COVID Alert DE App
Data and Privacy Policy

The COVID Alert DE App is being made available by the Delaware Department of Health and Social Services (DHSS) and its Division of Public Health (DPH). The App is designed to assist in alerting individuals that came in close proximity to someone who later is diagnosed with COVID-19 and to provide information about the virus and steps for controlling the spread of the virus.

The use of this App is entirely voluntary and is available to download for free from the Apple App Store and the Google Play Store. The App runs on iPhones that support iOS 13.5 and higher, and Android phones running Android 6.0 and higher. The App is not intended for use by persons under 18 years of age. You will be asked to confirm that you are 18 years or older after you download the App.

What the COVID Alert DE App does

The App gives you the option to use some or all the features and you can enable or disable each of these features separately within the app settings. App settings also gives you the ability to remove or update any information you provided to the App, at any time.

- **Exposure Alert**
  - The App measures through a Bluetooth Low Energy (BLE) technology if users are in close contact with another App user. If an App user tests positive for COVID-19 and with consent uploads their Random IDs, the App will notify other App users that have been closer than six feet (6-feet) for more than fifteen minutes (15 minutes).
  - The App uses capabilities of mobile operating systems. Apple and Google have developed a method that only government entities such as the state public health department can use to develop a COVID-19 Exposure Notification Mobile App 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.
- **Symptom Tracking: Daily Health Check-in**
  - App users can help fight COVID-19 by anonymously telling DHSS/DPH how they are feeling every day and/or if they have any COVID-19 symptoms. Anonymous information about how many people have symptoms, at any time, helps us plan how we are going to win the fight against COVID-19. 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 Delaware.
- **First time use**
  - The first time anyone uses the App they are prompted to turn on their Bluetooth and turn on App Notification so that the phone device nearby can share anonymous data transmitted by nearby devices that also have the app installed.
- **Metrics Data**
  - App performance metrics data does not identify you and is used to create aggregate views of how the app is being used and the impact it is having on the virus. Here is a list of the app metrics which, with your consent, are collected from your App:

    1. Whether the App on your phone is in use
    2. Whether the App was deleted or dropped during the on-boarding screens
    3. Whether the App has exposure notification services switched on, if a permission is not provided during on-boarding
    4. Whether the App has received an Exposure Alert Notification
    5. Whether the App has uploaded diagnosis keys

6. The number of diagnosis key matches per Exposure Notification. Note: Number of diagnosis key count does not equate to number of people.
7. Ratio of exposure notifications to positive cases

The App gives you the option to use some or all of these features and you can enable and disable any of these features separately within the App settings. The App settings also give you the ability to remove or update any information that you provide to the App, at any time.

You can also find information on how to access COVID-19 testing services and get further information about COVID-19 at: https://coronavirus.delaware.gov/testing/ .

How the COVID Alert DE App works

- Existing manual contact tracing processes rely on you being able to remember who you have been in contact with recently, and for how long. In many cases you may not even know those people (for example, if the contact happened on a bus or train, at a check-out line in a grocery store, a restaurant or some other public venue).

- The App uses technology developed by Apple and Google where anonymous made-up rolling numbers, called Random IDs, are exchanged between mobile phones. A Random ID is generated by your phone every 10 to 20 minutes to maintain privacy and security. If you are close to someone, who also uses the App on their phone, your Random ID will be saved on that person's phone and you will record their Random ID on your phone. All Random IDs collected will remain on your mobile, but you can't see them, nor can anyone else. These anonymous Random IDs cannot identify you to other users or to DHSS/DPH.

- If a person subsequently receives a positive COVID-19 diagnosis, they will receive a call from DPH Case Investigators (part of the Contact Tracing Team). A COVID-19 individual who has this App downloaded will be asked if they are willing to accept a 6-digit validation code from the Case Investigator to upload their own Random ID in order to assist the contact tracing process and trigger exposure notifications to others. To do this, during the case interview, the Case Investigator will send them a code by SMS/text message which when entered into the App unlocks an upload function. The person can then choose to voluntarily upload their Random ID to the key server.

- Every two hours, the latest Diagnosis Keys from the server will be downloaded by every user's phone. These will be used to check for matches against the Random ID's of the contacts that have been collected by your phone. If there is a match, you will be notified in the App that you were in close contact with a person who was diagnosed with COVID-19, this is called an 'Exposure Alert".

- For all this to work, you have to 'Allow' COVID-19 Exposure Notification Services ('ENS') on your phone within your App.

- You can also choose to 'Allow' your phone to turn on the COVID-19 Exposure Notification Service and also "Allow" it to display notifications so that you also receive an alert on your phone that you have been exposed to someone who has tested positive for COVID-19. You can turn off this functionality, if you change your mind, in the Settings page of the App.

- In the event you receive an Exposure Notification, it is recommended that you read the DPH advice under Exposure Notification.

- It is important to note that both traditional/manual Contact Tracing and the App never reveals the identity of any person using the App to other App users, and never reveals who has been diagnosed positive.

Contact

- If you want to report back to us about your experience with using the COVID Alert DE App or want to report any problems with the use of the App, please contact us at DHSS_TownHall@delaware.gov. You can also find more information at: https://www.de.gov/COVIDAlert.

