

**From:** [EDWARDS, Caroline](#)  
**To:** s47F

**Cc:** [Rishniw, Tania](#); [FIELD, Bronwyn](#); [KEYS, Daniel](#); [McBride, Paul](#); [Corona Comms](#)  
**Subject:** RE: COVID safe App now live [SEC=OFFICIAL]  
**Date:** Monday, 27 April 2020 12:02:02 PM  
**Attachments:** [Talking points 26042020 Final.docx](#)  
[image001.png](#)

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A fact sheet on the App

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**From:** EDWARDS, Caroline  
**Sent:** Sunday, 26 April 2020 3:08 PM  
**To:** s47F  
s47F

**Cc:** Rishniw, Tania ; FIELD, Bronwyn ; KEYS, Daniel ; McBride, Paul

**Subject:** COVID safe App now live [SEC=OFFICIAL]

Dear colleagues

Further to our conversations over the last couple of weeks, I can confirm that the COVIDSafe App was launched this afternoon and will be available for registration later this afternoon.

As discussed it collects very limited data about close contacts which will be accessed by state and territory health authorities for the purpose of contact tracing of a confirm case. That access will be permitted once arrangements with you to confirm the limited purpose are in finalised.

Minister Hunt has made a determination under the Biosecurity Declaration which is in force to enforce the privacy restrictions pending legislation which will be presented the Parliament at the first opportunity.

Happy to discuss individually or as a group as needed.

Caroline

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## Talking points

- COVIDSafe is a new tool, alongside testing and social distancing, to help stop the spread of coronavirus in Australia.
- COVIDSafe is another way for Australians to play their part in slowing the spread of the virus.
- Testing, responding to outbreaks, and notifying people who may have been exposed to COVID-19 are the three key criteria to be met before current restrictions can be eased.
- COVIDSafe supports quicker and more thorough tracing and response.
- It will help to keep Australians safe by speeding up the process of notifying people who have been in contact with someone with coronavirus.
- State and territory health officials will contact people to let them know they may have been exposed and provide advice about:
  - what to look out for
  - whether they need to quarantine
  - how, when and where to get tested, and
  - how to protect themselves and their families.
- The app is solely about health. It only notes the people you come into contact with. It does not record location or movements.
- Created solely as a public health initiative, the app uses mobile phone technology to automate and improve the contact tracing that state and territory health officials are already doing manually.
- By downloading the app, you will protect yourself, your family and your community.
- The more people who use the app, the more effective it will be.
- Use of the app will help us to move more quickly to reduce restrictions than would otherwise be possible.
- It's voluntary and it's free.

## How it works

- A user downloads the COVIDSafe app from one of the app stores, and enters their name, phone number, postcode, and age range. This information is uploaded to a highly secure data storage system and is used to generate an encrypted reference code.
- The app operates on a person's phone as they go about their day-to-day activities.
- It securely logs the encrypted reference codes of other app users, along with the date, time, distance and duration of the contact.
- COVIDSafe will never track your location.
- This contact information is encrypted and stored in the app on the user's phone. Not even the phone's owner can access it.
- The contact information is only stored in the app for 21 days. This period allows for the maximum 14-day incubation period and the time it takes to confirm a positive test result. Information older than 21 days in the app is automatically deleted.
- It can only be accessed by state and territory health officials if the user is diagnosed with COVID-19 and gives their permission for the app information to be used.
- Without the app, finding people who may have been exposed to the virus relies on people being able to recall who they have been around and knowing the details of every individual they have been in close contact with.
- COVIDSafe makes this process faster and more accurate.

- With the infected person's permission, the state and territory health officials use the contact information from the app helps to locate and notify people who have been in contact with the infected person.
- When this happens the data is uploaded to a highly secure information storage system.
- For the app to work, it must be running in the background on your phone and with Bluetooth activated. Other apps can be used at the same time.

#### Privacy and security

- COVIDSafe has been developed to ensure your information and privacy is strictly protected.
- You can delete the app and all the app information from your phone at any time.
- The app only uses the information that's needed to identify close contacts and allow health officials to contact them and provide advice.
- The contact information on the phone is not accessible by anyone, unless the user is diagnosed with coronavirus and chooses to upload the information so state and territory health officials can use it to notify people who may be at risk.
- The app does not record an individual's location or movements.
- The app cannot be used to enforce quarantine or isolation restrictions or any other laws.
- Australians' privacy is protected by a Determination under the *Biosecurity Act*, issued by the Health Minister. The Determination will protect people's privacy and restrict access to app data to state and territory health authorities for contact tracing.
- It will be a criminal offence to use any app data in any other way.
- Other agencies, including those in law enforcement, will not be able to access the information unless investigating misuse of that information itself.
- These provisions will be enshrined in legislation when Parliament returns in May.
- The app also has a range of privacy and security safeguards built in, including no collection of geolocation data and secure encryption.
- An independently developed Privacy Impact Assessment detailing the app's compliance with the *Privacy Act* and Australian Privacy Principles is publicly available.
- When the pandemic ends here in Australia, users will be prompted to delete the COVIDSafe app from their phone. This will delete all app information on a person's phone. The information in the highly secure information storage system will also be destroyed at the end of the pandemic.