COVID Tracker

Introducing Ireland's Pandemic Response App

COVID
TRACKER

Coronavirus
COVID-19
Public Health
Advice

HSE | Rialtas na hÉireann
Government of Ireland

HSE | Rialtas na hÉireann
Government of Ireland

Supporting Ireland's Pandemic Response
Where an app fits within the national effort

Identifying symptoms in real-time and reducing the time it takes to identify close contacts are vital to help us to interrupt the transmission of the virus in Ireland.

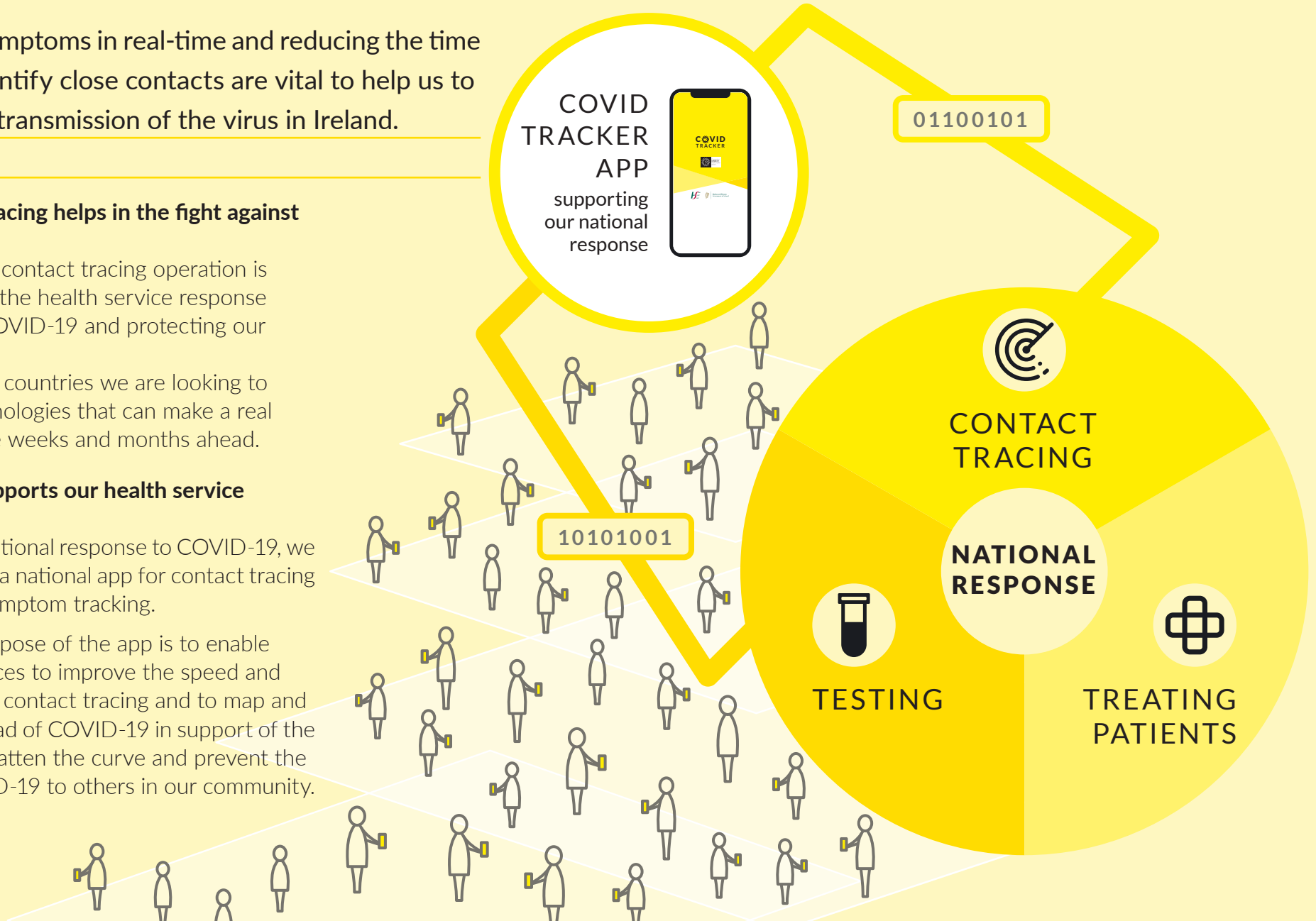**How contact tracing helps in the fight against COVID-19**

Our testing and contact tracing operation is at the centre of the health service response to combating COVID-19 and protecting our communities.

