

# Contact Tracing Demystified: Safeguarding Privacy in Uncertain Times

**Background:** In an attempt to gain control over the pandemic, many countries developed and deployed Contact Tracing Apps (CTAs) that help identify chains of infection and warn contact persons. To be effective, CTAs need to be installed by a specific share of the population. Yet, current installation rates show that people are rather reluctant to use CTAs.

## Research Question

- Q1: How are CTAs perceived by end-users?
- Q2: What are the reasons behind the low adoption rates?
- Q3: What is the situation around the social acceptability of CTAs?

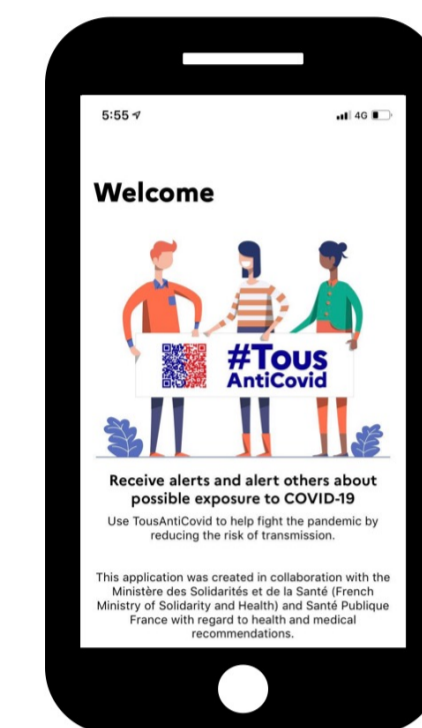
## Method

Survey

 80 Participants

France

Australia

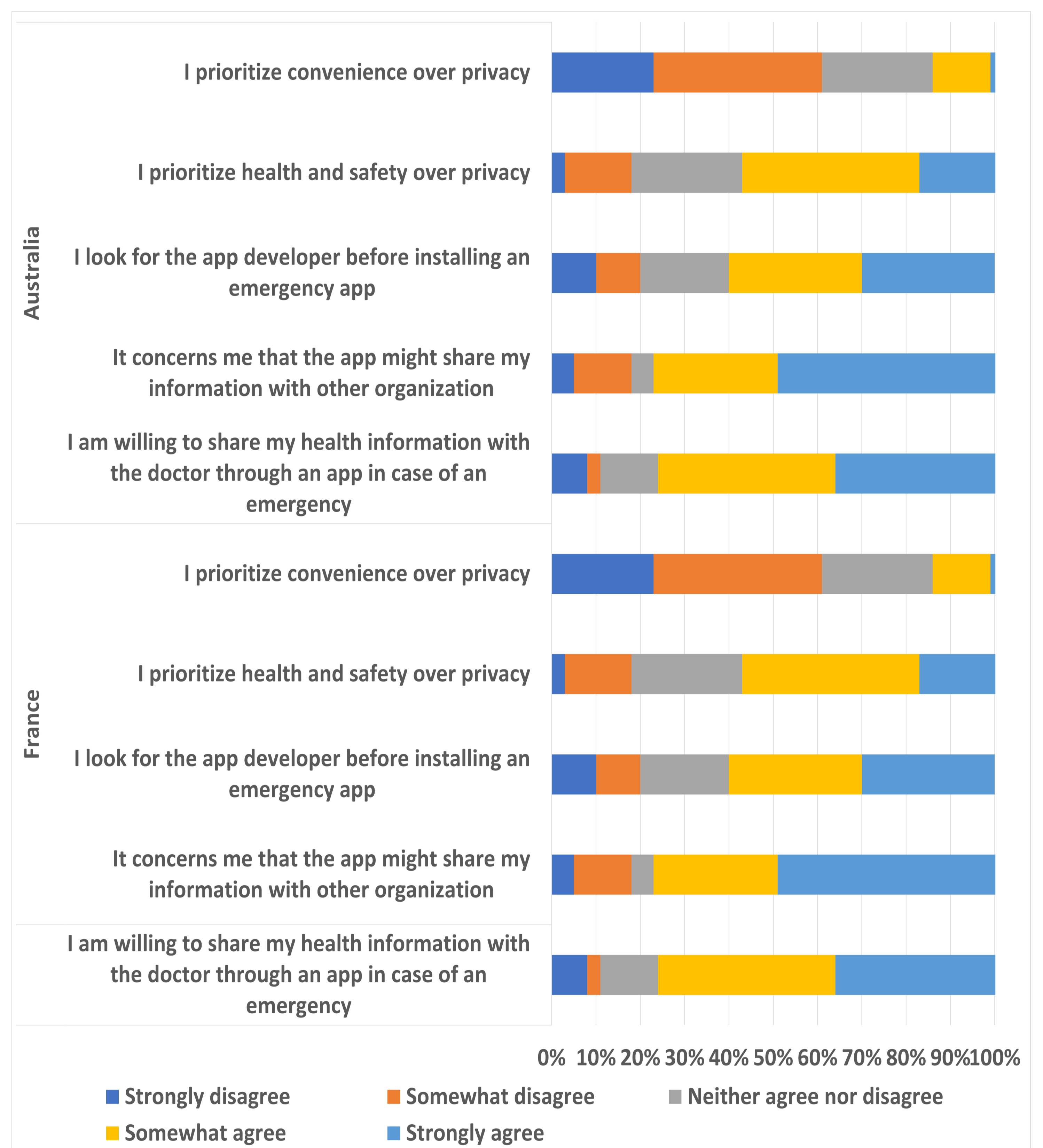


## Results

The results of our survey revealed that privacy concerns, tech unawareness, app requisites, and mistrust can reduce the users' willingness to use CTAs. Some specific insights include:

- 30% of Australian and 45% of French participants were not aware of the name of the CTA used in their respective countries. Only 22.5% of Australian participants and 25% of French participants held the view that the app will reduce their chances of getting infected by the coronavirus. 60% of French and 37.5% of Australian participants were worried about the information collected by the app. **[RQ1]**
- Australian participants mentioned several reasons for not adopting CTA such as improper use, mistrust in government, and "covid- care fatigue". Whereas, France participants mentioned limited users, privacy concerns, mistrust in the government, data security, and the app's ineffectiveness. Further, some participants strongly believed in the concept of digital legacy. **[RQ2]**
- Only 22.5% of Australian participants and 25% of French participants believed that the app will assist in reducing the chances of getting self-infected. A small group of participants from both countries expressed that they are likely to leave their cell phones at home to avoid contact tracing. **[RQ3]**

Overall, the findings show that if participants are presented with well-developed and secure CTAs, the number of users can be increased; hence the primary goal of CTAs can be achieved.



To know more about the paper, read our paper published at NDSS-USEC



## Lessons Learned for Use of CTAs in Future Pandemics

- Communicate the importance and necessity of the emergency app to users in non-technical words
- Provide evidence on the effectiveness and accuracy of the app.
- Indicate voluntary/forced use with user consent required for the use of the app.
- Determine other purposes of data (such as future predictions of diseases) and deletion of data.