

Privacy and Security Statement

One of the tools the Cook Islands Ministry of Health (Te Marae Ora) is using to support Contact Tracers is the CookSafe+ app. This app will be used to support contact tracing activities if you test positive, or are suspected of having COVID-19, or may be a close contact of someone that has COVID-19.

What is the purpose of the CookSafe+ app?

If you choose to use the CookSafe+ app, it will only be used for contact tracing by our public health system for the purposes of the COVID-19 pandemic response.

What steps are we taking to protect your privacy?

We take your privacy seriously. We have discussed the CookSafe+ app with the Crown Law Office, and are taking their advice as we continue to develop the app.

What information is shared?

No personal information is shared with the Ministry of Health or anyone else via the CookSafe+ app. The app is used without providing any identifiable information.

You will have choices within the CookSafe+ app about whether you turn on Bluetooth contact tracing, and whether you share Bluetooth Tracing keys.

- **If you test positive for COVID-19:** If you test positive a Contact Tracer will ask you if you have used the CookSafe+ app. The Contact Tracer will (if you agree) provide a code for you to enter into your phone. Once entered, the code will authorise the release of the Bluetooth Tracing keys your phone has broadcast to the CookSafe+ server.
 - **Upload your Bluetooth Tracing keys:** If you upload the random Bluetooth Tracing keys your phone has broadcast, this will automatically notify other people using Bluetooth Tracing who were close to you while you were infectious.
 - Other phones that have the app installed and Bluetooth Tracing enabled will check the secure CookSafe+ server for keys every few hours. If any of these phones has a matching key, a Bluetooth notification will show up on that phone. This will not identify you or the location your phone was in when it broadcast the matching key.

- The Cook Islands Ministry of Health does not receive any information about where you have been or who you have been near through the upload of Bluetooth Tracing keys.

This is what we can send to you:

- **Notifications.** The app has a Contact Alerts notification feature. This feature will enable your phone to receive Bluetooth Alerts, when matches occur from Bluetooth Tracing keys.
 - The matching occurs on your phone.
 - No information identifying you or the person who tested positive is exchanged.
 - Your identity is not shared with any other person if there is a match.
 - The alert will contain advice from Contact Tracers and contact details for obtaining further information and guidance.

Bluetooth Alerts

You may receive a Bluetooth Alert if you were close to another app user who has turned on Bluetooth Tracing in their app and has tested positive for COVID-19.

Your phone will use its operating system's Exposure Notification Service to check whether it has been near to another phone that has uploaded Bluetooth Tracing keys.

Based on how strong the signal strength was and how long it was in contact with other phones that have uploaded Bluetooth Tracing keys, CookSafe+ will use an algorithm to assess whether you are likely to be at risk of contracting COVID-19.

What if I am under 16 years old?

If you are under 16 years old you may choose to use the CookSafe+ app. Please note, however, that if you contact the Cook Islands Ministry of Health in response to a Bluetooth Alert, they may need to ask your parent or guardian to provide any necessary information for you.

Will my information be secure?

Only anonymised keys are held, transmitted to or received from your phone. Security measures are in place to protect this information from unauthorised access. In order to deliver the CookSafe+ app we use Amazon Web Services located in Sydney, Australia.

No personal information is held or managed by the CookSafe+ app.

If you test positive for COVID-19 or are a potential close contact, information disclosed by you to a Contact Tracer may be added to your Cook Islands Ministry of Health records within the secure database used by the Contact Tracers. It will be treated as part of your personal health record.

How long will my information be kept for?

Bluetooth Tracing information will be held only on your phone and will be deleted by the operating system 14 days after it was collected.

You can uninstall the CookSafe+ app at any time. This will delete the app itself.

It will not delete records of Bluetooth Tracing keys your phone has broadcast and recorded. If you want these to be deleted, please clear them in the Exposure Notification settings on your phone.

Statistical information

We may collect statistical information to help us improve the service and understand how it is being used. This information is aggregated and doesn't identify you personally.

Information collected for statistical purposes will not be linked to any personal information you provide to Contact Tracers.

Who can I contact if I have a privacy concern?

If you have concerns about your privacy and the CookSafe+ app, please contact us first at email: tmo.helpdesk@cookislands.gov.ck