

## **Frequently Asked Questions on Aarogya Setu App**

### **1) Aarogya Setu App supports which Mobile OS Versions?**

Android Versions 5.0 and Above

iOS versions 10.3 and Above

### **2) What data does Aarogya Setu collect from me?**

When an User registers with the App, the following details are collected : (i) name; (ii) phone number; (iii) age; (iv) sex; (v) profession; and (vi) countries visited in the last 30 days. This information is stored on the back-end Server and it is hashed with a unique digital id (DiD) that is pushed to the User end App. The DiD will thereafter be used to identify the User in all subsequent App related transactions and will be associated with any data or information uploaded from the App to the Server. At registration, the User's location details are also captured and uploaded to the Server.

### **3) How does the Aarogya Setu App Work? How can it identify any individuals who are at Risk of COVID19 Infection?**

When two registered users come within Bluetooth range of each other, their Apps will automatically exchange unique Digital IDs (DiDs) and record the time and GPS location at which the contact took place. The information that is collected from the User's App will be securely stored on the mobile device of the other registered user and will not be accessible by such other user. In the event such other registered user tests positive for COVID-19, this information will be securely uploaded from his/her mobile device and stored on the Server. Then this information is used to further carry out the contact tracing and find out all possible persons who may have come in close contact with the person who has tested positive for COVID-19.

### **4) Does the App collect my location data continuously? Under what condition, is this data uploaded to the server frequently?**

The App continuously collects your location data and stores securely on your mobile device, a record of all the places you have been at 15-minute intervals. This information will only be uploaded to the Server along with your DiD, (i) if you test positive for COVID-19; and/or (ii) if your self-declared symptoms indicate that you are likely to be infected with COVID-19; and/or (iii) if the result of your self-assessment test is either YELLOW or ORANGE. For the avoidance of doubt, this information will NOT be uploaded to the Server if you are not unwell or if the result of your self-assessment test is GREEN.

### **5) How does the Government use the information collected from me? I'm concerned with the privacy of my data.**

The personal information collected from you at the time of registration will be only be used by the Government of India in anonymized, aggregated datasets for the purpose of generating reports, heat maps and other statistical visualisations for the purpose of the management of COVID-19 in the country or to provide you general notifications pertaining to COVID-19 as may be required. Your DiD will only be co-related with your personal information in order to communicate to you the probability that you have been infected with COVID-19 and/or to

provide persons carrying out medical and administrative interventions necessary in relation to COVID-19, the information they might need about you in order to be able to do their job.

**6) If I'm tested positive for COVID19, how will the Government use information collected from me?**

In the event you have tested positive for COVID-19, the information collected from you maybe used to map the places you visited over the past 14 days in order to identify the locations that need to be sanitised and where people need to be more deeply tested and identify emerging areas where infection outbreaks are likely to occur. Where, in order to more accurately map the places you visited and/or the persons who need to be deeply tested, your personal information is required.

**7) How long does the Aarogya Setu retain the information collected from me ?**

All personal information collected from you at the time of registration will be retained for as long as your account remains in existence and for such period thereafter as required under any law for the time being in force.

Other personal information collected will be retained on the mobile device for a period of 30 days from the date of collection after which, if it has not already been uploaded to the Server, will be purged from the App. All information collected and uploaded to the Server will, to the extent that such information relates to people who have not tested positive for COVID-19, will be purged from the Server 45 days after being uploaded. All information collected from the persons who have tested positive for COVID-19 will be purged from the Server 60 days after such persons have been declared cured of COVID-19.

**8) What security features have been incorporated in Aarogya Setu? How can I be assured that the information collected from me is safe and secure?**

The App is equipped with standard security features to protect the confidentiality and security of your information. Data is encrypted in transit as well as at rest. Personal information provided at the time of registration is encrypted before being uploaded to the cloud where it is stored in a secure encrypted server. Personal information that is stored in the Apps of other registered users that you come in contact with is securely encrypted and are incapable of being accessed by such user.

**9) Can I install Aarogya Setu App on a rooted mobile device?**

Rooting disables some of the built-in security features of the Android OS. These features are essential to keep the android operating system safe, secure and also protects the user's data. So, a rooted mobile makes it vulnerable and poses a security risk. This may adversely affect the App. It is not advisable to install the App on any rooted device. If the device is rooted, the App

**10) Can Aarogya Setu tell me whether I'm COVID19 positive or not?**

Aarogya Setu, cannot automatically identify whether a person is COVID19 positive or whether he/she is asymptomatic. Proper testing at a Government authorised testing lab is the right way to identify whether a person is COVID19 Positive. If you have any COVID19 symptoms, please take the self-assessment in the App and contact your local Government Hospital/Health Authorities.