Like many other countries we are looking to innovative technologies that can make a real difference in the weeks and months ahead.

How an app supports our health service response

As part of the national response to COVID-19, we have developed a national app for contact tracing and real-time symptom tracking.

The primary purpose of the app is to enable the health services to improve the speed and effectiveness of contact tracing and to map and predict the spread of COVID-19 in support of the overall goal to flatten the curve and prevent the spread of COVID-19 to others in our community.

COVID TRACKER APP

supporting our national response

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CONTACT TRACING

NATIONAL RESPONSE

TESTING

TREATING PATIENTS

About the App
Stay safe. Protect each other.

To help the country through this crisis the COVID response app has three functions: contact tracing, symptom tracking, and news & information.
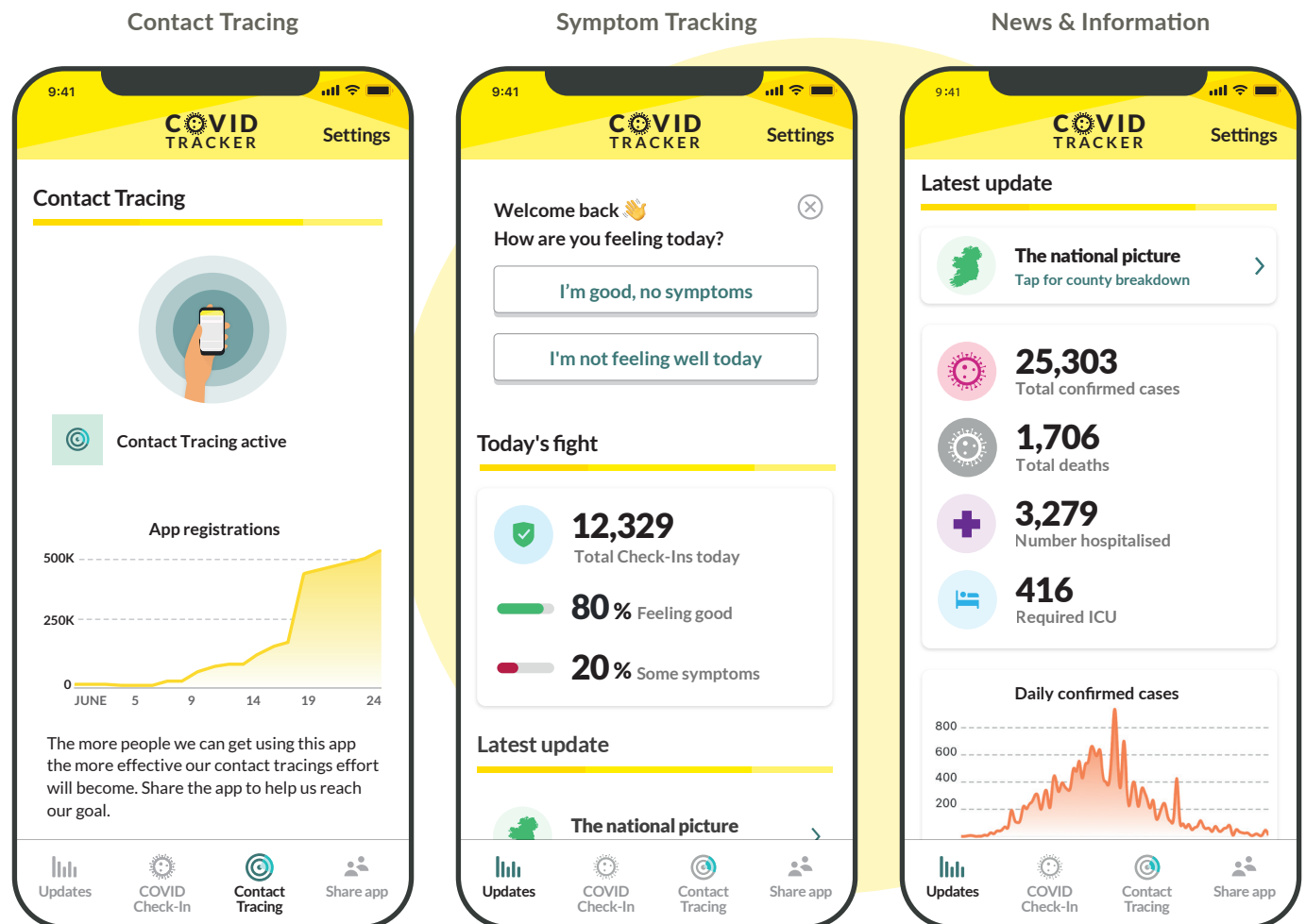
Contact Tracing

