or shortcomings of the technology?

N/A

Now that you have thought hard about the transparency of this technology, what improvements would you like to make? List them below.

N/A

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Sustainability

Is your technology environmentally sustainable?

This category has not been filled yet.

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Future

Did you consider future impact?

This category has not been filled yet.