hiStory Ethical Guidelines and Data Protection Plan

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Short Description

This document presents the ethical guidelines and regulations including all ethical procedures that are defined and followed with the hiStory project. The guidelines instruct the combination of partners' existing ethical protocols and forms as well as a consortium-wide MEESTAR ethics workshop, to result in a common hiStory Ethics framework which is used as an ethical background to all contact with end users.

Furthermore, this document includes a sample consent form that serves as the basis for the involvement of primary and secondary users to all research activities carried-out in the framework of the project, including recently added special regulations regarding CoVID-19.

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1 About This Document

The role of the deliverable is to define at the early stage of the project the framework of Ethical Guidelines. The document highlights the Ethics Committee instrument in the hiStory project and the consent form template that is used for the design and evaluation tasks of the project.

The guidelines cover all activities with involvement of users as participants in the co-creation phase and the field trials as well as the collection of personal sensitive data from and about people (see 2). Special attention is paid to ensuring agency (see 2.1) and ownership (see 2.2) that generated content and stories are only used, in the short and long term, in the way users intent them to be used. As discussion about ethical issues is ongoing throughout the project duration, a dedicated activity was embedded into our meeting structure and addressed in an ethics workshop based on the MEESTAR model (see 2.3). Accordingly an update of this report was undertaken in October 2020.

In line with legal regulations, in the data protection plan guidelines and procedures for the management of user-generated data are specified to protect the security, privacy, and confidentiality of participants and researchers. The project´s handling of ethical and data protection issues relies in EU wide GDPR general data protection regulations (see 3), with transparent and accurate management of data usage and processing (see 5).

Moreover, in September 2020, the informed consent was updated to cover the CoVID-19 situation (see 4).

2 Ethical Principles and Guidelines

As predefined in the proposal, social connectedness and reciprocity are innovative aspects of the hiStory approach. Stories and knowledge are co-created both by older adult storytellers (OA) as well as story consumers (CO) and facilitators (FA). In relation with self-created content and the handling of personal stories important aspects need to be considered. Beside questions of story ownership and agency of tellers and listeners in improving stories toward a publishable end result (see 2.1).

Ownership and (digital) agency of all parties involved must be supported through design. Among the critical design challenges for multi-generational interactions (Jones &

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Ackerman, 2018)[1] are the preservation of context and social cues of the stories collected, the interpretability of the stories, and respecting the intended ways of usage as well as restrictions. hiStory will respect the users' intended usage of their private memories by allowing them to manage current and future usage of content even in the long-term. The timescale of sharing stories may be very long, and the storytellers may not have a clear idea of the audience. Most likely, there will be no direct relationship between storytellers and consumers. Storytellers might worry that their stories could be used inappropriately. Moreover, the uncertainty of users' future wishes, and new circumstances needs to be addressed by the design.

hiStory will fully address the responsibility of design allowing users to develop awareness and allowing flexibility. Moreover, historical sense-making is always situated in social values and thus needs interpretation guides and context information (Jones & Ackerman, 2018). This is especially relevant when it comes to ideological and value-related stories. In hiStory, design must not only respect the agency of users, but also of secondary users who are usually seen as passive listeners in storytelling projects. Hence, we will allow reciprocal communication and enable dialogue. By this, also design approaches supporting the ownership are enhanced as the storyteller can explain the context of the story (see "D2.3. Essential Use Case Specifications").

2.1 Respecting Digital Agency

Given the current pace technology is advancing, the individual is at risk of being not only overpowered, but also disempowered. Therefore, it is crucial that systems allow individuals to interact with confidence and competence and that they understand the impacts technologies have on behaviour and communication. Digital agency maintains individuals' control over how new technologies shape and control their behaviour and relationships to others.

Digital agency is an individual's ability to control and adapt to a digital world, a way of empowering individuals to adopt new technologies, adapt to and use them sensibly (Passey et al., 2018). According to Passey and colleagues (2018), digital agency encompasses elements of digital competence, digital confidence, and digital accountability, which are proposed to be related as shown in Figure 1.
Digital competence is defined as the ability to navigate the digital world in a safe and effective way, which comprises digital literacy and skills as shown in Figure 1 (Passey et al., 2018). Digital literacy is based on principles of traditional literacy, numeracy, knowledge and critical thinking, which pave the way for knowledge acquisition of any kind.

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[1] Jones, J., & Ackerman, M. S. (2018, April). Co-constructing family memory: Understanding the intergenerational practices of passing on family stories. In Proceedings of the 2018 CHI Conference on Human Factors in Computing Systems (pp. 1-13).

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However, digital literacy needs to be explicitly taught and practiced (Passey et al., 2018). In hiStory, digital literacy levels of older adults in the field trials will be assessed and analysed with regard to its influence with relevant variables of technology acceptance, agency and trust.
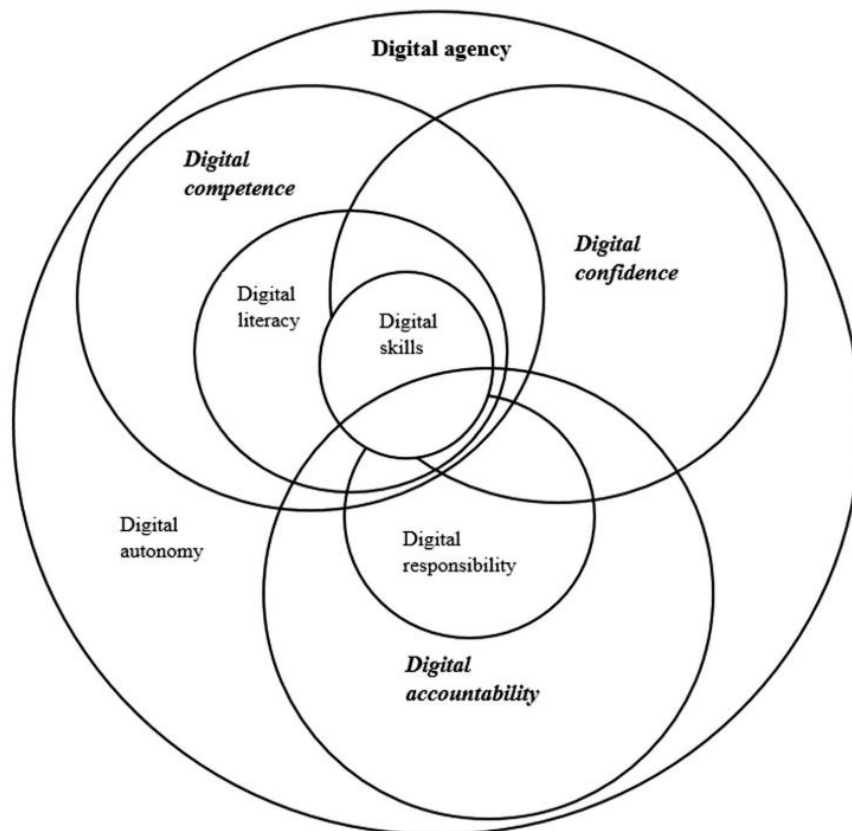

Figure 1: Proposed relationship of terms related to digital agency (Passey et al, 2018, p. 427)

In order to develop **digital confidence**, an individual needs digital skill, i.e. an ability to use technology competently. 17 percent of the European population have no digital skills at all (EC DESI Report, 2019), which precludes them from developing digital confidence and subsequently digital agency. Passey and colleagues (2018) distinguish the following three components of digital confidence: the ability to use different computer applications and software with ease, the confidence to operate ICT in different contexts, such as communicating, purchasing goods and services online, or accessing government services, and the ability of making informed choices and actions, i.e. digital autonomy.

Digital confidence will also be assessed during the field trials. Moreover, relationships with reported technology affinity as well as with perceived social inclusion and exchange will be investigated thoroughly.

According to Passey and colleagues (2018), **digital accountability** comprises of a digital responsibility for one's digital actions, knowledge of the digital world and its ethical issues, ensuring data privacy and security, and understanding the impact of our digital activities.

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While some of these aspects rather apply to producers than consumers of technology, it is important to include accountability as part of the introduction to the hiStory system to support digital agency. We will do so by allowing our users, who are producers of stories and other creative content, to develop awareness for ethical issues and by addressing responsibility of design by design.

Digital agency is about choice, action and making a difference to an individual's life in a digital world. These considerations will be included in the business model, e.g. by providing a virtual tour through the app or introducing the app to users in person.

However, in hiStory, we see agency not only in the creators of the content, the storytellers. In fact, the story consumers, and perhaps even more the facilitators, are active co-creators in the process of memory transmission (see also Jones & Ackerman, 2018). The facilitators play a vital role in telling stories, as they proactively ask questions and give an idea of the prospective audience of the stories. According to Jones & Ackerman (2018), storytellers (re)construct their stories to the assumptive "goals and needs of current and future listeners". The story consumers within the hiStory project are mostly unknown to the storytellers as is their purpose of consuming the stories (e.g., listening just for fun and out of pure interest in stories from past generations, using the story within an exhibition at a museum, illustrate teaching material in a school with actual experiences of contemporary witnesses). Therefore, the role of the facilitators establishes a direct and active communication situation with both parties co-constructing the stories told.

2.1.1 Older Adult User Feedback from Usability Tests

In order to get first insight about the operationalization of agency in our project, we addressed agency with participants in the usability evaluation study conducted in April 2020. For the usability tests, agency was defined "the initiation of relatively autonomous acts governed by our intentional states—our wishes, desires, beliefs, and expectancies" (Bruner, 1994, p. 41)[2]. It was assessed by four items of the Sense of Agency Scale by Tapal et al. (2017)[3], two items for sense of positive agency ("I am in full control of what I do", "Things I do are subject only to my free will") and two items for sense of negative agency ("My actions just happen without my intention", "Nothing I do is actually voluntary").