The app records if users are in close contact with another app user. If an app user tests positive for COVID-19 the app will alert other app users that have been closer than 2 metres for more than 15 minutes. If users choose to share their phone number, the HSE can phone to tell them what they need to do to keep themselves and others safe.

Symptom Tracking: Daily Health Check-in

Users can help slow the spread of COVID-19 by telling the HSE how they are feeling every day. Anonymous information about how many people have symptoms, at any time, helps us map and predict the spread of the virus. If users do have symptoms, then the app will give them advice on what to do.

Definitive Source of News & Information

The app will also give users easy access to the latest facts and figures about COVID-19 in Ireland and signpost them to information that will help them care for themselves if they are sick.

Contact Tracing

9:41
COVID TRACKER   Settings

Contact Tracing

Contact Tracing active

App registrations

500K
250K
0
JUNE   5   9   14   19   24

The more people we can get using this app the more effective our contact tracings effort will become. Share the app to help us reach our goal.

Updates | COVID Check-In | Contact Tracing | Share app

Symptom Tracking

9:41
COVID TRACKER   Settings

Welcome back 👋
How are you feeling today?

I'm good, no symptoms

I'm not feeling well today

Today's fight

12,329
Total Check-Ins today

80 % Feeling good

20 % Some symptoms

Latest update

The national picture

Updates | COVID Check-In | Contact Tracing | Share app

News & Information

9:41
COVID TRACKER   Settings

Latest update

The national picture
Tap for county breakdown

25,303
Total confirmed cases

1,706
Total deaths

3,279
Number hospitalised

416
Required ICU

Daily confirmed cases

800
600
400
200

Updates | COVID Check-In | Contact Tracing | Share app

Contact Tracing

Contact tracing using the app reduces the time it takes to alert close contacts once someone tests positive for COVID-19. The app helps inform close contacts who are unknown to each other or who may have been forgotten by the person.
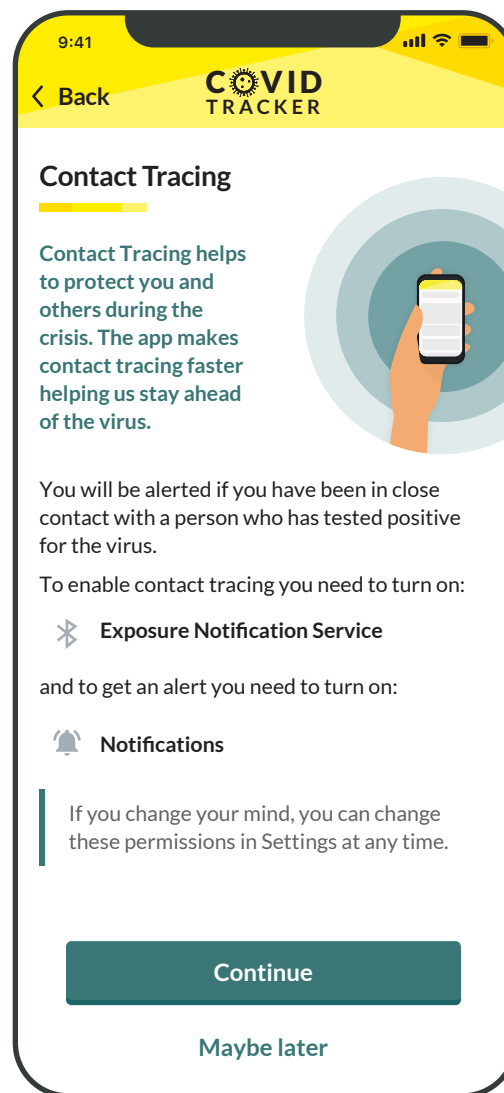
First time use