**11) The App is showing that 5 users are identified as 'At-risk' via Bluetooth proximity, what does this mean?**

The App uses Bluetooth based contact tracing to identify potential users who may have come in close proximity (during the past couple of weeks) with a person who has tested positive for COVID-19. These Users may not have been tested for COVID19 yet or their test results may be awaited, But since they have come in close contact with a person who tested positive for COVID19, they are at potential risk. The App just shows the figures on how many such Users are present near you within a radius of 500m/1km/2km/5km/10km km from your location.

**12) Aarogya Setu App is not supported on my Phone, are there any alternative solutions for me?**

We understand your concern. Aarogya Setu relies on certain vital features and functionalities which are not supported in older versions of Android/iOS. Initially, at the time of release the App supported Android version 6.0 and above. But later on, our team worked on various compatibility aspects and made the App compatible with Android version 5.0 and above. The Aarogya Setu team is continuously working to improve the compatibility of the App across various platforms. In the meantime, the team is also working on another alternative technology solution to reach out the users who were not able to install this App, esp. users with normal feature phones. This new technology solution will be rolled out shortly.

**13) I would like to volunteer and provide my service to the Government in the COVID19 related efforts, is there any option in the Aarogya Setu App to register my self for offering such volunteer service?**

Your interest in volunteering to help in this COVID19 efforts is appreciated. Government of India has already launched an initiative called "COVID Warriors". Various organizations, medical professionals, students, Ex-servicemen, NGOs....etc., across India have already registered themselves as volunteers with this initiative to assist the Government's efforts in fighting COVID19. You can also register yourself as a citizen volunteer, more details are available at : <https://covidwarriors.gov.in/>

**14) How can Aarogya Setu protect me if a person who tested positive for COVID19 has not installed the App on his/her phone?**

The App has already crossed 8 Crore downloads. Government has also made the App to be mandatory for all persons (Government and Private) who are commuting to their office/work. More people are downloading the App each day and the user base is expected to grow further. As more people download and start using the App, the more effective it will be in helping us combat the COVID-19 together. We hope that more citizens would realize the potential benefits of this App and will voluntarily come forward and install this App on their phones. Please do continue to support the App and spread the word about the App amongst your social circles.

**15) Why there is a mismatch between the nation-wide COVID19 infection figures shown on the App and the Media?**

The information provided through the Aarogya Setu App, are published only after proper verification by the Govt. We're undertaking every effort to bring you the latest information in this regard. For the official information regarding the COVID 19, you can refer Aarogya Setu App or the Ministry of Health and Family Welfare's Website : <https://www.mohfw.gov.in/>

**16) What is the e-pass feature? When will it be available for the Users?**

e-pass is the lockdown pass, which has been made mandatory in many states for facilitating the movement during the lockdown. Many states have already setup a website for accepting and issuing the e-pass for any essential services or emergency movements during lockdown. The e-pass issued by the states shall be integrated and made available through the Aarogya Setu App. The e-pass feature shall be rolled out shortly.

**17) I have some suggestions for adding new features or for improving the App, how can I provide my suggestions to the Aarogya Setu Team?**

You can mail your detailed suggestions directly to the Aarogya Setu Team through the following mail id: [support.aarogyasetu@gov.in](mailto:support.aarogyasetu@gov.in)

**18) The APP is frequently Crashing or showing a blank screen or behaves erratically. What - should I do to fix this?**

Please follow the following steps:

- Ensure that the Aarogya Setu App is updated with the latest version.
- Please check whether your Operating System (Android/iOS) is updated with the latest patches and updates.
- Ensure that you have provided all necessary permissions to the App.
- Ensure your phone is connected to the internet.
- Check whether any third-party Antivirus or security App or Phone Cleaner App or Battery optimization App is interfering with the functioning of the Aarogya Setu App. If required Whitelist Aarogya Setu App in such third-party applications.
- Go to the settings-> Under Applications select Aarogya Setu and force stop the Application. Then Clear the Application Cache. Now restart the Application.
- If the problem still persists, then please mail the details of the problem, along with screenshot to : [support.aarogyasetu@gov.in](mailto:support.aarogyasetu@gov.in)

**19) I would like to report some issues or security bugs in the Aarogya Setu App. How can I report this?**

please mail the details of the issue, along with screenshot to : [support.aarogyasetu@gov.in](mailto:support.aarogyasetu@gov.in)

**20) The App is showing “You are Safe” on my mobile, But it is showing “Low risk of infection” on my parent’s phone. We are staying in the same house and we have not gone out of our house during the last 2 weeks. How’s this possible that it shows different risk levels for different members of the family?**

The risk status is calculated based on various factors, including the age, pre-existing medical condition and other responses which has been provided by the User during the self-assessment. It also correlates this with the proximity of the User near any potential COVID19 hotspots. As you and your parents may have provided different responses in the self-assessment questionnaire, it is quite possible that you both may get different risk status.

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