Additionally, participants in the usability test were asked, how and when they would like to be informed about what happened to their data (story). Results revealed that older adult users would like to be informed during the onboarding phase in the storytelling description,

[2] Bruner, J. (1994). The "remembered" self. In: U. Neisser & R. Fivush (eds.), The remembering relf. Construction and accuracy in the self-narrative. Cambridge: Cambridge University Press.
[3] Tapal, A., Oren, E., Dar, R., & Eitam, B. (2017). The sense of agency scale: A measure of consciously perceived control over one's mind, body, and the immediate environment. *Frontiers in psychology*, *8*, 1552.

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as well as before or after saving their recorded story. This could be implemented by adding a footnote at multiple places in the app (e.g., "What happens to my story next?") and letting users give consent, e.g. by using check boxes. However, it should be as simple and easy to handle as possible. One participant stated „I don´t want to be bothered with long explanation text on exploitation of my stories, otherwise I lose my motivation to tell some…" with regard to this topic.

These first insights will be used to elaborate respective use cases toward agency respecting design strategies, reported in "D2.3. Essential Use Case Specifications".

2.2 Preserving Ownership

Regarding the preservation of the **ownership of self-created personal content** story consumers decipher and interpret content as well as meaning of the stories told within the project. Cultural shifts over time or different geographic areas can make it difficult to understand the context of a story without further information/explanation. We follow the suggestion by Jones & Ackerman (2018) to design systems in a way that "preserves interpretive signals that aid in understanding shared information", e.g. by fostering active dialoguing between tellers and listeners (e.g. Q&As in the storytelling session directly after the telling, comments and feedback later in the app). This may not only help story consumers understand content and meaning of stories, but also attenuate the risk of misunderstanding and misinterpretation. With additional context information, e.g. by adding text, photos, or a location, storytellers can at least partially retain interpretive control over their stories.

Story consumers might not have the same agendas as the storytellers, particularly when it comes to sensitive topics. While story consumers often seek out for informational purposes, storytellers might not be dedicated to the accuracy of the stories told. By omitting or adding significant details, storytellers can alter the tone or meaning of a story. However, storytellers must be kept aware of the co-constructive process of memory and of the story consumers' interpretive scope. Special emphasis will be given to this situation, its implications and the associated expectations by the elaborated process which will be guided by the involved facilitators (see "D5.2 User Training and Manual").

Regarding the preservation of the copyright of older adult storytellers, different scenarios are possible and were discussed within the consortium:

- Scenario 1: The OA (older adult) user Irene likes to tell stories but does not want them to be audio recorded. She agrees though that **written notes and protocols** are taken by other OA participants while she tells her story. She further agrees that these notes are stored in the hiStory platform and used to create a new story

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project. The notes can be **freely interpreted by the facilitator (FA) / team of other OA participants**.

In this scenario, the OA has no copyright on the story, there is actually no owner.

- Scenario 2: The OA user Alfred wants to tell stories via the app and/or the community. He agrees that during a storytelling event his stories are **audio recorded by the OA, by other OA participants or the moderating FA** via the app. He further agrees that these audio recordings are stored in the hiStory platform and used to create the final result. The FA/team of other OA participants are allowed to cut some audio snippets from the original recording and use them within their new story project. However, the **audio snippets might not be used to modify Alfred´s story in terms of meaning and interpretation power.**
  In this scenario, the OA is the owner of the copyright.

- Scenario 3: The OA user Gloria wants to tell stories via the app and/or the community. She agrees that during a storytelling event his stories are **audio recorded by the OA, by other OA participants or the moderating FA** via the app. She further agrees that these audio recordings are stored in the hiStory platform and used to create the end result. The FA / team of other OD participants are allowed to cut some audio snippets from the original recording and use them within their story project. **Audio snippets from Gloria´s story might be modified and rearranged to create a new story project in terms of meaning and interpretation power.**
  In this scenario, the copyright is held by the OA as well as the FA/the team. Consent of all team members is required.

Based on these scenarios implications for the design (WP2) as well as for the business model (WP6) will be further elaborated by the consortium and together with primary and secondary end users as part of the user evaluation activities (WP5) in the second half of the project.

2.3 MEESTAR Ethical and Social Issues Workshop

Within the first half of the project, an ethics workshop was conducted using the MEESTAR[4] model (Wutzkowsky & Böckmann, 2018). With this model, ethical issues can be identified and described as well as assigned to given ethical dimensions. It is possible to highlight potential ethical conflicts that arise specifically from the use of technology in AAL contexts.

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[4] Wutzkowsky, J., & Böckmann, B. (2018, May). Using MEESTAR to Identify Ethical and Social Issues Implementing a Digital Patient-Centered Care Platform. In eHealth (pp. 278-285).

2.3.1 Procedure

The workshop was held online via an online collaboration tool called MURAL
(**www.mural.co**). Nine participants from all eight partner organisations were present. First,
the MEESTAR model was introduced and explained in detail. Then, a brainstorming
session took place in which the participants collected ethical challenges, issues,
questions, or ethical conflicts on virtual sticky-notes. These were then assigned to the
seven ethical dimensions of the MEESTAR model individually, then explained for and
discussed in the group (see Figure 2).

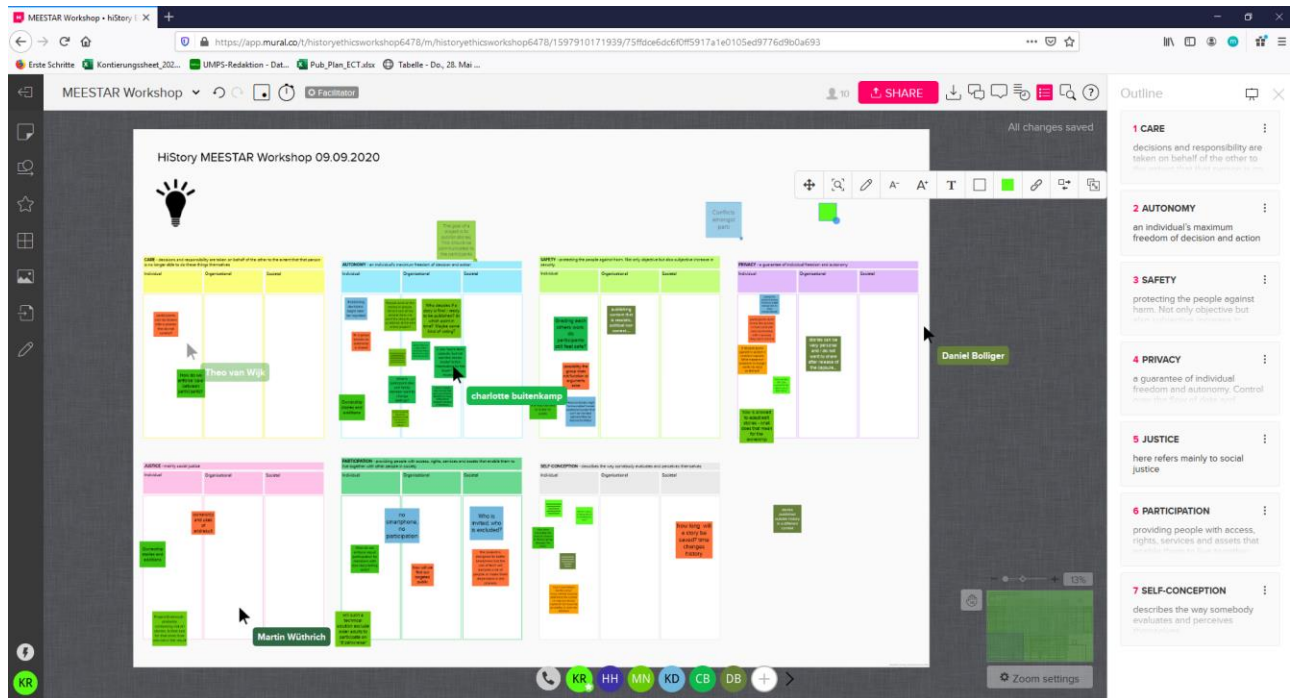Figure 2: Screenshot taken during the MEESTAR ethics workshop, using the online collaboration tool MURAL. Participants create sticky
notes with ethical issues and assign them to the most relevant ethical dimension.

Some aspects were mentioned more than once and were therefore clustered. All
challenges collected during the workshops are presented in Figure 3Figure 4 and –
enlarged, per dimension – in the Figure 4Figure 10.
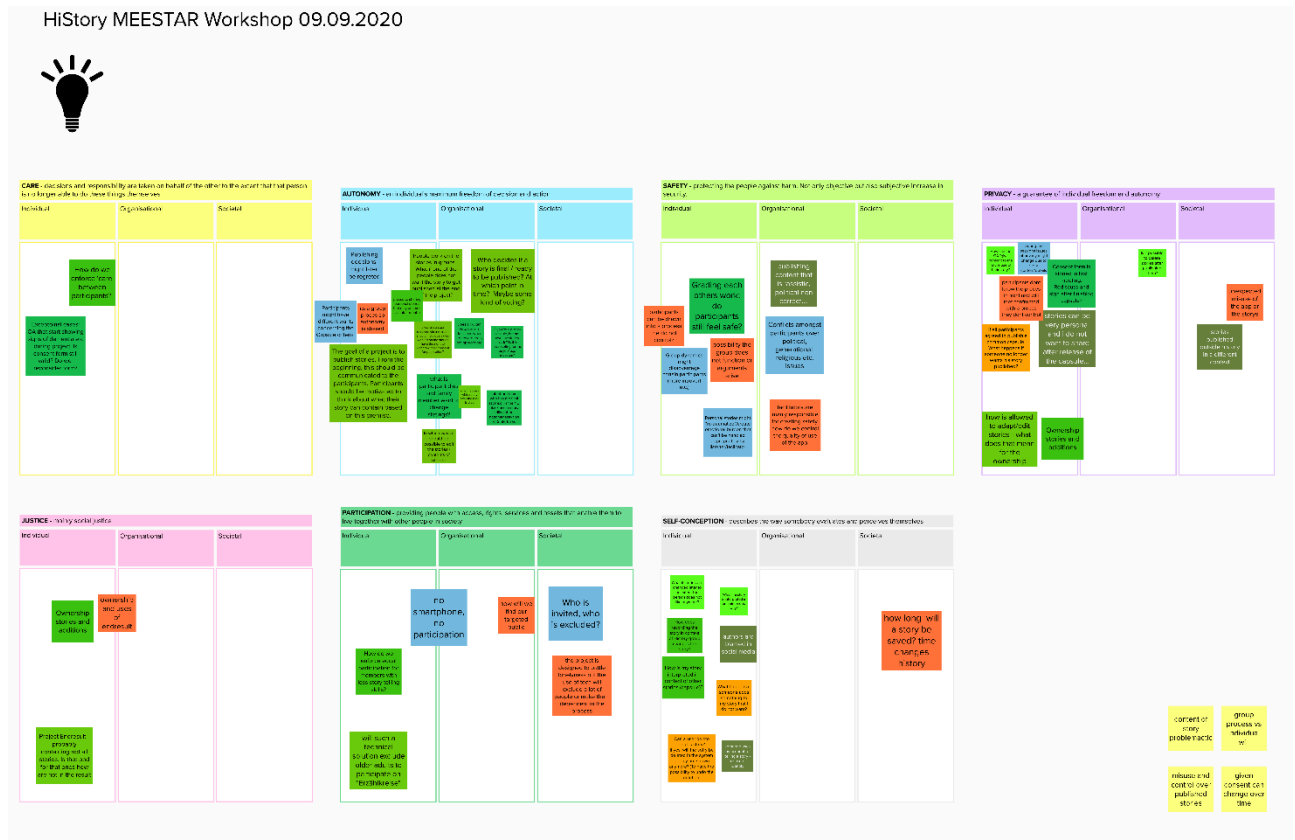
Figure 3: Collection of all ethical challenges that emerged in the hiStory ethics workshop.