The first time anyone uses the app they are prompted to allow the app to collect and share the anonymous data transmitted by nearby mobile phones that also have the app installed.
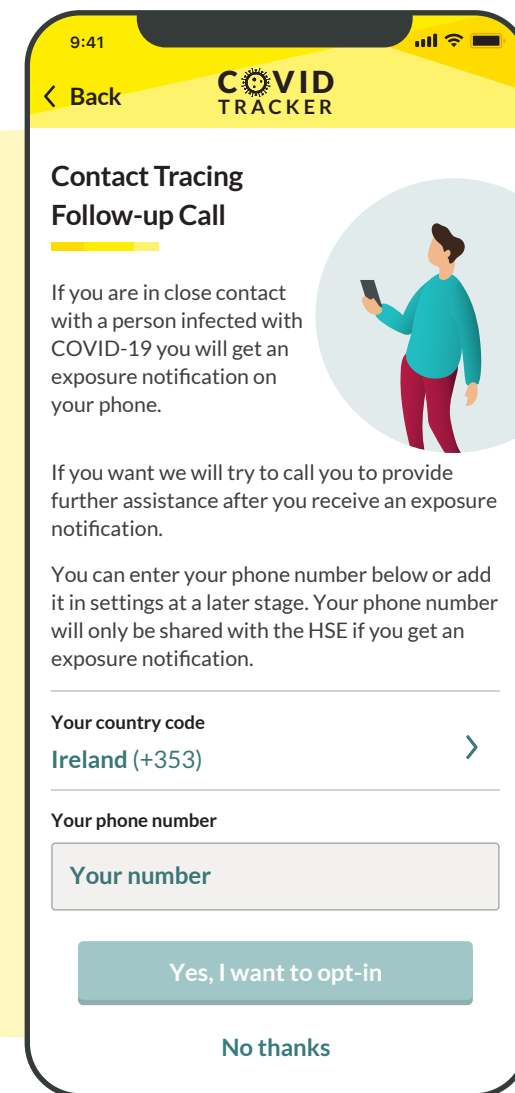
Optional follow-up call service

When someone first uses the app they are asked how they would like us to contact them. If their phone sees that they have been in close contact with someone who has tested positive our Contact Tracing Team can call them if they have chosen to share their contact phone number with us.

Using the capabilities of mobile operating systems

Apple and Google have developed a method that allows specific government-only COVID-19 apps to make use of Bluetooth technology on phones that would otherwise not be available. As the app will need to use the most current version of the phone's operating system users may be asked to upgrade the first time they use it. None of the information in this app is ever shared with Apple or Google.

4

Contact Tracing

Contact Tracing helps to protect you and others during the crisis. The app makes contact tracing faster helping us stay ahead of the virus.

You will be alerted if you have been in close contact with a person who has tested positive for the virus.

To enable contact tracing you need to turn on:

🔵 **Exposure Notification Service**

and to get an alert you need to turn on:

🔔 **Notifications**

If you change your mind, you can change these permissions in Settings at any time.

Continue

Maybe later

First time use

Contact Tracing Follow-up Call

If you are in close contact with a person infected with COVID-19 you will get an exposure notification on your phone.

If you want we will try to call you to provide further assistance after you receive an exposure notification.

You can enter your phone number below or add it in settings at a later stage. Your phone number will only be shared with the HSE if you get an exposure notification.

