



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**

European Commission - Press release

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

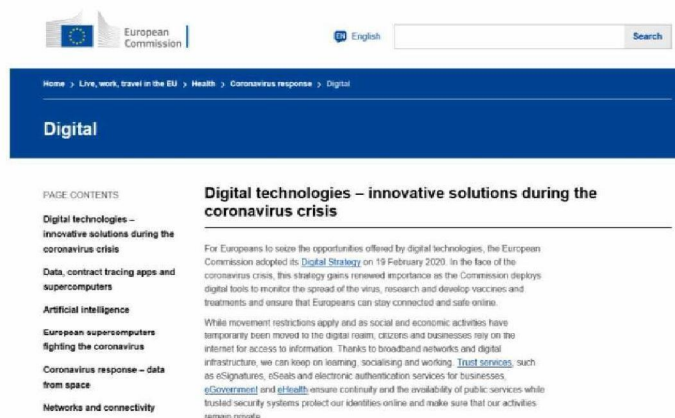


Communication plan (4)

✓ Update of the Europa webpages (by the 15/10)

Corporate webpage on the Covid19 crisis: https://ec.europa.eu/info/live-work-travel-eu/health/coronavirus-response/digital_en

DG SANTE webpage on eHealth and Covid19: https://ec.europa.eu/health/ehealth/covid-19_en



European Commission

English

Home > Live, work, travel in the EU > Health > Coronavirus response > Digital

Digital

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- Digital technologies – innovative solutions during the coronavirus crisis
- Data, contact tracing apps and supercomputers
- Artificial intelligence
- European supercomputers fighting the coronavirus
- Coronavirus response – data from space
- Networks and connectivity

Digital technologies – innovative solutions during the coronavirus crisis

For Europeans to seize the opportunities offered by digital technologies, the European Commission adopted its [Digital Strategy](#) on 19 February 2020. In the face of the coronavirus crisis, this strategy gains renewed importance as the Commission deploys digital tools to monitor the spread of the virus, research and develop vaccines and treatments and ensure that Europeans can stay connected and safe online.

While movement restrictions apply and as social and economic activities have temporarily been moved to the digital realm, citizens and businesses rely on the internet for access to information. Thanks to broadband networks and digital infrastructure, we can keep on learning, socialising and working. [Trend stories](#), such as eSignatures, eSeals and electronic authentication services for businesses, [eGovernment](#) and [eHealth](#) ensure continuity and the availability of public services while trusted security systems protect our identities online and make sure that our activities remain online.



European Commission

English

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eHealth - Digital health and care

All topics | Overview | EU cooperation | Electronic cross-border health services | eHealth and COVID-19 | Projects

eHealth and COVID-19

Applications can help reduce the spread of the COVID-19 virus and support the gradual lifting of containment measures, by informing citizens if they have been in proximity of persons infected by the virus, and encouraging them to inform their health authorities and to seek support. The European Commission and the Member States have defined a common approach for efficient contact tracing apps.

EU Member States, supported by the Commission, adopted an EU toolbox [J](#), on 10 April 2020 to use mobile applications for privacy-preserving contact tracing and warning in response to the coronavirus pandemic. On 13 May 2020 the EU Member States, with the support of the European Commission, adopted interoperability guidelines for approved contact tracing mobile applications in the EU [J](#). Contact tracing apps are mandatory installed by citizens and are based on Bluetooth proximity technology that does not enable tracking of people's locations. These apps alert people who have been in proximity to an infected person for a certain duration, so that they can take necessary actions to protect themselves and the people around them, for example, by self-isolating and getting tested. The way in which transmission can be interrupted safely.

A key principle of the guidelines is that users should be able to rely on a single app wherever they are in the EU at a certain moment, based on the interoperability between these apps and between the countries. App users' privacy and data must be safeguarded. The national authorities will deactivate the apps at the end of the pandemic, and users are free to uninstall it at any time.

Useful information

- European Interoperability Certificate Governance - A Security Architecture for contact tracing and warning apps [J](#)
- European Privacy: Tracing - An Interoperability Architecture for contact tracing and warning apps [J](#)
- Commission implementing Decision (EU) 2020/1622 of 15 July 2020 amending implementing Decision (EU) 2019/1765 as regards the cross-border exchange of data between national contact tracing and warning mobile applications with regard to combating the COVID-19 pandemic, OJ L 221, 14.7.2020, p. 1-4

EUROPE'S BEATING CANCER PLAN
LET'S STRIVE FOR MORE
#EUCancerPlan

CORONAVIRUS
EUROPE'S

e-newsletter
174, 08/10/2020

giving kids a healthy start in the summer

Latest updates
Commission: Commission starts testing interoperability gateway service for national contact tracing and warning apps
Published 14 October 2020



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 for 'eHN Contact Tracing apps'. The page includes a 'Welcome' section, 'Highlights' with upcoming meetings, and an 'Apps State of play' table. The table is categorized by 'Decentralized' and 'Centralized' apps, with a 'TOTAL' column. Below the table, there is a 'Communication materials' section with a table of resources, thumbnails, and PDFs.

	Decentralized	Centralized	TOTAL
Online	AT, IT, LV, DE, PL, DK, IE, HR, (ES), NL, FI, EL, PT	FR	14
Development	BE, LT, CY, CZ, MT		5
TOTAL	18	1	19
To be confirmed	SK, BG, EL, SI, HU		5
Not planned	LU, SE, RO		3
Suspended	NO		1

RESOURCE	THUMBNAIL	PDF
Infographic_COVID-19_Europe_M		

Contacts

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Thank you!

