LAUNCH OF NEW APP FOR CONTACT TRACING

Factsheet on TraceTogether

What is TraceTogether?

TraceTogether is a mobile app developed by the Government Technology Agency (GovTech), in collaboration with the Ministry of Health (MOH).

The app supports Singapore's efforts to mitigate the spread of COVID-19 through community-driven contact tracing.

How does TraceTogether work?

Through the exchange of short-distance Bluetooth signals between mobile phones that have the app installed, each phone can detect other participating TraceTogether phones that are in close proximity. The app estimates the distance between users, and the duration of such encounters.

Records of these encounters are stored locally, in encrypted form, on each user's phone for 21 days (covering the incubation period of the virus).

If a user is interviewed by a contact tracer for activity mapping, he can authorise the uploading of his TraceTogether data to MOH. MOH will then decipher the data and get the mobile numbers of the user's close contacts within a period of time.

This facilitates the contact tracing process, and enables contact tracers to inform close contacts of confirmed cases more expeditiously.

Why TraceTogether?

TraceTogether helps to supplement contact tracing efforts where interviewees cannot remember all their contacts, or did not have information on whom they had been in contact with.

Through this technology, contact tracers can establish the sphere of close contacts, and get in touch quickly with participating TraceTogether users who may have been in contact with persons with COVID-19. Earlier notification enables users to take the necessary action sooner. In this way, we can help reduce the risk of the spread of the virus.

This simple act of participating in TraceTogether empowers every Singaporean to contribute towards a collective social good. The more people adopt TraceTogether, the more effective TraceTogether will be, and the stronger and safer our community will be.

How to participate in TraceTogether

Help stop the spread of COVID-19 by turning Bluetooth on

If you had close contact with a COVID-19 case, we help the Ministry of Health (MOH) call you more quickly, to provide guidance and care.

To protect those around you, MOH may also ask you to share your data.

I want to help

How TraceTogether works

We use Bluetooth signals to determine if you are near another TraceTogether user.

This proximity data is encrypted and stored on your phone.

MOH will seek your consent to upload the data, if it's needed for contact tracing.

Great!!!

Register your mobile number

We'll contact you if had close contact with a COVID-19 case.

Setting up for your family? Use their number instead of yours.

Mobile number

+ 65 _____

We'll text you a One-Time Pin (OTP)

Get OTP

Step 1: Download the TraceTogether app.

Step 2: Enter your Singapore-registered mobile number.

Your consent is needed for the following:

To store your mobile number in a secured TraceTogether registry

To allow TraceTogether users to send MOH information of encounters with you, if they are confirmed or suspected to have COVID-19

Read our privacy safeguards

I agree

Set up app permissions

Select 'Yes' or 'Allow all the time' in the next few screens.

1. Bluetooth
2. Location Permissions
3. Battery Optimiser

Android needs Location Permissions for Bluetooth to work. We do not have access to your physical location.

Proceed

App permissions are fully set up

Please leave all settings on until the outbreak ends.

ⓘ Keep push notifications on too, so we can alert you if the app is not scanning.

Continue

Step 3: Provide consent to register your mobile number with TraceTogether, and consent to share your mobile number with MOH if you are identified as a COVID-19 case, or a close contact of a known case.

Step 4: Turn on Bluetooth and enable the necessary permissions for TraceTogether to function. Keep push notifications turned on, so that you can be alerted when your Bluetooth is switched off unintentionally, and TraceTogether is not working.

How is personal data safeguarded?

1) User Consent

TraceTogether requires user consent. Participating users have to agree to the following:

- Provide mobile numbers to TraceTogether at the set-up stage;
- Allow TraceTogether Bluetooth proximity data to be collected and stored in their phone for 21 days;
- Be contacted by MOH in the case of probable contact with a person with COVID-19;
- Send their TraceTogether data to MOH to help with contact tracing.

Users can withdraw their consent at any point in time.

2) Minimal Personal Data Collection

TraceTogether uses only Bluetooth signals to determine a user's proximity with other TraceTogether users. TraceTogether does not collect any other personal data (such as contact lists or address books) or location data (whether through GPS, WiFi or cellular networks).

3) Personal Data Security

The mobile number and TraceTogether data will be encrypted and stored in the user's mobile phone. If the user does not come into close contact with a COVID-19 case, TraceTogether data older than 21 days will be automatically deleted.

When a user is identified as a COVID-19 case, and upon a contact tracer's request, users can send their TraceTogether data to MOH to assist with contact tracing. Up to the point, the government authorities, including MOH and GovTech, have no knowledge of a user's close contacts. The logs can only be deciphered and analysed after the user uploads the information.

Support for TraceTogether

According to an online poll of 500 respondents conducted in Feb 2020, more than 70% indicated their support for the concept of TraceTogether.

How we can play our part to combat COVID-19

Singaporeans can help to mitigate the spread of COVID-19 by installing the TraceTogether app on their mobile phones, and helping others to download and set it up, too.

Through TraceTogether, we can protect ourselves, our loved ones and the community from COVID-19.

To participate in TraceTogether, download the app from Google Play or the App Store. For more information, please visit www.tracetogether.gov.sg.

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