



FACTS ABOUT THE careFIJI APP

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By Digital Government Transformation Office – Ministry of Communications

To date, careFIJI has registered over 50,000 downloads — an important start for an application critical to keeping Fiji COVID-Contained.

careFIJI works without putting its user's information at risk. It's free. It reimburses every download with 100MB of free data. It's easy to use, and it's privacy-protected and secure.

Fiji may not have an outbreak of COVID-19, but overseas, this pandemic is getting worse by the day. If we don't remain vigilant, Fijians will be left at-risk.

Fiji's containment campaign succeeded because of contact tracing — the detailed and diligent practice of locating known contacts of COVID-19 patients. But traditional contact tracing isn't perfect — it relies on people's memories, which aren't always reliable and doesn't account for the strangers not known to the patient.

careFIJI cuts out the guesswork of contact tracing, building a digital wall of security between Fijians and COVID-19. And it does so without putting user's privacy at-risk.

The health of our people is not political and it shouldn't be up for debate. To work well, careFIJI must be downloaded as widely as possible.

TO CUT THROUGH THE MISINFORMATION OUT THERE ABOUT THE APP, HERE ARE THE FACTS EVERY FIJIAN NEEDS TO KNOW:

Fact 1: careFIJI app is free to use.

By using Bluetooth technology, the careFIJI app does not rely on the continuous use of personal mobile data to operate its functionalities. In partnership with service providers, all content on the careFIJI app has been zero rated for users, meaning that no personal data is consumed while using the careFIJI app.

Fact 2: careFIJI app is privacy-protected.

The app doesn't need your exact location to determine whether you've been in close contact with someone who has recently tested positive for COVID-19. It uses TraceTogether Bluetooth blue-energy technology, that doesn't rely on GPS or surveillance data. To protect the identity of careFIJI app users, the only personal information captured is your mobile number. The mobile number is required to activate the careFIJI app and to enable the Ministry of Health and Medical Services (MHMS) officials to call you to conduct contact tracing. All contact tracing information is encrypted, anonymised and stored on your phone. It can only ever be accessed by the MHMS if you give your consent and send it from your mobile phone.



Fact 3: Privacy-Safeguard in place - careFIJI app doesn't have access to your phone contacts, your pictures or videos or your text messages.

Check for yourself in the permissions settings on your phone to confirm which "allowed permissions" does careFIJI and other social apps use.

Fact 4 – Privacy Safeguard in place - careFIJI app requires less permissions than Facebook, TikTok, Viber, Instagram, WhatsApp and Messenger.

careFIJI app does not require camera, microphone, telephone, SMS, calendar, storage app permissions which is required by other apps. This also contributes to the privacy safeguards by the Government in developing the careFIJI app.

Fact 5 – Privacy Safeguard in place - You not be required to give your close contact information to the Ministry of Health and Medical Services through the careFIJI app unless, you test positive for COVID-19.

Not all Fijians will be requested to provide the contact tracing information that is securely stored on your phone on a 28 day rolling basis.

Fact 6 – Minimal personal data used to download careFIJI app will be reimbursed.

careFIJI needs 10MB to download onto your phone and once you have downloaded, Vodafone and Inkk will reimburse you with ten times that amount -- 100MB of data, for free. From 22 June 2020, Digicel has also provided 100MB of data to their customers to download the careFIJI app.

Fact 7 – Privacy Safeguard in place - careFIJI is based on the same privacy-preserving technology that is used by the Singaporean and Australian Governments.

careFIJI uses Bluetrace Protocol which employs Bluetooth Low Energy technology that is used by both the Singaporean and Australian Governments.

Fact 8 – careFIJI app uses minimal phone battery.

The careFIJI app has been built to consume minimal battery while in operation, meaning that the app will have little to no impact on your everyday use. The app uses Bluetooth Low Energy (LE) for scanning and the Bluetooth LE uses a negligible amount of battery and automatically goes dormant when the service is not in use.

For iOS, you can save significant amounts of battery life by remembering to keep your phone in "power saver" mode when not in use. This helpful trick works even if you're not a careFIJI user!





Enabling power saver mode is easy. You can either:

- Turn your phone face down when on a flat surface, or
- Keep it upside down in your pocket.

This not only saves battery, but allows the app to remain active while your phone's display is turned off.

Tip to check your battery usage in Android:

[In most versions of Android](#), Go to Settings > Device > Battery or Settings > Power > Battery Use.

In Android 9, it's Settings > Battery > More > Battery Usage.

Tip to check battery usage in iOS:

Go to Settings > Battery > Battery Usage by App.

Fact 9: careFIJI app does not replace manual contact tracing efforts.

careFIJI app which is a digital contact tracing app supports the manual contact tracing efforts of the Ministry of Health and Medical Services.

Fact 10: Our careFIJI team is constantly reviewing user feedback to create a more seamless user experience.

Please drop us a comment on the "Contact Us" tab on the careFIJI website.

CONCLUSION:

These are the facts. Please, if you haven't already, help us keep Fiji COVID-Contained by taking a few minutes to install careFIJI and keeping your Bluetooth turned on.

For further information on careFIJI or to watch the instructional videos, please visit www.carefiji.digitalfiji.gov.fj for free.