In sum, 53 ethical challenges were collected in the MEESTAR workshop. Since some of them mentioned overlapping issues, they were clustered for discussion.

The four yellow sticky-notes in the down right corner of Figure 3 are an attempt during the workshop to find high-level topics that represent these clusters. The four high-level topics include problematic content of the story, group processes in conflict with individual will, misuse and issues of control over published stories as well as possibly changing consent over time. These high-level topics were discussed later during the workshop.

Figure 4: The challenges in the CARE dimension.

In the Care dimension, only two issues were mentioned, both on the individual level. One aspect relates to the older adults' mental health status and how to deal with (first signs of) dementia, the other addresses the idea to encourage mutual support among the participants (e.g., if one participant has impaired vision but still wants to record a story other participants can help her) as a form of "reciprocal care".

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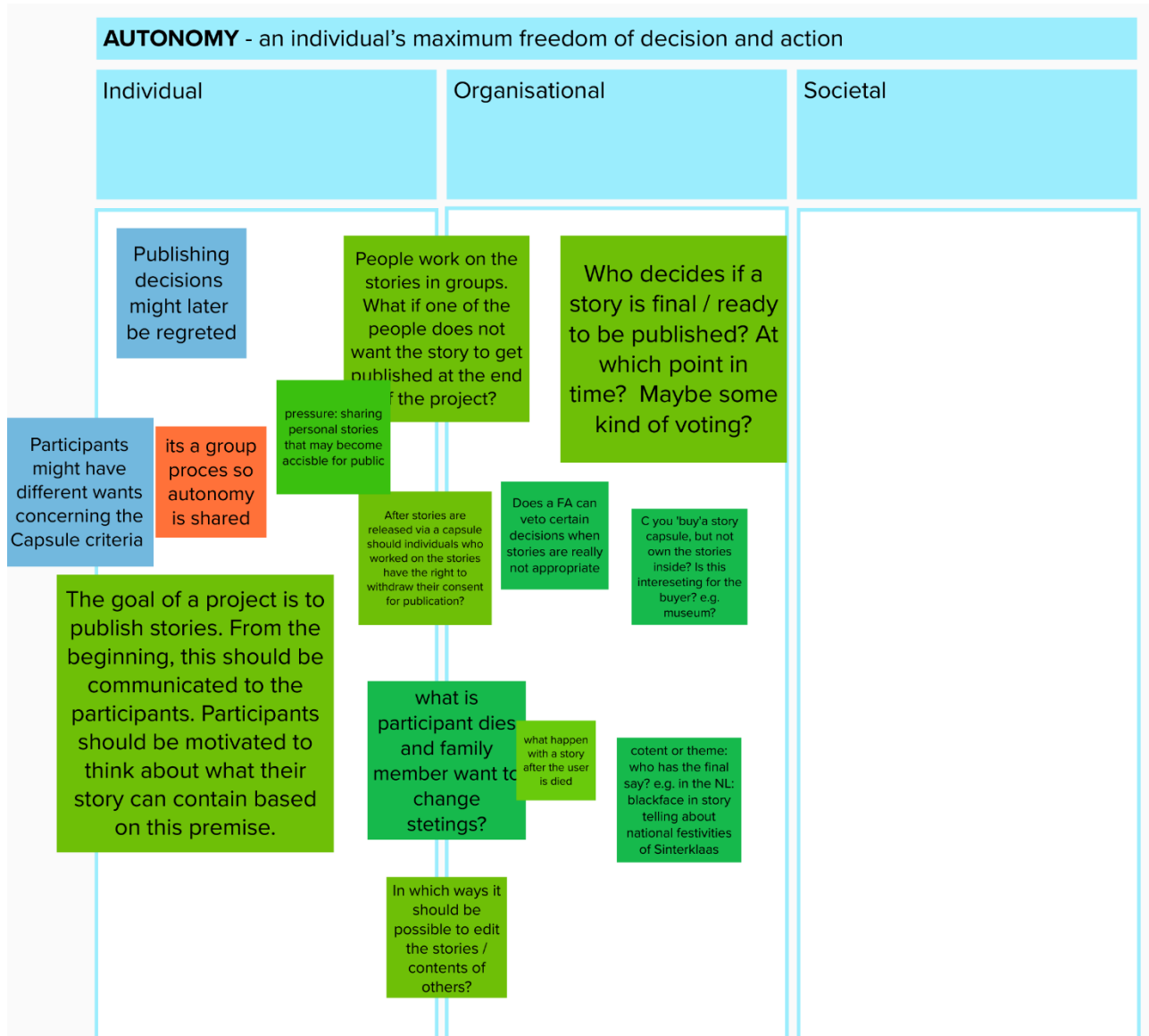
Figure 5: The challenges in the AUTONOMY dimension.

Regarding Autonomy, group processes were mentioned quite often as ethically challenging, as the procedure in the first field trials envisages group workshops in order to compile a capsule consisting of several individual stories. Concerns say that it could be problematic to have a certain group pressure due to the need to find an agreement within the group. Subsequently, questions of ownership (even after the death of an older adult), permission to edit individual stories, and possibilities to object in case of sensitive topics came up. With 14 sticky-notes, the Autonomy dimension was the one containing the most ethical challenges.
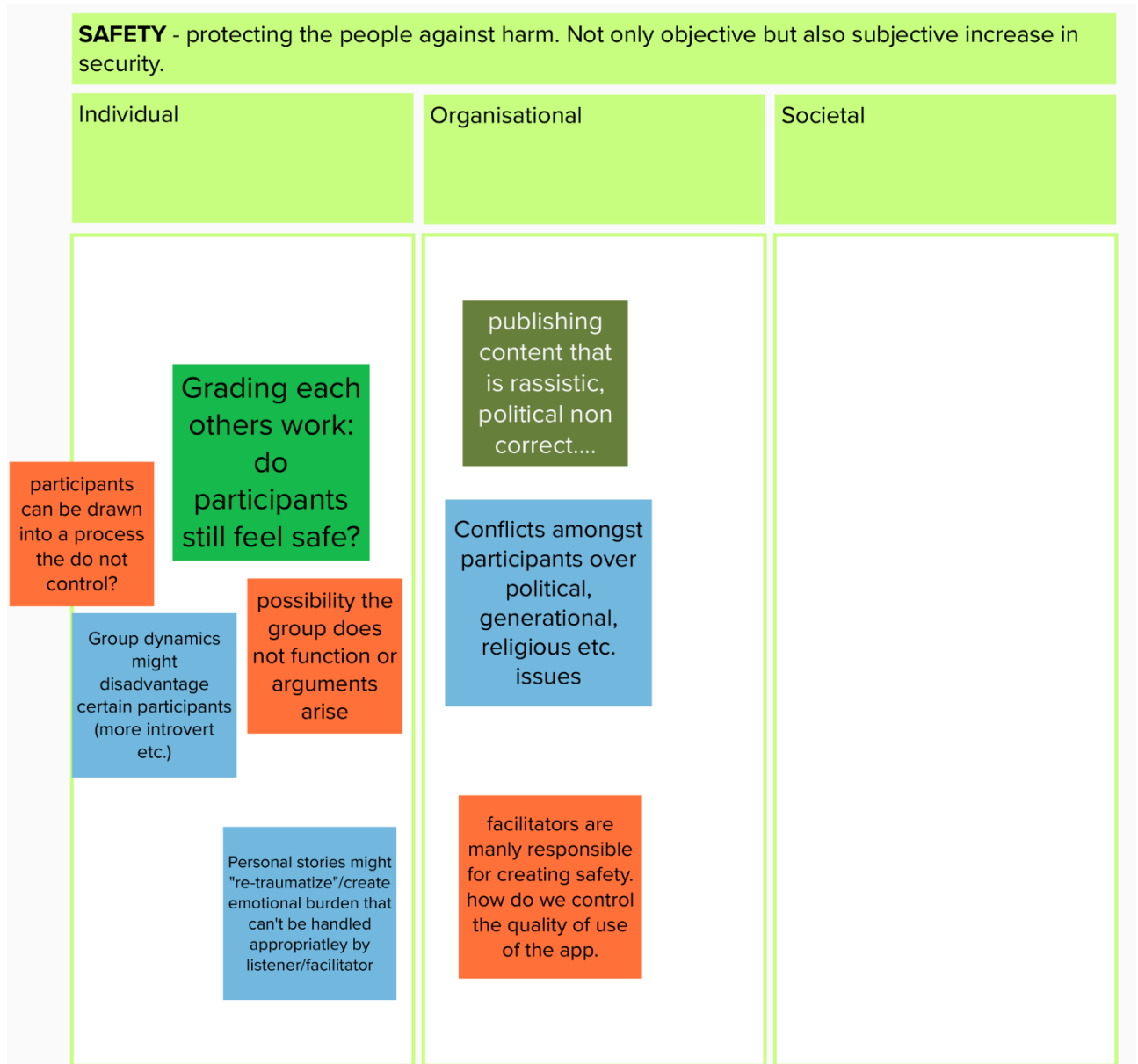
Figure 6. The challenges in the SAFETY dimension.