Your country code
Ireland (+353) 〉

Your phone number
Your number

Yes, I want to opt-in

No thanks

Optional contact information

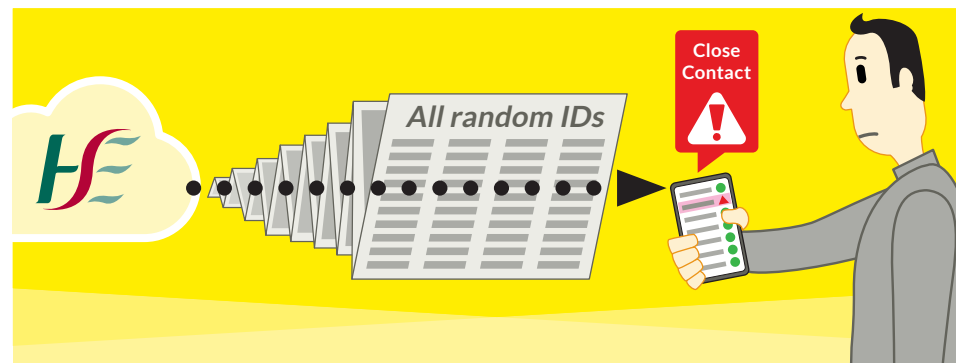# Contact Tracing
How it works on the app

Continuous scanning

Two phones that have the app installed use their Bluetooth signals to remember each other anonymously. Each then logs the nearby phone at least every 5 minutes. This activity happens in the background on users' phones all day.
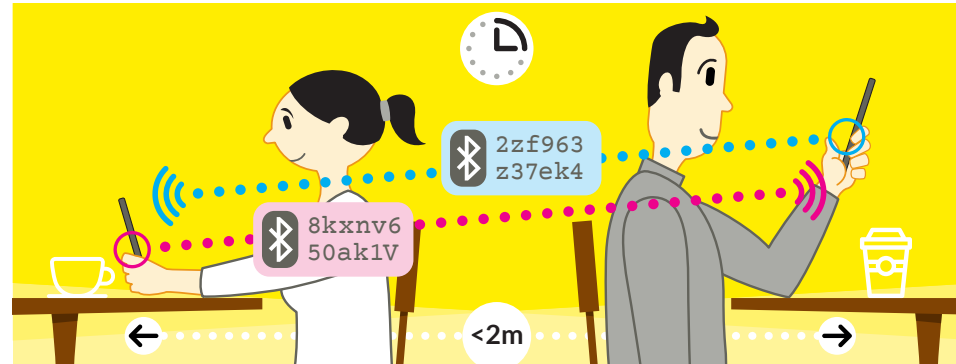
Alerting others

If someone later tests positive for coronavirus they can decide to share their anonymous IDs. This is so other app users can be alerted if they are at risk. The app then uses those anonymous IDs to determine whether a user has been in close contact with that positive person; while never revealing the positive person's identity. A close contact is logged on each app users phone only if they have been within 2 metres of each other for more than 15 minutes. This matches the European Centre for Disease Prevention and Control definition of a close contact.

> ✕ 2zf963 z37ek4
> ✕ 8kxnv6 50ak1V
> ← ⋯⋯ <2m ⋯⋯ →

> 14 days of random IDs
> HSE

> HSE
> **All random IDs**
> Close Contact ⚠

Privacy

Location data is not of interest in contact tracing. So, to preserve privacy, the app does not use GPS or any other method to track people's movements or location. As the app uses a de-centralised system, no data is held centrally by the HSE. The identity of anyone who tests positive for coronavirus is always protected by the app.

Network size

Every additional contact that the app can trace will improve our existing contact tracing operations and help to stop the spread of the virus. The more people that use the app, the more effective it will be.

Potential App Registrations

500K				
250K				
0				
Week 01	Week 02	Week 03	Week 04	Week 05
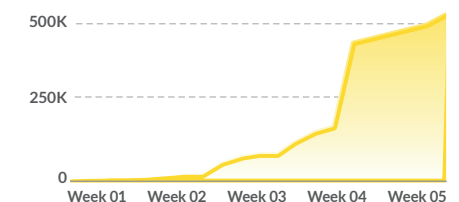
Contact Tracing
Positive Test Result

Sharing

If someone has tested positive and they have the app on their phone, we will ask them to upload the list of anonymous IDs that the app has stored on their phone. They can choose if they want to do this.

