

EMBARGOED UNTIL 5PM ON SUNDAY, 28 JUNE 2020

MEDIA RELEASE

SENIORS TO RECEIVE FIRST BATCH OF TRACETOGETHER TOKENS

Singapore, 28 June 2020 –The first batch of TraceTogether Tokens will be distributed to the most vulnerable seniors who are currently not digitally connected and at higher risk from COVID-19 from 28 June 2020.

Distribution of TraceTogether Tokens prioritised for seniors

2. TraceTogether Tokens will extend the protection provided by digital contact tracing tools to as many people in Singapore as possible, including those who may not own or prefer not to use a mobile phone.

Key features of the TraceTogether Token

3. Each TraceTogether Token will have a unique QR code and will be personalised for the recipient's individual use only. Each Token works by exchanging Bluetooth signals with other TraceTogether Tokens, or mobile phones running the TraceTogether app nearby. The data of close contacts will be encrypted and kept only in the Token for no more than 25 days. The user of the Token will be alerted by an authorised officer from the Ministry of Health (MOH) contact tracing team if he was detected to be a close contact of a person who was infected with COVID-19. This will enable appropriate precautions to be taken to keep the user and their loved ones safe. The Token has an estimated battery life of 6 to 9 months and does not require any charging.

4. The Token has no GPS and therefore does not capture geolocation data. It captures only proximity data of other Tokens or TraceTogether apps via Bluetooth technology. The Token and the TraceTogether app are designed to interoperate with each other.

5. The Token has no Internet or cellular connectivity, so the encrypted data cannot be remotely extracted from the device either. The user is contacted for the data download only if he is confirmed to be infected with COVID-19.

6. The TraceTogether Token is designed to be convenient, light and easy to use. It can fit easily into a bag or be hung from a lanyard. During this first distribution exercise, volunteers and staff distributing the Token will provide simple instructions on how to care for the device and what to do when the Token is faulty or misplaced. Users will also be reminded to carry their Tokens with them whenever they leave their homes. More details on the Token's features and usage can be found in **Annex A**.

7. This is the first version of the TraceTogether Token, and SNDGG will work with the tech community to improve on the design and functionality of the Token for subsequent batches.

8. TraceTogether Token users who require assistance with their device can contact the support helpdesk by emailing support@tracetgether.gov.sg or calling the hotline at 6973 6511. More details on how the TraceTogether programme supports Singapore's contact tracing efforts can be found in **Annex B**.

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For media enquiries, please contact:

