



Communication Covid19 tracing and warning Apps

**eHealth Network
communication meeting**

16 September 2020

Communication plan (1)

General objective:

To support Member States in the **uptake and endorsement by their citizens of the national tracing and warning Apps** in the fight against the Covid19 virus, by highlighting:

- the **usefulness** of the tracing Apps to reduce the spread of the virus and save lives, while ensuring freedom of movement
- the coordination at EU level to ensure the **interoperability** among national Apps and allow citizens to download a single App wherever they are in Europe
- to reassure citizens on the protection of their **personal data** used

Communication plan (2)

Specific objectives:

- to inform citizens about the **interoperability measures** put in place at European level through several guidelines and technical specifications adopted in spring 2020, legal acts (Implementing decision, July 2020) and the recent release of the **Federation Gateway** in October 2020
- to welcome the commitment of the Member States in testing the interoperability solution allowing the national apps to communicate with each other

Communication plan (3)

Proposed actions by the Commission:

CORPORATE LEVEL

✓ *Publication of press releases*

PR 14/09 on the testing phase of the Federation gateway:

https://ec.europa.eu/commission/press-corner/detail/en/IP_20_1606

PR scheduled for 15/10

✓ *Social media*



Coronavirus: Commission starts testing interoperability gateway service for national contact tracing and warning apps

Brussels, 14 September 2020

To exploit fully the potential of mobile proximity contact tracing and warning apps to break the chain of coronavirus infections and save lives, the Commission is setting up an **interoperability gateway** service linking national apps across the EU. Today, an important milestone has been reached as a group of Member States starts testing the infrastructure. The Commission has kicked off test runs between the backend servers of the official apps from the Czech Republic, Denmark, Germany, Ireland, Italy and Latvia, and a newly established gateway server.

Thierry Breton, Commissioner for Single Market, said: "Many Member States have implemented national contact tracing and warning applications. It is now time to make them interact with each other. Travel and personal exchange are the core of the European project and the Single Market. The gateway will facilitate this in these times of pandemic and will save lives."

Stella Kyriakides, Commissioner for Health and Food Safety, added: "Coronavirus tracing and warning apps working across borders can be powerful tools in our efforts to contain the spread of COVID-19. With cases on the rise again, apps can complement other measures like increased testing and manual contact tracing. If used widely enough, they can help us break the chains of transmission. We will not stop fighting on all fronts against the pandemic."

In the fight against coronavirus, most Member States have launched a national contact tracing and warning app, or plan to do so. The setup of the interoperability gateway service by the Commission follows the agreement by Member States on technical specifications to deliver a European solution to ensure a safe exchange of information between the backends of national contact tracing and warning apps based on a decentralised architecture. This covers almost all such apps launched in the EU.

The gateway, a digital infrastructure that ensures the communication of information between national apps' backend servers, will ensure that apps will work seamlessly also cross-borders. Thus, users will only need to install one app and will still be able to report a positive infection test or receive an alert, even if they travel abroad.

The gateway will efficiently receive and pass on arbitrary identifiers between national apps to minimise the amount of data exchanged and thus reduce users' data consumption. No other information than arbitrary keys, generated by the national apps, will be handled by the gateway. The information exchanged is pseudonymised, encrypted, kept to the minimum, and only stored as long as necessary to trace back infections. It does not allow the identification of individual persons.

The gateway is developed and set up by T-Systems and SAP and will be operated from the Commission's data centre in Luxembourg. After testing, it will start to be operational in October.

Background

Since the outbreak of the coronavirus pandemic, Member States, backed by the Commission, have been assessing the effectiveness, security, privacy, and data protection aspects of digital solutions to address the crisis. Contact tracing apps, if fully compliant with EU rules and well coordinated, can



Communication plan (5)

Proposed actions by the Commission:

TOOLKIT FOR MEMBER STATES

Composed of:

- ✓ **Key messages for media:** feedback expected from the Member States by the **18/09**
- ✓ **Key messages for citizens:** feedback expected from the Member States by the **18/09**
- ✓ **Common visual identity:** to be delivered by the EC by the 15/10



Communication plan (6)

- ✓ **Infographic**, in all EU languages:
 - First version already available in English
 - To be decided if changes need to be introduced: **feedback from the MS expected by the 18/09**
 - All linguistic versions to be delivered by the 15/10

- ✓ **Video clip**, in all EU languages: to be delivered by the 15/10



Communication plan (7)

✓ Where to store the communications materials?

eHN Contact Tracing apps – Confluence:

5.1.2a

The screenshot shows a Confluence page with the following content:

WELCOME
eHN Contact Tracing apps work streams
 The eHN network has been working towards achieving an interoperability between Contact tracing mobile apps, so that users around EU can benefit from this type of protection independently of where they are.

Highlights

- 02-3 Sept 2020: 10:00 to 10:30 CEST - Fixing Community and National app technical bugs
- 02-3 Sept 2020: 14:00 to 14:30 CEST - Weekly eHN meeting

Apps State of play (updated at: 02-2 Sept 2020)

	Decentralised	Centralised	TOTAL
Online	AT, IT, LV, DE, PL, DK, E, HU, ES, NL, FI, EE, PT	FR	14
Development	BE, EE, CY, CZ, MT		5
TOTAL	19	1	19
To be confirmed	SK, BG, EL, TR, HU		5
Not planned	LU, SE, RO		3
Suspended	NO		1

EFGS - European Federation Gateway Service
 The EFGS development activities started on: 02-3 April 2020.
 The EFGS system code and technical documentation is publicly available at GitHub: <https://github.com/eu-federation-gateway-service/efgs-federation-gateway>
 Further information on EFGS operations may be provided in this knowledge base from the eHN network, in particular related with the Fixing Community and EFGS service operation.

Communication materials
 The following table contains templates of communication materials related to contact tracing apps.
 Please feel free to use and reuse them.

RESOURCE	THUMBNAIL	PDF
Infographic_COVID-19_euapp_A4		

Contacts



Thank you!