Uploading

If they choose to do so, the HSE Contact Tracing Team send them a unique upload code by text message. This unique code unlocks the upload functionality within the app. Then the user is able to upload their own anonymous IDs for the last 14 days. This method prevents people from undermining the system with fake positive self-diagnoses, as upload codes can only ever be issued by the HSE.

Benefits for everyone

The app will enable citizens to play an active role in the contact tracing process. The app enhances the existing process by reducing the time it takes to alert people that they are close contacts of someone who has COVID-19. Contact tracing relies on someone that has tested positive knowing and remembering all the people that they have been in close contact with so we can get in touch with them with information and advice. The app will help us inform close contacts of people that have tested positive who are unknown to each other or who may have been forgotten.

1

💬 Messages   now

COVID Tracker
Your upload code is 001647
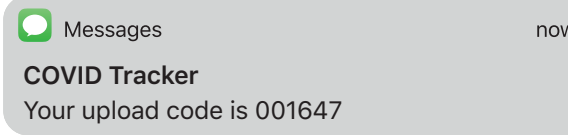
Unique upload code received by text message

Using unique code to upload last 14 days of anonymous IDs

2

Upload your random IDs

Your random IDs may be requested by a member of the public health team. In that case, you will receive a unique code for you to activate the upload functionality.

This is only required if you have tested positive.

Please enter your code here:

| 2 | 2 | 2 | 2 | 2 | 2 |

To assist us in tracing your recent contacts over the last 14 days, we are asking you to send your random IDs to the HSE.

If you are happy to proceed, please tap the following button:

Upload your random IDs to HSE

3

Share random IDs with "COVID Tracker"?

Sharing IDs from the past 14 days helps the app determine who should be notified that they've been exposed to COVID-19. Random IDS are anonymous and no other data will be shared.

Don't share   Share

Users must also give permission to their phone's operating system, whether iOS or Android, to share anonymous IDs

4

✓ **Upload complete**

Thanks for uploading your random IDs to help the fight against COVID-19.

Return to Updates

Contact Tracing
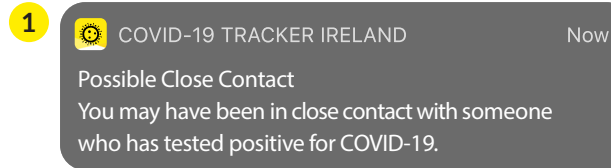## Close contact alerts

Day-to-Day Activity

The app will continuously download the anonymous IDs of app users who have tested positive for COVID-19. These are then compared to the unique set of anonymous IDs collected on app users' phones. This all happens in the background and users are not interrupted.
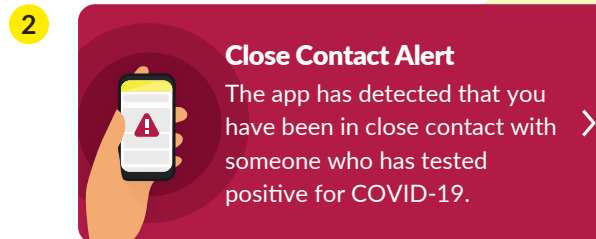
Close Contact alerts

If the app finds that an app user was close enough (2 metres or less) for long enough (15 minutes or longer) to someone who has the virus, they will get an alert as soon as their app detects that they were in close contact. This alert is called a 'Close Contact Alert'. The app will also display a persistent in-app warning to ensure that the user sees that Close Contact Alert.