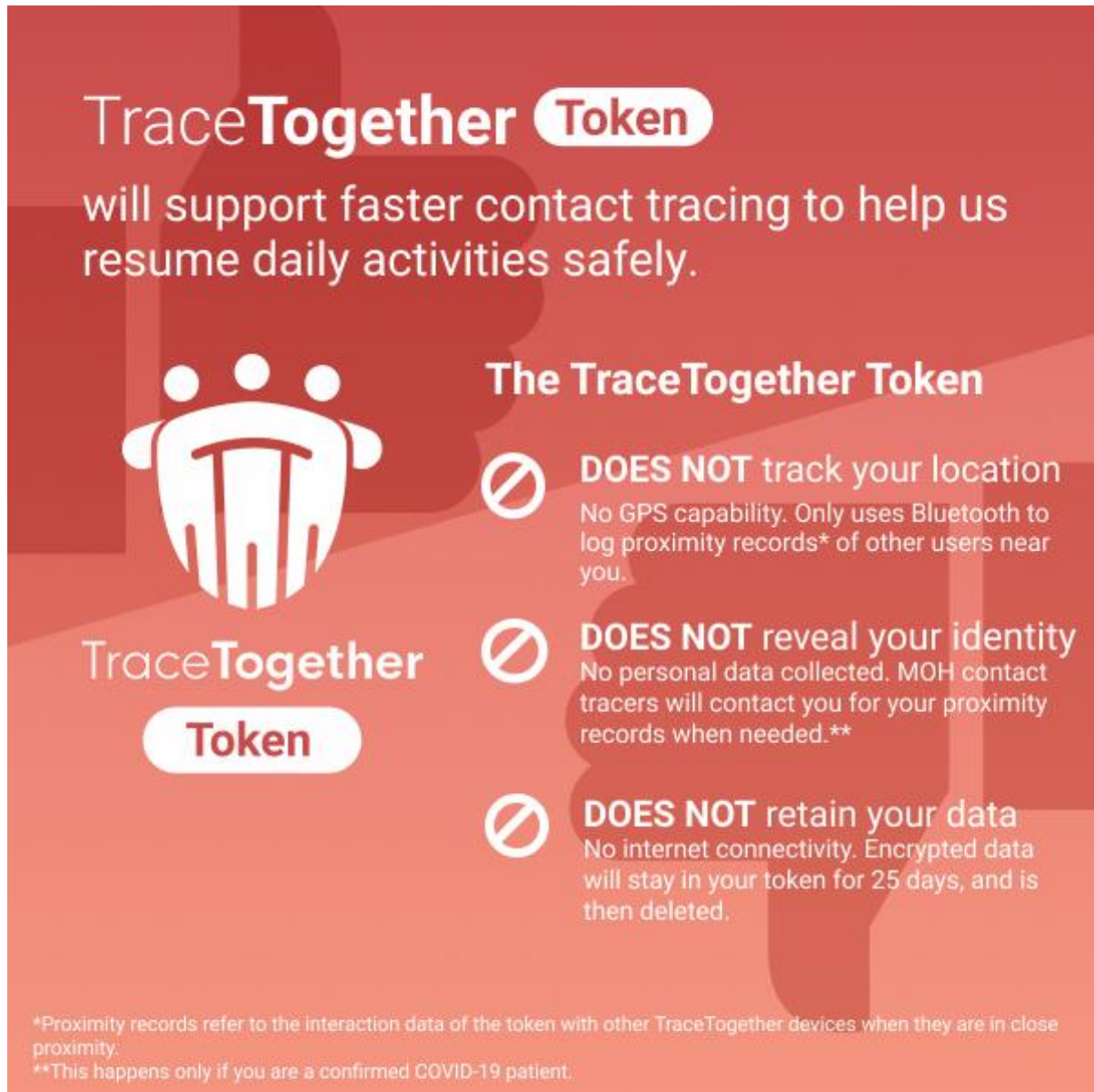
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ANNEXES


Annex A

Infographic on Key Features of the Token:






TraceTogether Token

will support faster contact tracing to help us resume daily activities safely.



The TraceTogether Token

-  **DOES NOT** track your location
No GPS capability. Only uses Bluetooth to log proximity records* of other users near you.
-  **DOES NOT** reveal your identity
No personal data collected. MOH contact tracers will contact you for your proximity records when needed.**
-  **DOES NOT** retain your data
No internet connectivity. Encrypted data will stay in your token for 25 days, and is then deleted.

TraceTogether Token

*Proximity records refer to the interaction data of the token with other TraceTogether devices when they are in close proximity.
**This happens only if you are a confirmed COVID-19 patient.

Care instructions provided for TraceTogether Token users:

Collaterals, including information brochures and fridge magnets, that display the following information are distributed along with the Token to each receiving household:



With the TraceTogether Token, you can keep yourself and your loved ones safe from COVID-19!



携带“合力追踪”便携仪器，保护自己和家人的安全! • Dengan token TraceTogether, anda boleh melindungi diri dan orang tersayang daripada COVID-19! • TraceTogether சாதனத்துடன், உங்களையும் உங்கள் அன்புக்குரியவர்களையும் கொவிட்-19 கிருமித்தொற்றிலிருந்து நீங்கள் பாதுகாக்கலாம்!