In the Safety dimension, some topics were related to those mentioned under Autonomy, in particular those on group processes and possible conflicts within the group. As in Autonomy, no issues came up in the societal dimension.

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PRIVACY - a guarantee of individual freedom and autonomy

Individual	Organisational	Societal

How can the OA "give consent to the future use of their story?

During the sessions issues of privacy might change due to story content/details

Consent form is signed in first meeting. Rediscuss and sign after finishing capsule?

participants dont know the proces in front and will met confronted with a proces they dont control

Is it possible to delete stories after publishing them?

unexpected misuse of the app or the storys

If all participants agreed to publish a common capsule. What happens if someone no longer wants his story published?

stories can be very personal and i do not want to share after release of the capsule...

stories published outside history in a different context

how is allowed to adapt/edit stories - what does that mean for the ownership

Ownership stories and additions

Figure 7: The challenges in the PRIVACY dimension.

In Privacy, most ethical challenges were mentioned on an individual level. However, two issues were found having societal impact, namely the unexpected use of the apps or individual stories and the use of individual stories outside the given context of a capsule. Another issue mentioned was the informed consent, which is signed in the first meeting. Is it possible to change/withdraw consent later in the process? How can users foresee possible applications in the future? Ownership of stories and additions made to stories was also mentioned in the Privacy dimension.

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JUSTICE - mainly social justice

Individual	Organisational	Societal

Ownership stories and additions

ownership and uses of endresult

Project Endresult - probably containing not all stories. Is that bad for that ones how are not in the result

Figure 8: The challenges in the JUSTICE dimension.

The topic of ownership and use of the end result (capsule) was also dominant in the Justice dimension. The possibility that not all individual stories could be contained in a capsule was another.
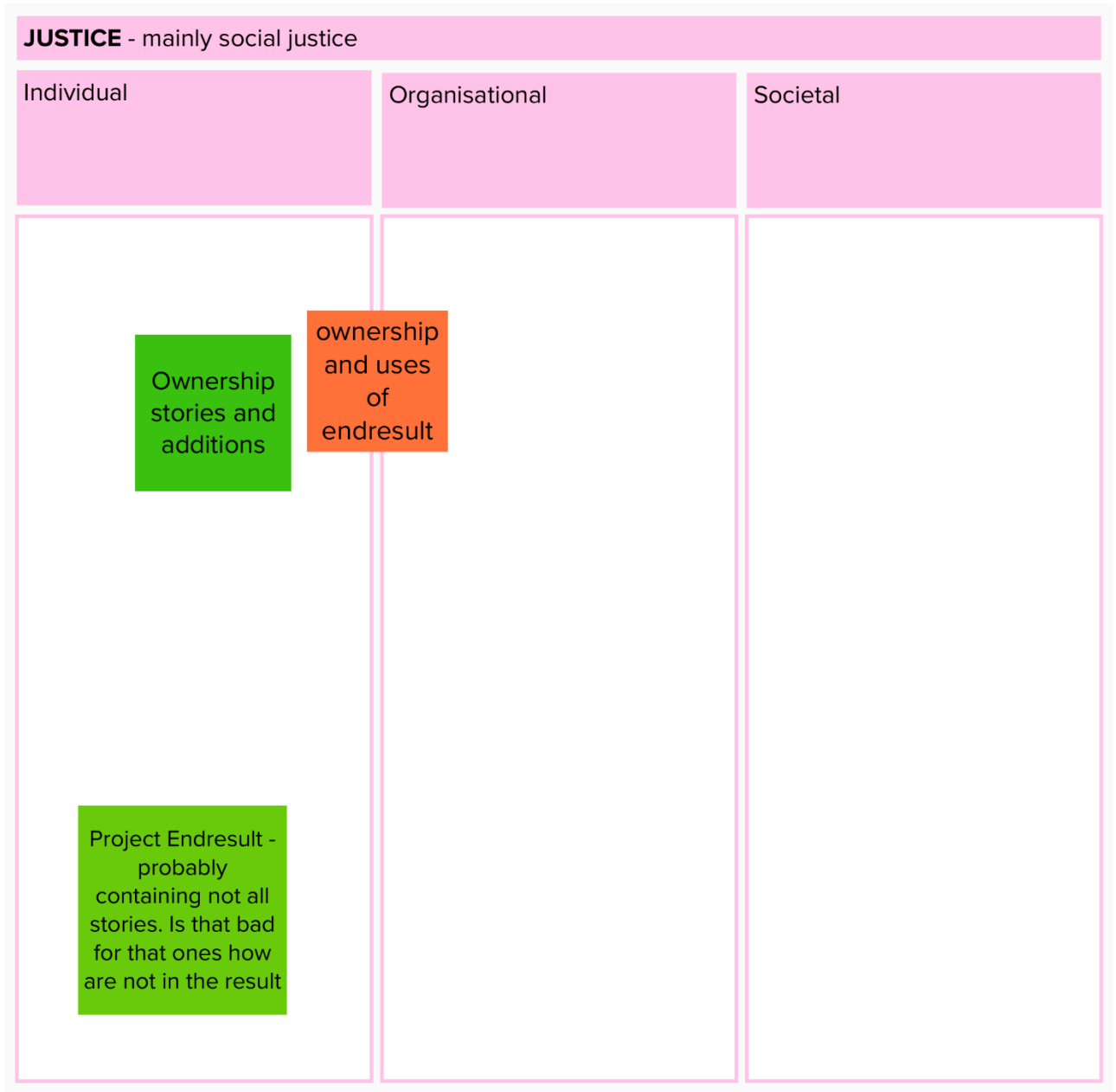
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PARTICIPATION - providing people with access, rights, services and assets that enable them to live together with other people in society

Individual	Organisational	Societal

no smartphone, no participation

how will we find our targeted public

Who is invited, who is excluded?

How do we enforce equal participation for members with less story telling skills?

the project is designed to battle lonelyness but the use of tech will exclude a lot of people or make them dependent in the process

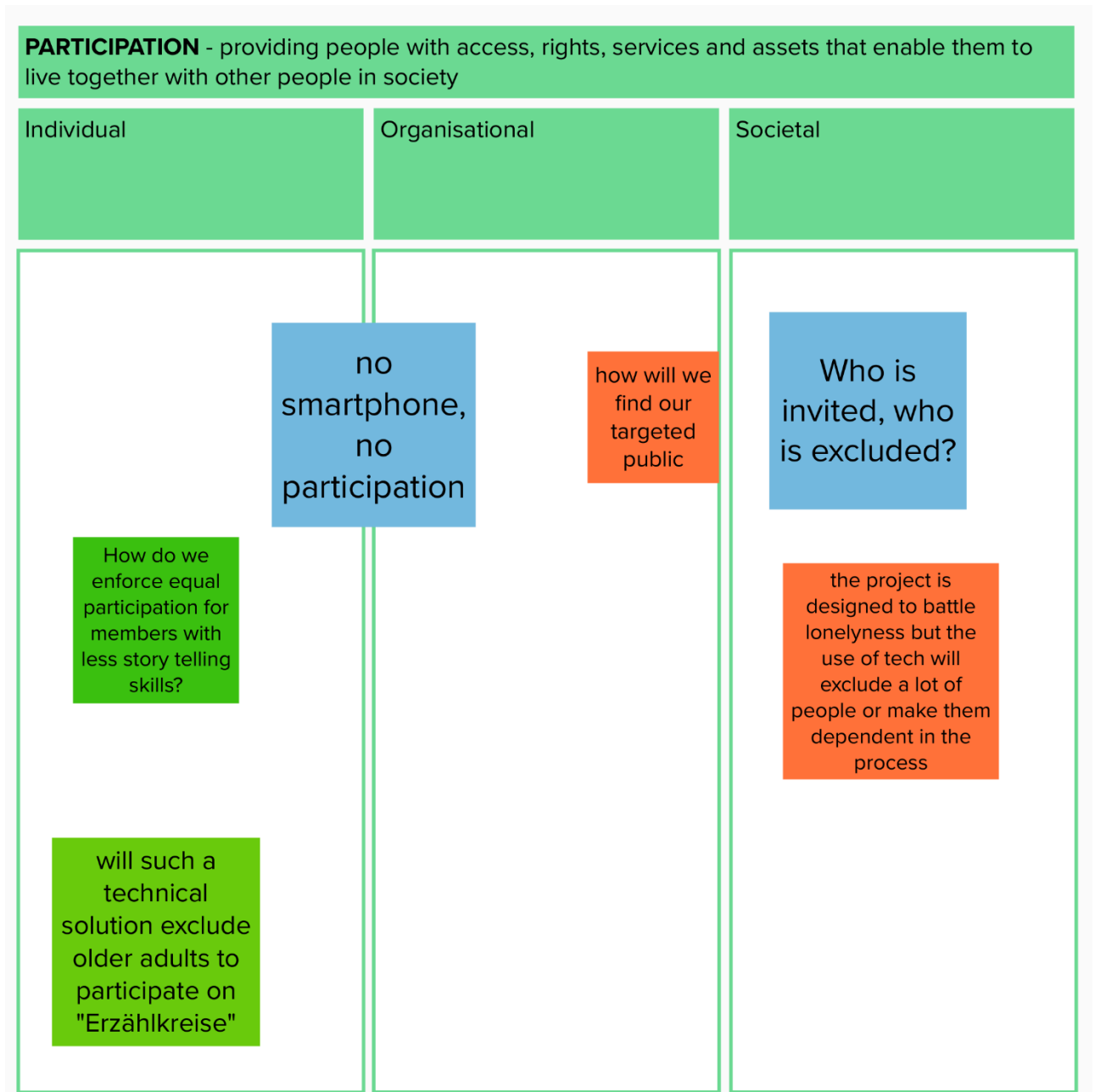will such a technical solution exclude older adults to participate on "Erzählkreise"

Figure 9: The challenges in the PARTICIPATION dimension.