App Store's terms may also apply

- When you download the App, or when you access or use the App or the Services, you may also be subject to the terms of use and policies of the relevant App Store (Google Play Store or Apple Store) from which you download the App. Please review these terms of use and policies very carefully. Your access to and use of the Services will be governed by these (DHSS/DPH's) terms of use unless the terms of use and policies of the relevant App Store say otherwise.

You must be 18 to accept these terms and to download and use the App

- You must be at least 18 years of age in order to accept these terms and to download and use the App.

The use of the App and Services is personal and you should not transfer the App to someone else

- The use of the App by multiple individuals from the same device undermines the accuracy and efficacy of the App's contact tracing function (if enabled). If you permit someone else to access your device and to use the App or Services, then you do so at your own risk, and you are responsible for that person's use and you must ensure that the person knows about and complies with these terms. You should also not use any other person's COVID Alert DE App. You should not otherwise transfer the App or the Services to someone else, whether for money, for anything else or for free. If you sell any device on which the App is installed, you should first remove the App from the device.

Changes to these terms

- We may need to change these terms to reflect changes in law or best practice or to deal with additional features which we may introduce.

- We will give you at least 7 days' notice of any change by sending you an in-App notification and providing with details of the change or notifying you of a change when you next start the App. Changes driven by public health policy may not be subject to the 7 days' notice, as the timing of the policy implementation may not allow for advance notification. DHSS/DPH will promptly notify you of changes in the App and on https://www.de.gov/COVIDAlert in advance.

Updates to the App and changes to the Services

- From time to time we may automatically update the App and change the Services to improve performance, enhance functionality, reflect changes to the operating system or address security issues. Alternatively, we may ask you to update the App for these reasons. If you choose not to install such updates or if you opt out of automatic updates you may not be able to continue using the App and the Services and you may compromise the security of your data or device.

If someone else owns the phone or device, you are using

- If you download or stream the App onto any phone or other device not owned by you, you must have the owner's permission to do so. You will be responsible for complying with these terms, whether or not you own the phone or other device.

We may collect technical data about your device

- If you provide consent to share in-App analytics data you agree to us collecting the type of operating system running on your device (iOS or Android), to improve our product.

Licence restrictions

You agree that you will:

- except in the course of permitted sharing, (see information on how you may use the App above) not rent, lease, sub-license, loan, provide, or otherwise make available, the App or the Services in any form, in whole or in part to any person without prior written consent from us, nor will you infringe our rights (including our intellectual property rights) in relation to your use of the App or Services;
- not copy the App, Documentation or Services, except as part of the normal use of the App or where it is necessary for the purpose of back-up or operational security,
- not translate, merge, adapt, vary, alter or modify, the whole or any part of the App, Documentation or Services nor permit the App or the Services or any part of them to be combined with, or become incorporated in, any other programs, except as necessary to use the App and the Services on devices as permitted in these terms,
- not disassemble, de-compile, reverse engineer or create derivative works based on the whole or any part of the App or the Services nor attempt to do any such things,
- comply with all applicable technology control or export laws and regulations that apply to the technology used or supported by the App or any Services.

You must:
- ensure that all information that you provide to us via the App is accurate, complete, honest and not misleading, to the best of your knowledge, information and belief,
- comply with all applicable laws and regulations in using the App and the Services,
- not use the App or any Service in any unlawful manner, for any unlawful purpose, or in any manner inconsistent with these terms, or act fraudulently or maliciously, for example, by hacking into or inserting malicious code, such as viruses, or harmful data, into the App, any Service or any operating system;
- not infringe upon our intellectual property rights or those of any third party in relation to your use of the App or any Service, including by the submission of any material (to the extent that such use is not licensed by these terms);
- not transmit any material that is defamatory, offensive or otherwise objectionable in relation to your use of the App or any Service;
- not use the App or any Service in a way that could damage, disable, overburden, impair or compromise our systems or security or interfere with other users; and
- not collect or harvest any information or data from any Service or our systems or attempt to decipher any transmissions to or from the servers running any Service.

Limitations to the App and the Services.
- While the App provides updates, links to helpful resources on COVID-19, and guidelines for those who self-report as having COVID-19 symptoms or who may have been exposed to a confirmed positive case from Delaware, the App should never be used as a substitute for professional medical advice. Although we make reasonable efforts to update the information provided by the App, we make no representations, warranties or guarantees, whether express or implied, that such information is accurate, complete or up to date. Please always follow the advice of your health care provider and consult directly with them if you have any concerns about any medical condition or treatment.

Check that the App and the Services are suitable for you.
- The App and the Services have not been developed to meet individual requirements for everyone in Delaware. Please check that the facilities and functions of the App and the Services (as described on the App Store site and in the Documentation) meet your requirements.

Deletion of the App
- You can stop using the App at any time, and you can delete it at any time from your device. If you delete the App, you will not be able to access the Exposure Notification Service, Symptoms Check-In and Updates from Delaware about COVID-19.

Updates to the App

- As the updates or changes are made to the App, the App users will receive notification of the update within the App.