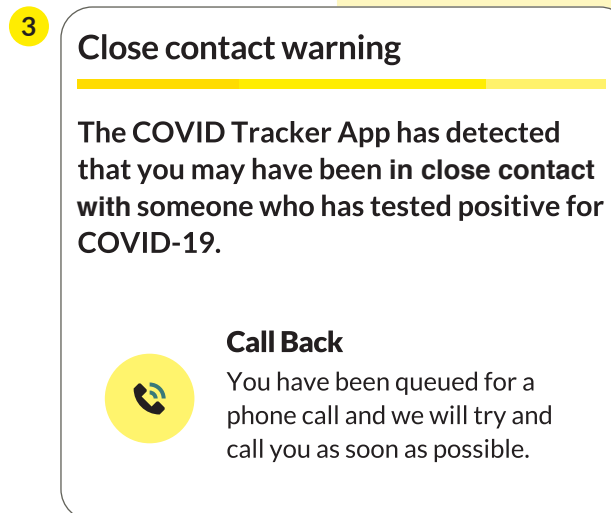### Phone call from Contact Tracing Team

If the user decides they also want a phone call if the app detects they are a close contact, the app will share their phone number with the HSE. The user will still receive a persistent Close Contact Alert displayed within the app.
If the user has chosen to self-manage (by not providing their contact phone number), then the app will provide information to the user about what to do next and what to avoid doing.
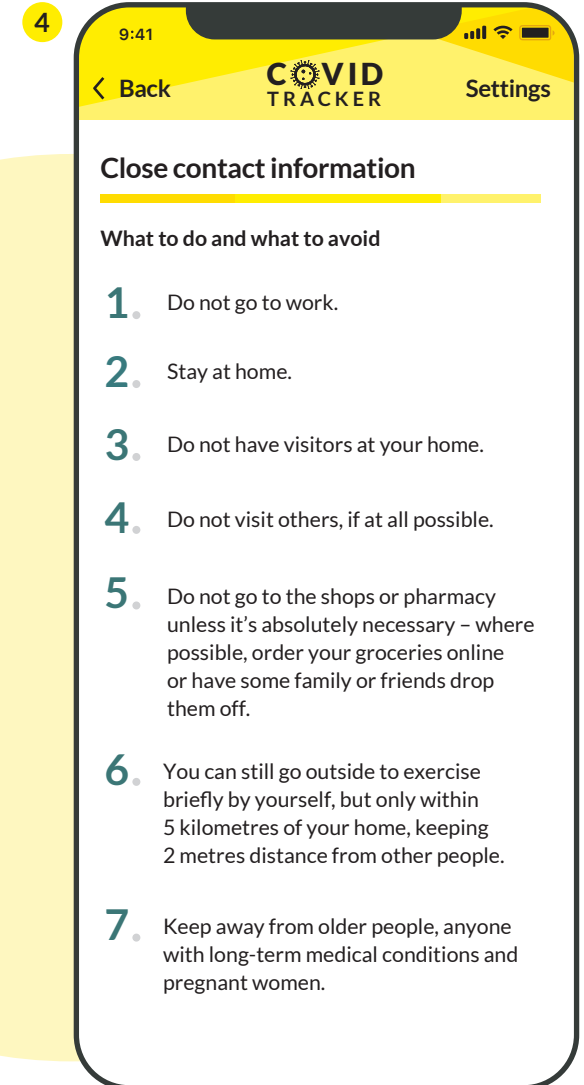
1

COVID-19 TRACKER IRELAND   Now

Possible Close Contact
You may have been in close contact with someone who has tested positive for COVID-19.

Close contact alert message

2

Close Contact Alert
The app has detected that you have been in close contact with someone who has tested positive for COVID-19.

In-app close contact alert

3

Close contact warning

The COVID Tracker App has detected that you may have been in **close contact with someone who has tested positive for COVID-19.**

Call Back
You have been queued for a phone call and we will try and call you as soon as possible.

In-app call-back notification

4

9:41

‹ Back   COVID TRACKER   Settings

Close contact information

What to do and what to avoid

1. Do not go to work.

2. Stay at home.

3. Do not have visitors at your home.

4. Do not visit others, if at all possible.

5. Do not go to the shops or pharmacy unless it's absolutely necessary – where possible, order your groceries online or have some family or friends drop them off.

6. You can still go outside to exercise briefly by yourself, but only within 5 kilometres of your home, keeping 2 metres distance from other people.

7. Keep away from older people, anyone with long-term medical conditions and pregnant women.

Example advice information

Inside the App
COVID Check-in: symptom tracker

App users can also choose to share information about how they are feeling each day, whether they have symptoms or not. This collective information can create a real-time overview of the spread of the virus. All information shared with the COVID Check-in is anonymous.

Optional Information Sharing

The app asks users to provide some optional demographic information the first time they use the COVID Check-in, and to opt-in to sharing that information with the HSE. The optional demographic information is their sex, age range, and their county or town. The option to 'Prefer not to say' is available for all three requests in the app.