In Participation, ethical challenges were found in all three levels of perspective. They included questions of recruiting, technical requirements for participation as well as participation in the story telling session and consequences of using the application.

SELF-CONCEPTION - describes the way somebody evaluates and perceives themselves

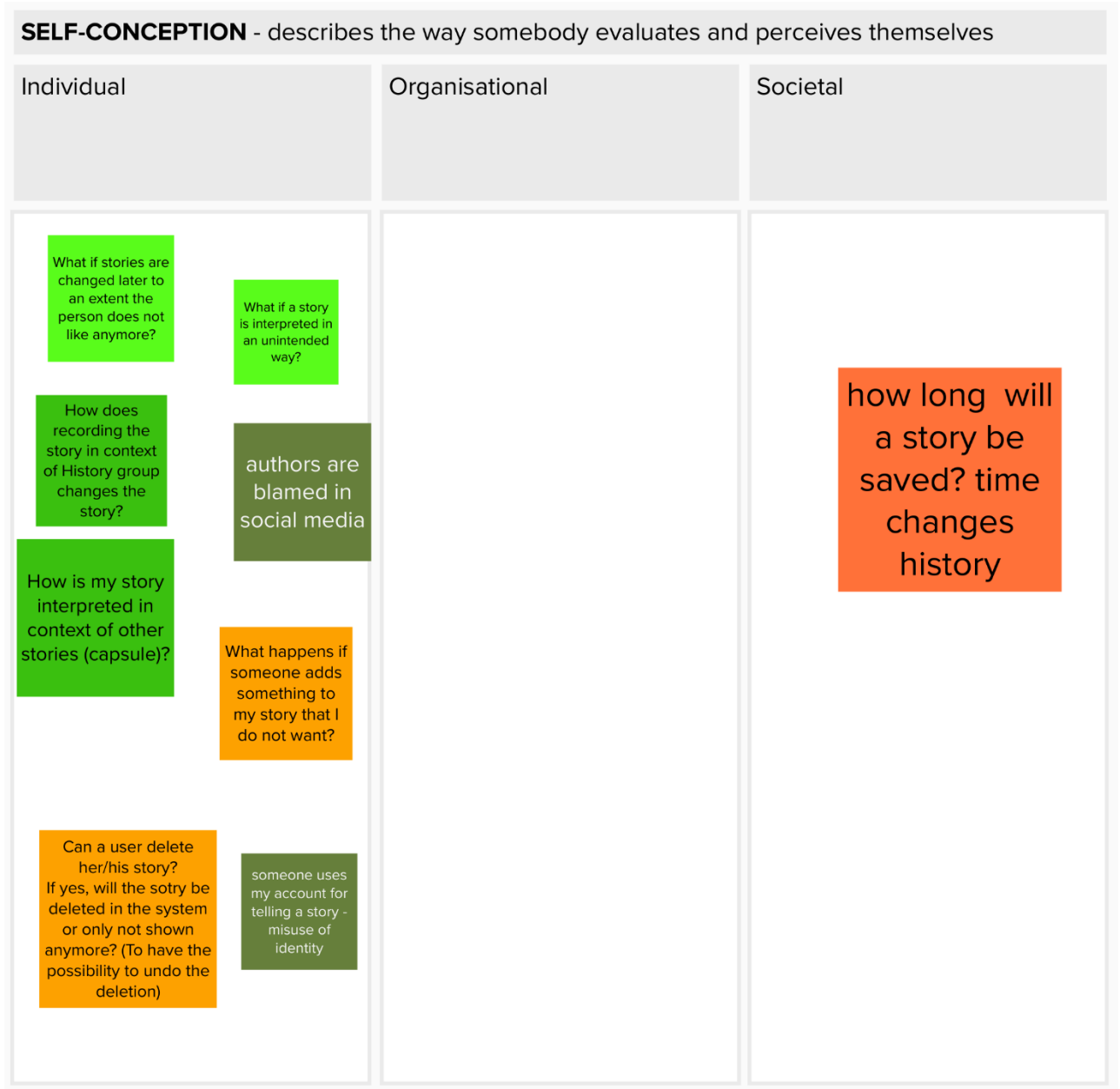| Individual	Organisational	Societal
What if stories are changed later to an extent the person does not like anymore?		
What if a story is interpreted in an unintended way?		how long will a story be saved? time changes history
How does recording the story in context of History group changes the story?		
authors are blamed in social media		
How is my story interpreted in context of other stories (capsule)?		
What happens if someone adds something to my story that I do not want?		
Can a user delete her/his story? If yes, will the sotry be deleted in the system or only not shown anymore? (To have the possibility to undo the deletion)		
someone uses my account for telling a story - misuse of identity		

Figure 10: The challenges in the SELF-CONCEPTION dimension.

In the Self-Conception dimension, most ethical challenges were found on an individual level again. They again touched upon ownership, (unwanted) additions, and interpretation/context of stories, questions of deletion, consequences of publishing stories in terms of the social conception by others, as well as storage duration.

After explaining all aspects and challenges, a voting session was held with five votes for each participant, identifying the biggest challenge. With four votes, "ownership stories and additions" in the PRIVACY dimension was rated the biggest challenge in the hiStory project.

2.3.2 Results and Implications

After a short break, possible solutions were discussed in the group. Discussion started with the ethical challenge that received the most votes, "ownership stories and additions".

Ownership
The workshop participants agreed that ownership in hiStory will be handled analogical to Facebooks ownership policy[5]: The story tellers own their story at all times, **no one except the story teller can make any changes to the story**. It has to be possible to **delete the story at any time**, according the GDPRs' "right to be forgotten". For a capsule, this means that it is rather seen as a collection of stories so that **anyone can withdraw consent at any time** (which leads to a deletion of the story).
Regarding disclaimer information, the workshop participants agreed on a **two-stage process** that allows for **giving consent**
- **to the publication of individual stories as well as**
- **to the publication of the capsule as a whole**.

Deletion
If an older adult wants to request the deletion of a story, s/he can send a request to the hiStory team. This story then goes offline for a dedicated time span (e.g., 90 days), in which it is possible for the older adult to reactivate the story. After this time span, the story will finally be deleted.

Feedback
Feedback from others (tellers, listeners, facilitator) should be incorporated in the group process of compiling a capsule and via a **commenting function**. If e.g. the museum wants changes to a published story, it must always contact the story teller. The same is valid in case the museum wants to publish a story outside the given context.

Special cases
What happens in case the story teller has passed away in the meantime is still an open issue, the legal situation needs to be checked in Austria, Switzerland and the Netherlands. All **data stored** on the hiStory platform can be seen over by sending s/he a request to the hiStory team. **Data/story misuse** was deliberated upon in the workshop but considered to be not a pressing issue for the field trials and will therefore not be further.

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[5] "As we can see from point 3.3.1 of Facebook's Terms of Use (as of April 2019) titled "Permission to use content you create and share", Facebook doesn't take ownership for pictures you post on their platform. Facebook specifically states that "You own the content you create and share on Facebook and the other Facebook products you use, and nothing in these terms takes away the rights you have to your own content. You are free to share your content with anyone else, wherever you want.""

Group pressure

Regarding group pressure, it was discussed if **individuals with less storytelling skills might have a disadvantage**, but this was seen as a minor problem due to the support tools created to involve everyone in the user workshop. Moreover, individuals pick the project and their topic by themselves. Thus, it should fit their interests and abilities.
In case something happens that the storytellers do not agree with, they can always talk to the facilitator. It was discussed to add "stop cards", but then the participants agreed to brief the facilitators and let them see about **equal participation in the workshops**.

Platform moderation

Inappropriate content of stories was considered a very important issue in the MEESTAR workshop discussion. The participants agreed to include an **explicit clause in the informed consent** that the facilitator (being chosen by the organization that uses the content and therefore having responsibility for the content of a capsule) has a **veto right** and can choose to not include a story in a capsule. Questions of the decision about the appropriateness of stories were raised and discussed, but in the end, the organizations using the stories are responsible for its content and therefore should have the right to give a veto and to withdraw a story/capsule.

The list of topics discussed during the MEESTAR workshop is far from complete, the workshop represents a starting point for ethical considerations within the project. So far, discussion remained on a theoretical level, raising awareness for the ethical challenges in hiStory and giving orientation for the project. Options of handling these and additional ethical challenges need to be further refined and tangible implementations will be explored during the field trials.

3 General Data Protection Regulation (GDPR)

In general, there is high attention to the subject of new GDPR in all participating countries. All project partners are aware of the importance of respecting the GDPR and the dignity of all participants as first principle.

GDPR grants the following rights to the data subject:
- right to information,[6]

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[6] Articles 13 and 14 of the GDPR.

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- right of access,[7]
- right to rectification,[8]
- right to erasure,[9]
- right to restriction of processing,[10]
- right to data portability,[11]
- right to object,[12]
- right not to be subject to automated decision-making, including profiling.[13]

The most crucial rights for the hiStory project are the right to information/the data controller's notification duties, as well as the rights of access, rectification, and erasure.