Always bring your token with you when you go out

外出时，随身携带便携仪器
Sentiasa bawa token anda apabila anda keluar rumah
நீங்கள் வெளியில் செல்லும்போது உங்களது சாதனத்தை எப்போதும் எடுத்துச்செல்லுங்கள்

Check that the green light is blinking

确保绿色提示灯闪烁
Pastikan cahaya lampu hijau berkedip
பச்சை ஒளி மின்னுகிறதா என்பதை உறுதிப்படுத்துங்கள்

Email or call the hotline if your token is faulty, or misplaced

如出现故障或遗失，请通过电邮或热线与我们联系
E-mel atau hubungi talian utama jika token anda rosak atau hilang
உங்களது சாதனம் பழுதாகிவிட்டால், அல்லது தொலைந்துவிட்டால், மின்னஞ்சல் அனுப்புங்கள் அல்லது நேரடித் தொலைபேசி சேவையை அழையுங்கள்

Don't cover up the QR code on the token

勿遮住便携仪器上的QR码
Jangan tutup kod QR pada token
சாதனத்திலுள்ள QR குறியீட்டை மூடி வைக்கக்கூடாது

Don't drop or tamper with the token

勿让便携仪器掉在地上或刻意损害便携仪器
Jangan jatuhkan atau rosakkan token anda
சாதனத்தைக் கீழே போடவோ அல்லது சிதைக்கவோ கூடாது

Don't put the token near heat or into water

勿把便携仪器放在水里或靠近热源的地方
Jangan letak token dekat dengan hawa panas atau di dalam air
சாதனத்தை அனலுக்கு அருகில் வைக்கவோ அல்லது தண்ணீரில் போடவோ கூடாது

Please cooperate with our authorised officers should your token be requested for contact tracing purposes.

如果当局授权人员需要您的便携仪器进行追踪工作，请予以配合。 Kami berharap supaya anda bekerjasama dengan pegawai berkuasa kami jika token anda diperlukan untuk pengesanan hubungan. தொடர்புகளின் தடங்களைக் கண்டறிவதற்கு உங்களது சாதனம் தேவைப்பட்டால், தயவுசெய்து எங்கள் அதிகாரிகளுடன் ஒத்துழையுங்கள்.

Let's TraceTogether for a Safer Singapore! ✉ support@tracetgether.gov.sg ☎ Hotline: 6973 6511 

Annex B

Digital tools for effective contact tracing

1. Effective contact tracing is critical as Singapore ends its Circuit Breaker measures and gradually resumes its business and social activities. A good contact tracing programme, enabled by digital contact tools, helps to halt the spread of the disease by quickly identifying close contacts, providing early treatment and isolating them effectively. This will enable transmissions to be well-contained, so that we do not have to go back into Circuit Breaker mode again due to an uncontrolled outbreak.

2. As contact tracing remains a human endeavour, the widespread use of the TraceTogether programme and SafeEntry will help to supplement the efforts by contact tracers at the Ministry of Health (MOH) and entrust them with the necessary information during this crisis. When used in tandem, these digital contact tracing tools have enabled us to go from taking 2-3 days to do activity-mapping for a patient, to issuing a quarantine order in less than a day. However, for the time efficiency and accuracy of contact tracing to improve, we need more people on board the TraceTogether programme. It is only with sufficient usage and the relevant data that these digital tools can work effectively.

3. To date, about 2.1 million people have downloaded the TraceTogether app on a voluntary basis, but this is not enough. The app currently does not cover the digitally excluded population including the elderly and young children who may not have smartphones. It also does not work reliably on iOS devices, and can pose a significant drain on battery life. This is a feature of the iOS, and cannot be reliably overcome by the app design.

4. In order to extend effective protection to as many people as possible, we expanded the TraceTogether Programme to include a portable device – TraceTogether Token. The TraceTogether Token will ensure better coverage for everyone in Singapore for effective contact tracing under the TraceTogether programme. It will function in the same way the app does and uses Bluetooth signals to record other nearby Tokens or TraceTogether apps. By increasing the overall pool of participants, every user of the app or Token would benefit by being informed as early as possible, if/when they have been exposed to COVID-19.

TraceTogether data will only be used to fight COVID-19 pandemic

5. Preserving and upholding privacy remains our key priority as we continue to improve these digital solutions to meet our needs and circumstances. Personal data will be protected and used only for contact tracing purposes and to curb the spread of COVID-19.

6. Only a small number of authorised personnel will have access to the data for contact tracing purposes. All public sector data protection rules will apply to the data held by MOH, including abiding by recommendations of the Public Sector Data Security Review Committee.