

# Assessing contact tracing solutions

June 2020



Privacy Commissioner  
Te Mana Mātāpono Matatapu

## Designed for

<b>Individuals</b>	The general public
<b>Hospitality</b>	Cafes, restaurants, clubs, close contact service providers, event venues etc
<b>Retail</b>	Shops, malls etc
<b>Workplaces</b>	Fixed places of work that need to manage incoming/outgoing employees and service personnel
<b>Employers</b>	Non-fixed or more changeable workplaces that need to manage staff contact eg sales reps

**Note:** Solutions designed for businesses are not suitable for individuals to use as a memory prompt. Individuals can however request their information from these solutions directly under Principle 6 of the Privacy Act. Individuals should be aware when using these solutions that they may need to keep their own record of their visit.

## NZ COVID Tracer

Solution	App/Web browser/QR
Designed for	Individuals
How does it work?	<ul style="list-style-type: none"> <li>Individuals can use a web form to update their contact details so that the Ministry of Health can contact them if they test positive for COVID-19 or are identified as a close contact of someone who tests positive</li> <li>Individuals can log locations visited by scanning QR codes at venues and businesses</li> </ul>
What information does it collect?	<ul style="list-style-type: none"> <li>Contact information – but most fields are voluntary (only email address is mandatory)</li> <li>QR code scanning collects location, time, date</li> <li>Anonymised aggregate usage information</li> </ul>
How long is information kept?	<ul style="list-style-type: none"> <li>Contact information kept for duration of pandemic response..</li> <li>Location information stored on phone for 31 days</li> </ul>
Where is the information stored?	<ul style="list-style-type: none"> <li>Contact information and anonymised information stored on Amazon Web Services, Sydney in separate Ministry of Health tenancy</li> <li>Location information stored locally on the phone</li> </ul>
Is it transparent about what information is collected?	Yes, clear privacy statement is provided.
Can individuals access the information collected through the solution?	Yes, individuals can access and correct information within the app and request other information held by the Ministry through existing channels
Is information only used/ disclosed for contact tracing?	Yes, information is collected, used and disclosed for contact tracing for the COVID pandemic response.

## Rippl

Solution	App/QR Code
Designed for	Individuals/Retail/Hospitality
How does it work?	<ul style="list-style-type: none"><li>• Download Rippl from app store</li><li>• Scan businesses unique QR code on arrival</li><li>• Check out when leaving</li><li>• Log of businesses visited kept on Rippl app stored on individual's phone</li><li>• Log given to Ministry of Health if needed</li><li>• Venue and Rippl informed of possible case by Ministry of Health contact tracers (no identifying information provided)</li><li>• App alert of need to test/isolate sent to relevant individuals</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Date/ time individual visited business</li><li>• Businesses names</li></ul>
How long is information kept?	Up to each individual Rippl user.
Where is the information stored?	Information is stored on individual's device. If app is deleted all information is deleted.
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	Yes.
Is information only used/ disclosed for contact tracing?	Yes.

## Tracing.co.nz

Solution	QR Code/Webpage
Designed for	Workplaces/Hospitality/Retail
How does it work?	<ul style="list-style-type: none"><li>• Individual scans business' QR Code on arrival; OR</li><li>• Manually enters location code on webpage</li><li>• Individual supplies contact details</li><li>• Log provided to Ministry of Health on request</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Phone number</li><li>• Email</li><li>• Time/Date In/Out</li><li>• Business name</li></ul>
How long is information kept?	2 months.
Where is the information stored?	Tracing.co.nz stores log of individual movements on its own servers.
Is it transparent about what information is collected?	Yes
Can individuals access the information collected through the solution?	No, individual has to request from Tracing.co.nz.
Is information only used/ disclosed for contact tracing?	Yes.