3.1 EU-wide GDPR Legislation

Our project is executed in three countries: Netherlands, Austria and Switzerland. Each country has its special legislation rules for the appliance of data protection and privacy. Additionally, the legislation of the European Union is in force for Netherlands and Austria. A new EU GDPR regulation has taken into effect in May 2018. All involved organizations are aware of the implications of the EU-GDPR for their respective countries. Therefore, for each country, the actual GDPR state is depicted below.

Situation in Austria
In Austria we have three active organisations: NOUS, SDA and AIT. Whereas AIT is the responsible research partner, SDA is industry partner, and NOUS is the development partner.
As part of internal quality management, project management at the AIT prepares documentation in accordance with data protection laws when the project starts. This documentation is required if the processing of personal data is necessary to carry out the research project in question. This data protection documentation contains specifications on the specific handling of data in the project, including documentation, storage period, data protection responsibility, legality, use of contract processors ("service providers"), data transfers / international data traffic, transparency, and data protection impact assessments.[14]

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[7] Article 15 of the GDPR.
[8] Article 16 of the GDPR.
[9] Article 17 of the GDPR.
[10] Article 18 of the GDPR.
[11] Article 20 of the GDPR.
[12] Article 21 of the GDPR.
[13] Article 22 of the GDPR.
[14] The respective document can be handed in if required.

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Since AIT is responsible for user involvement and data subject management, the above-mentioned specifications are valid for all Austrian partners.

Situation in the Netherlands

In the Netherlands we have following parties, active in the project: NFE and ZUT together represent the end-users, whereas IJS is involved as technical partner. NFE and ZUT collect user data in several stages in the project. In line with GDPR, these organisations make sure only necessary information is collected and data are always processed in a confidential and anonymous way. Participants are asked to sign an informed consent with all needed information. Documents that contain personal information are stored separately from documents that contain other input from the participants. We keep the anonymous data at least until the end of the hiStory project (spring 2022), because the knowledge provides valuable insights for the project. We keep data that we use for scientific publications for ten years, because it can be requested later.

Situation in Switzerland

In Switzerland, we have the two organizations IHL and VIC. VIC is the end user organization and does not store any data. IHL is research and development partner and is in charge for assessing the situation for whole country.
VIC does not save any data on the user trials and does therefore not take any special precautions regarding GDPR and privacy. They follow the measures of IHL.
IHL took the lead on security and data protection issues in Switzerland.

Additionally, the situation between the GDPR legislation in EU and Switzerland was discussed. Switzerland will adapt their legislation to be compliant with the new EU GDPR. A proposal of the 'Bundesrat' was handed out to the parliament in March 2018. Much alike the GDPR, a revised version of the Federal Act on Data Protection takes into account CETS 108 (Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data), which the Swiss Federal Council has previously decided to sign. In light of this, the European Commission will decide on Switzerland's adequacy status in the course of 2021. Interim guidelines of the Swiss Government regarding GDPR between Switzerland and the EU are followed completely in hiStory.

3.1.1 Proportionality of Data Usage and Controlled Access

Data is collected on different aspects in the project. On one hand, we collect during the research activities of NFE, AIT and HSL personal data of study participants, about their daily habits, personal memories and biography.
On the other hand, we are able to record user behaviour with the hiStory systems (app usage) as well as user-generated digital storytelling content as described in the proposal.

We do not aggregate the biographical research data with the digital content data and vice versa, to keep privacy. We strictly regulate the access on the different data sets. The data is stored in a secure environment and not accessible to unauthorized personnel.

3.1.2 GDPR conclusion

The GDPR is applied throughout the EU. In Switzerland, guidelines to the territorial scope of application of the GDPR were provided. These guidelines can be found here: https://edpb.europa.eu/sites/edpb/files/files/file1/edpb_guidelines_3_2018_territorial_scope_en.pdf.

The EU guidelines for data handling can be found here: http://ec.europa.eu/research/participants/data/ref/h2020/grants_manual/hi/ethics/h2020_hi_ethics-data-protection_en.pdf_manual/hi/ethics/h2020_hi_ethics-data-protection_en.pdf.

hiStory is compliant to the above guidelines.

3.2 Informed Consent

In compliance with the actual GDPR legislation, privacy and data protection during and after the project is of major importance. First, clear information of all potential participants is of uttermost importance. Their right for privacy and retraction of personal data is part of the informed consent that is given to and signed by the participants during the project evaluation.

The informed consent is provided in German and Dutch to the respective participants of all activities that directly involve users (co-creation workshops in WP2, friendly user tests in WP3, and the two field trials in WP5). Users are informed about the project itself, the purpose of processing their personal data within the project, the type of data stored and processed, recipients of their personal data, as well as rights and contact details. Afterwards, they are asked to give their consent, if they are willing to participate in the study. They are informed that they may withdraw their consent in whole or in part at any time during the study.

Both informed consents (German and Dutch version) can be found in the Appendix.

Having the raised scenarios presented above in section **Fehler! Verweisquelle konnte nicht gefunden werden.** in mind the following procedure was agreed for the upcoming phases of the hiStory service development:

- For the **first field trials**, in the informed consent, the matter of copyright is handled for the field trials as follows:

"With my signature I further confirm that the <leading partner> and the recipients listed in <document reference> receive the rights of use (note: this is an exclusive right of use) for

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the linguistic works generated by me within the framework of the hiStory project in all existing and future types of exploitation. This right includes in particular the right to edit the work, to adapt it for use in various media and also to make it available to third parties."

- In addition toward **second field trials**, specific measures will be taken to preserve Ownership and copyright for storytellers as well as for team. E.g. when checking-in at the app for the first time, a general consent by the OA is required. FAs should flag project intention at the launch of the project no sooner as all consents are available.
- For the appropriate handling of copyright issues **after the project** external legal expertise needs to be acquired and respective copyright regulations and usage rights must be defined before the system launch.

4 COVID-19 specific measures

In September 2020, procedures for field trials and informed consent needed to be adapted again to fit the current situation regarding the Coronavirus.

First of all current governmental regulations in all three countries will be checked on a regular base and respected as defined in:

- In Austria via **https://www.bmlrt.gv.at/tourismus/corona-tourismus/massnahmen_bundesregierung.html**

- In the Netherlands via **https://www.rijksoverheid.nl/onderwerpen/coronavirus-covid-19/nederlandse-maatregelen-tegen-het-coronavirus/gezondheidsadviezen**

- In Switzerland via **https://www.bag.admin.ch/bag/de/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov/massnahmen-des-bundes.html**

Furthermore specific measures and regulations from the side of the consortium partners will be considered such as from NFE in NL (see Appendix).

In addition the following paragraphs were added to the informed consent form:

CoVID19 specific measures
The following basic principles apply during the study:

- A minimum distance of 1.5m should always be maintained at all time, if possible. If the minimum distance cannot be maintained, participants must wear a mouth and nose protector (MNP).
- Before entering the study site, all persons must disinfect their hands.
- Study facilitators wear an MNS for the duration of the study and regularly disinfect their hands.
- The study site is ventilated regularly and sufficiently.
- Sufficient breaks are planned in the study (hand disinfection, hand washing, airing, etc.)
- All objects used during the study and all surfaces touched during the study are disinfected before and after the study.

Contact Tracing

If you are diagnosed with CoVID19 up to and including 10 days after participating in the study, you agree to notify the local study facilitator by phone (<phone number>) or e-mail (<E-Mail address>) immediately. <Responsible partner AIT, NFE, ZUT, or VIC> will pass on your contact data to official authorities within the scope of contact tracing, to the extent legally permissible.

In case of illnesses of persons involved in the study, participants will be informed in accordance with the legal requirements and in coordination with the responsible authority. Anonymized information about diseases of other participants in the workshop will be passed on to all participants.

Possible risks

Safety of the participants is our highest priority. <Responsible partner AIT, NFE, ZUT, or VIC> and its project partners will carefully take the recommended hygiene and precautionary measures (see CoVID19 specific measures) that are suitable to minimize risks of infection with Sars COV2.

However, I expressly acknowledge that despite careful adherence to these measures, the risk of infection with COVID-19 cannot be completely excluded and there is a (albeit small) possibility that I may become infected with COVID-19 despite observing all due diligence measures.

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5 Data Management

5.1 Data within the project

Several types of data are collected during the lifetime of the project.

5.1.1 Informed Consent

- End user allows the usage of the data during the project
- On this consent the clear name and the pseudonymization code is noted (2. field trials)
- Only available in paper form at the relevant end-user site (AT, CH, NL)
- Consent forms specifically for the use of pictures, used under same conditions as informed consent.

5.1.2 Co-Creation Workshop and Interview Notes

- Qualitative data taken during face to face interaction with the end users
- Notes taken electronically (stored locally on research servers of all partners and on iHome) or on paper (locally stored at research organizations)
- Used for deriving user requirements, user expectations, user well-being status

5.1.3 Logging data

- Regarding user authentication data, hiStory will use pseudonyms for the OA participants in the field trials.
- Frequency and duration of app usage will be logged automatically
- Self-created personal content from stories that will be inputted by older adult users
- Stories are stored at NOU in their CMS system

5.1.4 Configuration Data

- All data required to set up/configure the software individually and guarantee the support during the operation of the system
- Either the supporter or the Sysadmin sets up the devices
- Information is stored dynamically on the dashboard

5.2 Data Access and Usage of Data

To fulfil the privacy and data protection guidelines and principles, the different user groups and data storage types and locations are depicted in a comprehensive access scheme in Table 1 below.

