

**NAME:** A Griefbot called 'Re.Inc'

**DATE:** September 23, 2020 8:34 AM

**DESCRIPTION OF TECHNOLOGY**  
 The Re.Inc griefbot is a chatbot that is based on the data trail of the deceased. This way you can still have a chat conversation with someone that has died. The griefbot uses all data-objects that have been created by the deceased. For example WhatsApp-conversations, LinkedIn-pages or Facebook-posts. By using advanced AI the griefbot learns the tone of voice of the deceased. The Griefbot can be used as...




**HUMAN VALUES**

For the real user we decided to build controls in the bot.

1. We inform the user of extreme use;
2. We give the option to restrict access;
3. We monitor Griefbot - usage centrally to see trends;
4. We have a distress-button which the user can use when the Griefbot misbehaves.


For te deceased we are researching the option to formally...



**TRANSPARENCY**

Based on the last question we created a specific section on our website in which we explicitly - by a questionnaire - help users to make the right decision. We tell them about the large social impact of the Griefbot, we share user stories and we explicitly tell them that the griefbot is an impersonation of the deceased, that is created by an AI that is by design a black box for us.

This helps the user to make the right decision. We also have...




**IMPACT ON SOCIETY**

During the brainstorm we learned that people can get hooked to a Griefbot. That is why we now allow users to set restrictions and we give them information on usage - time.

During earlier sessions we learned that the Griefbot should only be used by the people very close to the deceased. That is why you can only use it when you know the passwords and have a death certificate.


...



**STAKEHOLDERS**


By our stakeholder-analysis we even more realized that we can only support one on one relationships with a Griefbot. If more people want to use the Griefbot, there will be more Griefbots.

We will create one primarily user, who can allow access to other users, but they will talk to their own version.



**SUSTAINABILITY**

We are currently investigating if we can offload certain resources to the local client.




**HATEFUL AND CRIMINAL ACTORS**

Yes. We think the Griefbot is a very personal solution, so we created a very personal two-factor security. You can only use the Griefbot with a double authentication. Also we encrypted all data in our datacenters and made sure security is very high level, so it is also impossible to hack our Griefbots. An elaborate back-up procedures makes sure, that you can always return to the Griefbot of a few weeks/months ago.



**DATA**


Not at the moment, no.



**FUTURE**

Maybe we should decide on not making or implementing things if the future scenario's turn out to be too radical. But things will change and society changes as well. And what will happen if somebody else decides differently?

Do we really have an opt-out if the standard is to opt-in or is this just an illusion? Do we really have a choice?




**PRIVACY**

We are continuously working on being compliant with GDPR law. On a more fundamental level, we are exploring two potential improvements.

First we are thinking of a Griefbot that is completely personal, so there is only a one on one relation with the Griefbot. This solves a lot of issues with privacy.


Furthermore we think that if the griefbot is personal and has...



**INCLUSIVITY**

Yes. Based on this discussion we decided to limit the accessibility of the griefbot to one person. A person that has a death certificate and usernames and passwords. The user can buy additional licenses.

Secondly we started a discussion with life Insurance companies to include a griefbot - possibility so we make it even more affordable for everyone.



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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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