## Tracee

Solution	QR Code
Designed for	Hospitality/Retail
How does it work?	<ul style="list-style-type: none"><li>• Individual scans QR code</li><li>• Enters contact details</li><li>• Tracee provides to Ministry of Health/DHB on request.</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Email</li><li>• Phone number</li><li>• Time/Date In/Out</li><li>• Business name</li><li>• Cookies</li></ul>
How long is information kept?	60 days.
Where is the information stored?	Information stored in Amazon Web Services.
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	No, individual has to request from Tracee.
Is information only used/ disclosed for contact tracing?	Yes.

## Traceable

Solution	App
Designed for	Hospitality/Retail/Workplaces
How does it work?	<ul style="list-style-type: none"><li>• Business downloads app to their device.</li><li>• Business scans individuals' driver's license or other ID on arrival and manually enters email and phone number</li><li>• Information provided to Ministry of Health/DHBs on request</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Email</li><li>• Phone number</li><li>• Optional reference number (eg.Booking number)</li></ul>
How long is information kept?	60 days.
Where is the information stored?	<ul style="list-style-type: none"><li>• Information stored in AWS cloud.</li><li>• Access to visitor logs can be provided to businesses on request when required for contact tracing.</li></ul>
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	No, individual has to request information from Traceable.
Is information only used/ disclosed for contact tracing?	Yes.

## CheckMeIn.LIVE

Solution	QR Code/Webpage
Designed for	Workplaces/Hospitality/Retail/Individuals
How does it work?	<ul style="list-style-type: none"><li>• Individual scans business' QR code; OR</li><li>• Individual goes to CheckMeIn.LIVE website manually</li><li>• Enters contact details</li><li>• Log of places visited stored by CheckMeIn.LIVE</li><li>• Log shared with MoH/DHBs if place visited has Covid case identified</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Phone number</li><li>• Email</li><li>• Country (to filter business results)</li><li>• Dependents names (if also checking these people in)</li><li>• Permissions Wi-Fi connections, network connections, full network access.</li></ul>
How long is information kept?	2 months.
Where is the information stored?	<ul style="list-style-type: none"><li>• Information stored using Microsoft Azure encrypted cloud services.</li><li>• Businesses have access to their venue's logs through CheckMeIn.LIVE</li></ul>
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	Yes.
Is information only used/ disclosed for contact tracing?	Yes, however individuals are provided the option to share their details with the business where it is necessary for the business to also keep a log of visitors.



## ChkinMe

Solution	QR Code/Webpage
Designed for	Hospitality/Retail/Workplaces/Individuals
How does it work?	<ul style="list-style-type: none"><li>• Individual scans business' QR code</li><li>• Enters contact details</li><li>• Log of places visited stored by ChkinMe</li><li>• Log shared with MoH/DHBs if place visited has Covid case identified</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Phone number</li><li>• Email</li><li>• Time/Date In/Out</li></ul>
How long is information kept?	61 days.
Where is the information stored?	Microsoft Azure encrypted cloud platform.
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	Yes, individuals receive email confirmation after each check in.
Is information only used/ disclosed for contact tracing?	Yes.

## GuestHQ

Solution	Webpage
Designed for	Workplaces/Hospitality/Retail
How does it work?	<ul style="list-style-type: none"><li>• Individual enters details into GuestHQ webpage to check-in</li><li>• Checks out when they leave</li><li>• Log kept by GuestHQ</li><li>• Provided to Ministry of Health on request</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Email</li><li>• Phone number</li><li>• Address</li></ul>
How long is information kept?	60 days.
Where is the information stored?	<ul style="list-style-type: none"><li>• Information is stored in Microsoft Azure's encrypted cloud platform.</li><li>• Businesses have access to their venue's logs through GuestHQ.</li></ul>
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	No, individuals must request their information from businesses or GuestHQ.
Is information only used/ disclosed for contact tracing?	Yes.