During the project	User Type					Storage Form						
	End user	Facilitator	Sys Admin	Data Scientist	Researcher	Paper	Drives AIT	Drives NFE	DB IJS	Drives NOU	Drives HSL	User devices
Informed consent	A	A	-	B	B	X						
App Configuration	A	-	D	-	-				x	X		
Story recordings	A	A	D	C	C					X		X
Questionnaire	A	-	-	C	B/C	X	X	X				
Workshop / Interview Notes	A	C	-	C	B	X	X	X				
Log files	A	A	D	-	C					X		
Facilitator Portal	A	A	D	C	C					X		

Table 1: Data Access, Storage and Usage - A: generates data; B: stores / owns data; C: has access to data; D: administers accounts / data; -: has NO access to data; *: only evaluation of stored data; ** Reminder data can be used for drinking reminder and also for medication intake. They are part of configuration data and can be accessed with the dashboard with defined user access rights

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6 Appendix

6.1 A – Informed consent German version

Datenschutzrechtliche Information nach Art 13 DSGVO und Einwilligungserklärung

1.   Einleitung

Die im Folgenden beschriebene Studie ist Teil eines Forschungsprojektes „**hiStory – Make your Story History"**. Dieses Projekt wird durch die Österreichische Forschungsförderungsgesellschaft (FFG) im Rahmen des Förderprogramms AAL - Active and Assisted Living finanziert. Im hiStory Projekt wird eine App für das Smartphone entwickelt, die es Menschen im Rahmen unterschiedlicher Erzählformate (Z.B. Gesprächskreis) ermöglicht, persönliche Geschichten zu erzählen und festzuhalten und so verbindende gemeinsame Erfahrungen zu schaffen.
In dieser Studie soll die mobile App und die entwickelten Erzählformate im Rahmen einer Workshop-Reihe getestet werden. Sie wurden zur Teilnahme an dieser Studie eingeladen. Bevor Sie sich mit der Teilnahme einverstanden erklären, lesen Sie sich bitte alle Informationen gut durch und zögern Sie bitte nicht, Fragen zur Studie oder zu möglichen Nutzen und Risiken zu stellen.

2. Zielgruppe und Teilnahmebedingungen

An dieser Studie teilnehmende Personen müssen folgende Kriterien aufweisen:
-   Als Projektleiter*in:
    o   Alter: über 18 Jahre; Interesse daran, ein Erzählprojekt umzusetzen.
-   Als Workshop Teilnehmer*in:
    o   Personen im Alter von 65 Jahren oder älter; Interesse daran, Geschichten aus dem Leben zu erzählen bzw. zu erfahren; Bereitschaft, an zwei bis vier Workshops teilzunehmen und persönliche Erfahrungen mit der App und den Erzählformaten im Rahmen von Interviews und schriftlichen Rückmeldungen zu teilen.
    o   Kinder und Jugendliche, mit Erlaubnis ihrer Eltern bzw. Erziehungsberechtigten; Interesse daran, an einem Erzählprojekt mit älteren Personen teilzunehmen.

Die Teilnahme an dieser wissenschaftlichen Studie erfolgt auf freiwilliger Basis.

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3.   Studienablauf

Im Lauf der Studie werden Sie eingeladen, an mehreren Erzähl-Workshops mit bis zu acht Personen teilzunehmen, wo Geschichten erzählt, aufgenommen und bearbeitet werden sollen, sowie Rückmeldungen zur Benutzerfreundlichkeit der entwickelten Systeme zu geben.

Die Workshops finden im September und Oktober 2020 entweder online in den Räumlichkeiten der jeweiligen Partnerorganisation statt. Die Dauer je Workshop beträgt ungefähr 2,5 Stunden.

4. CoVID19-spezifische Maßnahmen

Folgende Grundprinzipien gelten während der Studie:
- Ein Mindestabstand von 1,5m ist möglichst stets einzuhalten. Kann der Mindestabstand nicht eingehalten werden, ist von Teilnehmenden ein Mund, Nasen Schutz (MNS) zu tragen.
- Vor Betreten des Ortes der Studiendurchführung sind von allen Personen die Hände zu desinfizieren.
- Studienleiter*innen tragen einen MNS während der Dauer der Studie und desinfizieren regelmäßig die Hände.
- Der Ort der Studiendurchführung wird regelmäßig und ausreichend gelüftet.
- In der Studie werden ausreichend Pausen eingeplant (Handdesinfektion, Händewaschen, Lüften etc.).
- Alle Gegenstände, welche während der Studie verwendet wurden, und alle Oberflächen, welche während der Studie berührt worden sind, werden vor und nach Durchführung der Studie desinfiziert.

5. Contact Tracing:

Sollte bei Ihnen bis einschließlich 10 Tage nach der Teilnahme an der Studie eine CoVID19-Erkrankung diagnostiziert werden, verpflichten Sie sich, dies der Studienleiter*in umgehend telefonisch (+43 664 889 64 933) oder per E-Mail (**stephanie.schwarz@ait.ac.at**) bekannt zu geben. Das AIT wird ihre Kontakt-Daten im Rahmen des Contact Tracing an behördliche Stellen weitergeben, soweit dies rechtlich zulässig ist.

Bei Erkrankungen von an der Studiendurchführung beteiligten Personen erfolgt eine Information der Teilnehmer*innen nach den gesetzlichen Bestimmungen in Abstimmung mit der verantwortlichen Behörde. Anonymisierte Information über Erkrankungen von anderen Teilnehmer*innen dieser Fokusgruppe werden dann an alle TN weitergegeben.

6.   Mögliche Risiken

Sicherheit der Teilnehmer*innen hat bei uns höchste Priorität. AIT Austrian Institute of Technology GmbH und seine Projektpartner werden sorgfältig die empfohlenen Hygiene-

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und Vorkehrungsmaßnahmen treffen (siehe Punkt 4 CoVID19 Spezifische Maßnahmen), die geeignet sind, das Risiko einer Infektion mit Sars COV2 zu minimieren.

Ich nehme aber ausdrücklich zur Kenntnis, dass trotz sorgfältiger Einhaltung dieser Maßnahmen die Gefahr einer Infektion mit COVID-19 nicht zur Gänze ausgeschlossen werden kann und eine (wenn auch geringe) Möglichkeit besteht, dass ich mich trotz Einhaltung aller Sorgfaltsmaßnahmen mit COVID-19 anstecke.

7. Zwecke der Verarbeitung Ihrer personenbezogenen Daten

Ziel dieser Studie ist die Weiterentwicklung und Verbesserung der mobilen App und Erzählformate des hiStory Systems auf Basis der in dieser Studie gesammelten Eindrücke und Erfahrungen der Workshop Teilnehmer*innen.

Die in dieser Studie gesammelten Informationen werden in Berichten zu diesem Forschungsprojekt oder in wissenschaftlichen Beiträgen in Form von statistischen Auswertungen oder Szenarien erscheinen, ohne persönliche Informationen zu nennen. Ihre Identität kann aus Berichten oder Beiträgen zu einem späteren Zeitpunkt keinesfalls rückverfolgt werden. Soweit Bildmaterial von Ihnen verarbeitet wird, wird dieses ebenfalls ausschließlich anonymisiert und frühestens 6 Monate nach erfolgter Aufzeichnung veröffentlicht. **Ihre personenbezogenen Daten werden im Rahmen dieses Forschungsprojekts nur verarbeitet, wenn Sie dazu Ihre Einwilligung erteilen. Im Anschluss an das Forschungsprojekt** werden Ihre Daten zum Zweck des Nachweises der Einhaltung von Richtlinien zur Sicherung guter wissenschaftlicher Praxis **aufbewahrt**. Darüber hinaus können Ihre Daten von AIT **auch für andere wissenschaftliche Forschungszwecke** im Zusammenhang mit der Entwicklung von assistierenden Systemen zur Verbesserung der sozialen Inklusion **verarbeitet werden, wenn diese** <u>keine</u> **personenbezogenen Ergebnisse zum Ziel haben**.

8. Verarbeitete Daten

Folgende Daten werden von Ihnen erhoben:
-   Name
-   Geschlecht
-   Geburtsdatum
-   Kontaktdaten (Telefonnummer, E-Mailadresse)
-   Fragebogendaten zur Selbsteinschätzung von z.B. digitale Kompetenzen, Einstellungen
-   Interview-Mitschriften
-   App Zugriffe
-   Fotodokumentation aus den Workshops
-   Von Ihnen verfasste Texte, Audioaufnahmen und Kommentare im Zuge der App Nutzung.

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9. Speicherdauer Ihrer personenbezogenen Daten

Ihre personenbezogenen Daten werden im Anschluss an das Forschungsprojekt solange gespeichert, wie es gängigen Richtlinien zufolge zum Nachweis der Sicherung guter wissenschaftlicher Praxis erforderlich ist. Aktuell[15] sind Forschungsdaten für eine Dauer von zehn Jahren aufzubewahren. Sollte sich diese Frist in Zukunft ändern, werden auch Ihre Daten entsprechend kürzer oder länger gespeichert.

10. Empfänger Ihrer personenbezogenen Daten

Zugriff auf Ihre im Rahmen dieser Studie verarbeiteten Daten haben folgende Empfänger:
- AIT Austrian Institute of Technology GmbH, Giefinggasse 2, 1210 Wien, Österreich
- Studio Dankl, Lindengasse 56, 18-19, 1070 Wien
- NOUS Wissensmanagement GmbH, Ullmannstraße 35, 1150 Wien, Österreich
- IJsfontein, Gebouw 024C, Kattenburgerstraat 5, 1018 JA Amsterdam, Niederlande
- iHomeLab, Technikumstrasse 21, 6048 Horw Luzern, Schweiz

11. Ihre Rechte und Kontaktmöglichkeiten

Sie haben das Recht:
- Auskunft über die von Ihnen verarbeiteten Daten zu verlangen;
- falsche Daten richtigstellen bzw. löschen zu lassen oder
- sich bei einer vermuteten Verletzung von Datenschutzbestimmungen an die Datenschutzbehörde zu werden.