Daily Check-in

Choosing 'I'm good, no symptoms' completes the user's check-in for that day. If users select 'I'm not feeling well today' they are prompted to answer 4 questions related to: fever, breathing, loss or changed sense of smell or taste, and coughing symptoms.

Based on their answers the app presents relevant feedback advice in line with the current HSE case definition. The app also uses age range as a factor for giving feedback advice.

Collecting first-use demographic information

Example symptom tracker question

Example feedback advice

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About the App

Additional details about how this app will operate in general, its privacy implications, how it interacts with our national contact tracing operations, and whether it could affect how people's phones work.

How this app is formally notified of a positive test diagnosis.

The app downloads the anonymous IDs that are shared with the HSE by people who have tested positive for COVID-19 every 2 hours. If these anonymous IDs match any of the anonymous IDs that are recorded on a user's phone they are alerted that they are a close contact.

The criteria for a close contact with someone who tests positive.

The app uses the European Centre for Disease Control's definition for a close contact, which includes persons within 2 metres of a confirmed case of COVID-19 for more than 15 minutes.

How users are contacted if they are in close contact with someone who tests positive.

The app sends an in-app notification when the app identifies that a user has been in close contact with a confirmed case. If they choose to share their phone number with the HSE the Contact Tracing Service can contact them by phone.

Information that users get if they have been in close contact with someone who tests positive.

If the app identifies that an app user is a close-contact they will get advice about restricting their movements to help stop the spread of the virus.

What user information is shared if users test positive.

If users test positive for COVID-19 they will be asked to upload all the anonymous IDs that their phone has shared over the last 14 days. No personal information is sent with these IDs.

Warning users if they are close to someone who has tested positive.

The app does not know who has tested positive for COVID-19.

Viewing a list of the people that users have been in contact with.
The app does not store any information that users can use to identify the people they have been in contact with.

Knowing if other users have tested positive.
The anonymous IDs shared between phones cannot be used to identify anyone that is using the app.

Using this app to self-report as positive for COVID-19.
Users cannot self-diagnose with the app

How this app prevents people disrupting the system with malicious fake positives

If users test positive for COVID-19 the HSE Contact Tracing Team will contact them with their test result and if they are an app user will send them an upload code so that they can upload all the anonymous IDs that their phone has generated over the last 14 days. They can only upload their anonymous IDs if they are sent the code by the HSE.

This app's effect on battery life.

Apple and Google have been working to make the exposure notification service work well on as many phones as possible. This includes making the use of Bluetooth as energy efficient as possible.

How much mobile data this app uses

The app does not use data for contact tracing, it shares anonymous IDs between phones using Bluetooth. The app will use a small amount of data (approximately 1MB per week) to download and upload the anonymous IDs, share user's daily check-in or view the latest information about COVID-19 or upload their anonymous IDs if users test positive for COVID-19.

Running this app in the background

The app will run in the background on the phone. This means that users can use their phone and other apps as normal.

Bluetooth requirements for this app.

The app uses Low Energy Bluetooth for tracing close contacts. When users download the app they need to give the app permission to use Bluetooth on their phone. Bluetooth needs to remain switched on for contact tracing to work.

Anonymous IDs for contact tracing
The anonymous IDs are codes made up of letters and numbers. These are shared between phones. They cannot be used to identify users or their phones.

What happens if a user deletes the app?

If a user deletes the app the anonymous IDs that have been stored on their phone will be deleted. Anonymous IDs that have been shared with the HSE by people that have tested positive for COVID-19 are deleted every 14 days.

The anonymous information that users may have chosen to share from the symptom check-in will be retained to help with research into how the virus spread.

What happens when the pandemic is over?

When the Government declares that the pandemic is over the app will be decommissioned so it will no longer work. Users will be encouraged to delete the app from their phones, it will no longer be available to download from the App and Play Stores. Users of the app can choose to delete the app at any stage.

Coronavirus
COVID-19
Public Health
Advice

For media queries about this app contact

press@hse.ie

COVID Tracker App

Data Protection Impact Assessment

For detailed information about all of the data privacy impacts of this app, refer to this companion publication.

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