

Factsheet on Digital Contact Tracing Tools

1. Effective contact tracing depends heavily on speed and accuracy to identify and isolate close contacts of COVID-19 cases. By supplementing manual contact tracing with the use of technology and digital contact tracing tools, the time taken to identify and quarantine close contacts has been reduced from an average of 4 days to less than 1.5 days.
2. Digital contact tracing devices such as the TraceTogether App or Token, and the BluePass Token, contribute to a unified contact tracing ecosystem. TraceTogether and BluePass help to identify close contacts of COVID-19 cases, who can then be quarantined quickly to prevent further transmission. SafeEntry identifies the places COVID-19 cases have visited, locations for deep cleaning and helps contact tracers to uncover possible clusters and high-risk locations.
3. Contact tracing is essential in limiting the spread of COVID-19, and digital contact tracing tools such as TT enable us to contact trace fast, and well. With the resumption of activities in Phase 3, the ability to do contact tracing quickly, and at scale, becomes more critical to reduce the formation of new transmission chains.

TraceTogether (TT) Programme

4. The TraceTogether (TT) Programme consists of the TT App and a portable TT Token, to ensure that everyone including seniors and children, are covered in our contact tracing efforts.
5. TT collects proximity data by using Bluetooth signals to record other TT devices nearby. Personal identifiers and contact details are also collected (e.g. name, NRIC/FIN, contact number) so that contact tracers can reach the right person quickly, and identify close contacts to be quarantined.
6. Designed to facilitate contact tracing while preserving privacy, TT devices do not collect GPS location or movement data. The proximity data collected by the TT Programme is encrypted and stored locally on the user's TT device (i.e. TT App or Token) and is automatically deleted after 25 days on a rolling basis. The data is anonymised and encrypted, so that it will not reveal a users' identity. The user is asked to share his data when he tests positive for COVID-19 or if the Police requires the data for investigation or proceedings relating to serious offences. The App user will be asked to upload his data with a PIN, and the data will be decrypted for the requisite purposes. Token users will need to hand in their device for the Government to extract the data.
7. The efficacy of the TT Programme depends heavily on user support and active participation. TT App users need to turn on their Bluetooth and keep the App active in the background. The App should also be updated to the latest version. TT Token users should carry their Token with them whenever they leave home and check that the Token is working – this is indicated by a green light that blinks about once every minute. If the Tokens are faulty

or if the Tokens have run out of battery (when there is a blinking red light or no light), users can visit any community centres/clubs (CCs) for a replacement Token.

8. From 1 February 2021, all CCs will be opened for Token collection. Residents are no longer restricted to CCs at their respective constituencies and can pick up a Token at any of the CCs island-wide. More than 2.6 million Tokens have been collected to date.

SafeEntry

9. SafeEntry (SE) is the national digital check-in system that collects the visitor's name, ID number, contact number, and logs the check-in/out details (date, time, venue) of the individual at workplaces and public venues. Besides identifying clusters, SE data is used for activity-mapping, and helps jog people's memories during the contact tracing process.

10. Personal contact tracing data collected through SE is encrypted and stored in the Government server. Similar to TT, the data in the SE server is automatically purged after 25 days. Data related to a COVID-19 patient and those closely associated with a COVID-19 patient, as well as data obtained by the Police in relation to serious offences, will be retained till it is deemed no longer necessary.

11. Currently, users can check in to SE using the following methods: i) scanning on-site QR codes with a phone camera, ii) using SingPass Mobile and iii) presenting their personal ID for barcode scanning, iv) scanning on-site QR codes with the TT App, v) presenting their TT Token for scanning of QR code on the device.

12. The use of the TT App or TT Token only to check in to SafeEntry (TT-only SafeEntry) will only be implemented after everyone has had a chance to collect a Token. Meanwhile, users can continue to use other SE check-in methods.

BluePass

13. BluePass Tokens are contact tracing devices that have been distributed to all migrant and local workers living or working in dormitories, as well as those in the construction, marine shipyard and process sectors. It is a third-party solution developed by D'Crypt, and is interoperable with the TT App and Token. Users can wear the device on their wrist with a Velcro strap so that it does not obstruct their work. More than 500,000 BluePass Tokens have been issued to date.

14. Similar to TT, the BluePass Token only collects proximity data from other devices. The data on the device is encrypted, and no personal identifiable information is stored on the device. When there is a COVID-19 case, the user will need to hand in their BluePass Token for the Government to extract the data for contact tracing.

15. BluePass Tokens can also be used for SafeEntry check-in at worksites and other venues.

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