Weiters haben Sie das Recht:
- **Ihre Einwilligung jederzeit zu widerrufen** bzw.
- **Widerspruch gegen die Verarbeitung Ihrer Daten zu erheben.**

Sie können Ihre Einwilligung jederzeit – auch während der Durchführung der Studie - ohne Konsequenzen widerrufen. Sobald Sie uns von Ihrem Widerruf informieren, werden Ihre Daten in keinen weiteren Phasen des Forschungsprojektes verwendet. Bitte beachten Sie, dass bereits **publizierte Dokumente**, für den Fördergeber erstellte Projektberichte oder sonstige Projektergebnisse, **die bis zum Widerruf Ihrer Einwilligung unter Verwendung Ihrer Daten** erstellt wurden, *nicht mehr geändert werden können*. Bitte beachten Sie auch, dass Ihre Daten gegebenenfalls zum Nachweis der Einhaltung von Richtlinien zur Sicherung guter wissenschaftlicher Praxis weiterverarbeitet werden müssen.
Wenn Sie weitere Informationen bezüglich Ihrer Rechte als Proband*in oder der Durchführung der Studie benötigen, Sie sonstige weitere Fragen haben, Ihre Rechte ausüben oder die Studie beenden wollen, kontaktieren Sie bitte Stephanie Schwarz (**stephanie.schwarz@ait.ac.at**, +43 664 88964 933)

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[15]   Stand 10/2017.

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Für die Verarbeitung verantwortlich ist:
AIT Austrian Institute of Technology GmbH
Giefinggasse 4
1210 Wien
office@ait.ac.at
+43 50550-0
Die Kontaktdaten der/des Datenschutzbeauftragten lauten: **dpo@ait.ac.at,** +43 50550-0.

12. Datenschutzrechtliche Einwilligungserklärung

Ich habe diese Einwilligungserklärung gelesen und ihren Inhalt verstanden.
Durch meine Unterschrift willige ich ein, dass die AIT Austrian Institute of Technology GmbH (nachfolgend „AIT") und die in Punkt 10. aufgelisteten Empfänger für den/die unter Punkt 7. aufgelisteten Zweck(e) meine oben unter Punkt 8. aufgelisteten Kategorien personenbezogener Daten verarbeiten dürfen.

Durch meine Unterschrift bestätige ich weiters, dass die AIT und die in Punkt 10. aufgelisteten Empfänger die Werknutzungsrechte (Anm. dies ist ein exklusives Nutzungsrecht) an den im Rahmen des Projektes hiStory von mir generierten Sprachwerke in sämtlichen bestehenden und künftigen Verwertungsarten erhalten. Von diesem Recht umfasst ist insbesondere das Recht, dieses zu bearbeiten, zu verbreiten, zu vervielfältigen, für die Nutzung in verschiedenen Medien zu adaptieren und auch Dritten zur Verfügung zu stellen.

☐ Ich bin damit einverstanden, dass AIT und Studio Dankl Bild- und Tonaufnahmen bzw. Teile daraus für Marketing-, Werbe- und Public Relations Zwecke des Forschungsprojektes nutzen und für die Erreichung dieser Zwecke auch veröffentlichen darf.

Für meine Teilnahme erhalte ich eine Aufwandsentschädigung von Euro 40,- nach Unterfertigung des mir überreichten Formulars „*Aufwandsentschädigung*" und Bestätigung. Ich erkläre, für meine Tätigkeit und die Einräumung sämtlicher Nutzungsrechte vollumfänglich abgefunden worden zu sein und keine weiteren Forderungen gegen die AIT, die Projektpartner oder Dritte geltend zu machen.

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Ich bin zum Zeitpunkt der Abgabe dieser Erklärung
☐ volljährig und voll geschäftsfähig.
☐ Nicht volljährig bzw. nicht voll geschäftsfähig. Damit ich an der Studie teilnehmen kann, ist deshalb die Zustimmung meines gesetzlichen Vertreters notwendig.

Eine Kopie dieser datenschutzrechtlichen Information und Einwilligungserklärung wurde mir ausgehändigt.
Ich weiß, dass ich erteilte Einwilligungen jederzeit – auch teilweise – mit einer Nachricht an die unter Punkt 11. genannte Kontaktadresse widerrufen kann.

_____

VOR- UND NACHNAME IN BLOCKSCHRIFT

_____

Datum, Ort und Unterschrift

6.2 B – Informed consent Dutch version

Toestemmingsverklaring deelname workshop

Datum:

Plaats:

Tijd:

Beste deelnemer,
Wat fijn dat u mee doet aan deze workshop. Dit formulier is een toestemmingsverklaring die hoort bij uw deelname. Allereerst lichten we het doel van deze workshop toe, daarna volgt de toestemmingsverklaring zelf.

Het project
Deze workshop is onderdeel van het Internationale (AAL) project '**hiStory – deel uw erfgoed**". Omdat het niet altijd makkelijk is om verhalen op een goede manier te delen, werken de gemeente Zutphen, IJsfontein en het Nationaal Ouderenfonds samen met partners in Zwitserland en Oostenrijk aan een app die het verzamelen en vastleggen van

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persoonlijke verhalen makkelijker én leuker maakt. Dit is niet alleen waardevol voor privé doeleinden, zoals uw kleinkinderen, maar ook voor gebruik in de context van toerisme, onderwijs of musea. Zo gaan uw verhalen niet verloren.

Deze workshop
het hiStory project loopt nu sinds mei 2019. Gedurende het project zijn al verschillende workshops uitgevoerd. Op basis hiervan zijn nu (analoge) tools ontwikkeld om verhalen te verzamelen. In deze workshop in …. willen met u deze tools gaan uittesten en kijken wat wel of niet werkt, voordat we digitale tools gaan ontwikkelen. De workshop van vandaag duurt ongeveer… uur.

Bescherming van uw gegevens vinden wij belangrijk
In de workshop verzamelen we de volgende gegevens: naam; leeftijd; geslacht; persoonlijke verhalen; uw feedback in de programma onderdelen. Tijdens de workshop maken we notities om de informatie later makkelijker terug te kijken. U ontvangt een aparte verklaring waarin we uw toestemming vragen voor het maken van foto's. Wanneer u dit niet wilt, kunt u dat aangeven. We zorgen dan dat u niet op de foto staat.
De gemeente Zutphen, IJsfontein en het Nationaal Ouderenfonds vinden het heel belangrijk om zorgvuldig om te gaan met uw persoonlijke gegevens. De workshop zal via audio worden opgenomen, maar we garanderen u dat we uw informatie geanonimiseerd en vertrouwelijk zullen behandelen. De resultaten worden alleen gepresenteerd in verwerkte vorm en zullen niet herleidbaar zijn naar u als persoon. De resultaten van deze workshop worden in eerste instantie gebruikt om de genoemde app en de dienst eromheen te ontwikkelen. Daarnaast worden inzichten gebruikte voor (wetenschappelijke) publicaties in het kader van dit project. We bewaren de anonieme gegevens ten minste tot het einde van het hiStory project (voorjaar 2022), omdat de kennis daarvoor waardevolle inzichten biedt. Gegevens die we gebruiken voor wetenschappelijke publicaties, bewaren we tien jaar, omdat hier later nog navraag naar kan worden gedaan.

Wie heeft toegang tot de gegevens?
Alleen (Nederlandse) organisatoren van de workshop hebben toegang tot de data die herleidbaar zijn tot uw persoonlijke gegevens. Deze gegevens worden veilig opgeslagen. Buitenlandse partners binnen het project krijgen uitsluitend geanonimiseerde informatie te zien. In publiciteit naar buiten toe, wordt de informatie uitsluitend in geanonimiseerde én verwerkte vorm laten zien.

Uw rechten als deelnemer
- U heeft het recht informatie op te vragen over uw verwerkte gegevens.
- U heeft op ieder moment het recht om te stoppen met uw deelname We overleggen dan welke input van u we wel en niet mogen gebruiken in het project. Houdt u er

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wel rekening mee dat reeds gepubliceerde stukken niet meer kunnen worden ingetrokken op dat moment;

- Gegevens worden anoniem verwerkt; Uw antwoorden zijn niet te herleiden naar u als persoon;
- U kunt op ieder moment uw vragen stellen, we doen altijd ons best deze te beantwoorden;

Toestemmingsverklaring deelnemer
Hierbij verklaar ik dat ik meerderjarig ben en vrijwillig deelneem aan deze workshop. Ik ben goed geïnformeerd over het project. Met mijn handtekening geef ik toestemming voor het gebruik van de antwoorden die ik geef en het verwerken van de gegevens zoals toegelicht in dit document. Al mijn vragen zijn naar tevredenheid beantwoord. Ik ontvang een kopie van dit document.

Plaats en datum:

Naam:

Handtekening:

Toestemmingsverklaring workshop leider
Hierbij verklaar ik dat ik de deelnemer volledig heb geïnformeerd over deelname aan het project. Indien gedurende het project nieuwe informatie bekend wordt die de toestemming van de deelnemer mogelijk beïnvloedt, zal ik deze hierover altijd informeren.

Plaats en datum:

Naam:

Handtekening:

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6.3 Nationaal Ouderenfonds Corona Regels

Nationaal Ouderenfonds Corona Regels

Basisregels

- Blijf bij klachten thuis en laat u testen;
- Houd 1,5 meter afstand van anderen;
- Was vaak uw handen en hoest en nies in uw elleboog;

Regels voor hygiëne

- Voordat u een ruimte in het kantoorpand binnen gaat, gebruikt u desinfecterende gel voor uw handen.
- Schud geen handen.
- Hoest en nies in de binnenkant van uw elleboog.
- Was vaak uw handen

Regels voor 1,5 meter afstand houden

- Houd 1,5 meter afstand (2 armlengtes) van anderen.
- Gebruik alleen de aangewezen bureauplekken.
- Verplaats geen stoelen of tafels, deze staan speciaal opgezet volgens Corona regels.
- Volg de looproutes aangegeven in het kantoorpand.
- Niet meer dan 2 mensen in de lift.

Regels voor testen en thuisblijven bij klachten

- Iedereen die corona-gerelateerde klachten heeft dient thuis te blijven en zich te laten testen op het coronavirus.
- Klachten die kunnen wijzen op corona zijn neusverkoudheid, loopneus, niezen, keelpijn, hoesten, plotseling verlies van reuk of smaak, verhoging, koorts en benauwdheid.
- Laat u testen als u 1 of meerdere van deze klachten heeft. Blijf thuis tot de uitslag van de test bekend is.

hi story   make your story history

7 Partners

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