## Virtual In/Out

Solution	QR Code
Designed for	Workplaces/Employers/Retail/Hospitality
How does it work?	<ul style="list-style-type: none"><li>• Individual scans businesses QR Code on arrival</li><li>• Enters contact details</li><li>• Provided by business to Ministry of Health/DHBs on request</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Phone number</li><li>• Email</li><li>• Business name</li><li>• Time/Date In/Out</li></ul>
How long is information kept?	60 days.
Where is the information stored?	Information stored on Virtual In/Out servers.
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	No, individuals must request their information from Virtual In/Out (requests will be responded to within 24 hours).
Is information only used/ disclosed for contact tracing?	Yes.

## SaferMe

Solution	App
Designed for	Employers
How does it work?	<ul style="list-style-type: none"> <li>• Employer asks employees to download the app</li> <li>• App presents employee with a consent screen about use of their personal information. Even if employee does not consent they can still use the app.</li> <li>• App tracks the employee during their working day, only noting contacts that also have app installed.</li> <li>• App asks daily health questions (optional)</li> <li>• When an employee tests positive for COVID-19, SaferMe’s technology maps all of the other workers whom the infected individual has had contact within the relevant time period, so they can be notified. Employer can only access contacts between their own employees,</li> </ul>
What information does it collect?	<ul style="list-style-type: none"> <li>• Employee information ie name (optional – can engage anonymously)</li> <li>• GPS/IP address/device info</li> <li>• Bluetooth</li> <li>• Health information<sup>1</sup></li> <li>• Notes of customer interaction by employees (entered manually by employee)</li> </ul>
How long is information kept?	42 days for contact tracing data. Other information eg health, kept as long as needed by each employer.
Where is the information stored?	Information stored on <a href="#">ISO</a> certified servers.
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	Some information available, employee can see profile data and can withdraw consent or request deletion of their information. For other information ie contact tracing, the employee would need to request this from SaferMe.
Is information only used/ disclosed for contact tracing?	Yes, employee contact tracing/location history only available when another employee tests positive for Covid-19.

<sup>1</sup> SaferMe provides a health and safety solution, each employer is responsible for ensuring the collection of health information is necessary for their business

## EVA

Solution	QR Code/Webpage
Designed for	Workplaces/Retail/Hospitality
How does it work?	<ul style="list-style-type: none"><li>• Individual scans business' QR Code on arrival; OR</li><li>• Manually enters location code on webpage</li><li>• Individual supplies contact details</li><li>• Businesses can access visitor logs through EVA</li><li>• Business can supply logs to Ministry of Health/DHB</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Phone number</li><li>• Email</li></ul>
How long is information kept?	60 days.
Where is the information stored?	<ul style="list-style-type: none"><li>• Information is stored in Microsoft Azure's encrypted cloud platform.</li><li>• Businesses have access to their venue's logs through EVA</li></ul>
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	No, individuals must request their information from EVA or the business directly.
Is information only used/ disclosed for contact tracing?	Yes

## Simpletrace.nz

Solution	QR Code/Website
Designed for	Individuals/Workplaces/Hospitality/Retail
How does it work?	<ul style="list-style-type: none"><li>• Individual scans business' QR Code on arrival; OR</li><li>• Visits webpage</li><li>• Individual supplies contact details</li><li>• Individuals emailed daily a link to a list of all places they have visited</li><li>• Information provided to Ministry of Health if requested</li></ul>
What information does it collect?	<ul style="list-style-type: none"><li>• Name</li><li>• Phone number</li><li>• Email</li><li>• Time/Date In/Out</li><li>• Organisation (optional)</li></ul>
How long is information kept?	<ul style="list-style-type: none"><li>• 61 days</li></ul>
Where is the information stored?	<ul style="list-style-type: none"><li>• Amazon Web Services Sydney</li></ul>
Is it transparent about what information is collected?	Yes.
Can individuals access the information collected through the solution?	Yes, individual emailed where they've checked in daily.
Is information only used/ disclosed for contact tracing?	Yes.