Mobile messaging apps in humanitarian emergencies

Prepared by:

Lina Jasmontaite

September 29, 2017

Rennes

VUB VRIJE UNIVERSITEIT BRUSSEL

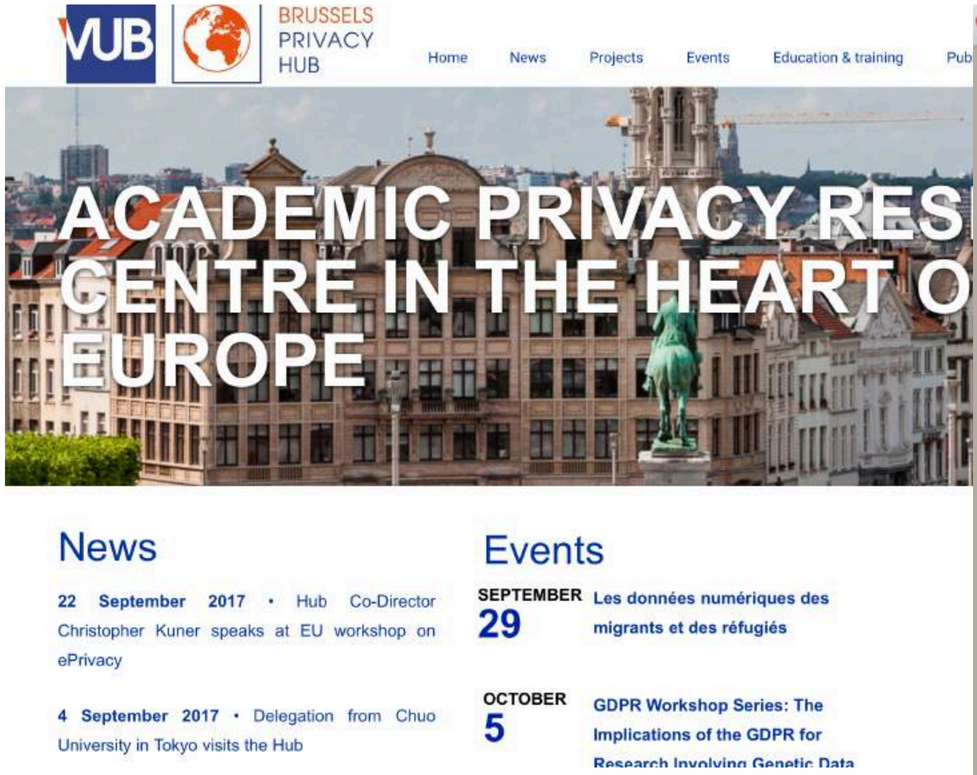
LSTS LAW, SCIENCE, TECHNOLOGY & SOCIETY STUDIES VRIJE UNIVERSITEIT BRUSSEL BELGIUM

VUB BRUSSELS PRIVACY HUB

Outline

- Handbook on Data Protection in Humanitarian Action
- The use of smartphones by refugees and migrants
- The use of mobile messaging apps by humanitarian organizations
  - Communication tools
  - Purposes
- Risks associated with the use mobile messaging apps
  - Types of collected data
  - Remaining challenges

Handbook on Data Protection in Humanitarian Action



ACADEMIC PRIVACY RES
CENTRE IN THE HEART O
EUROPE

News

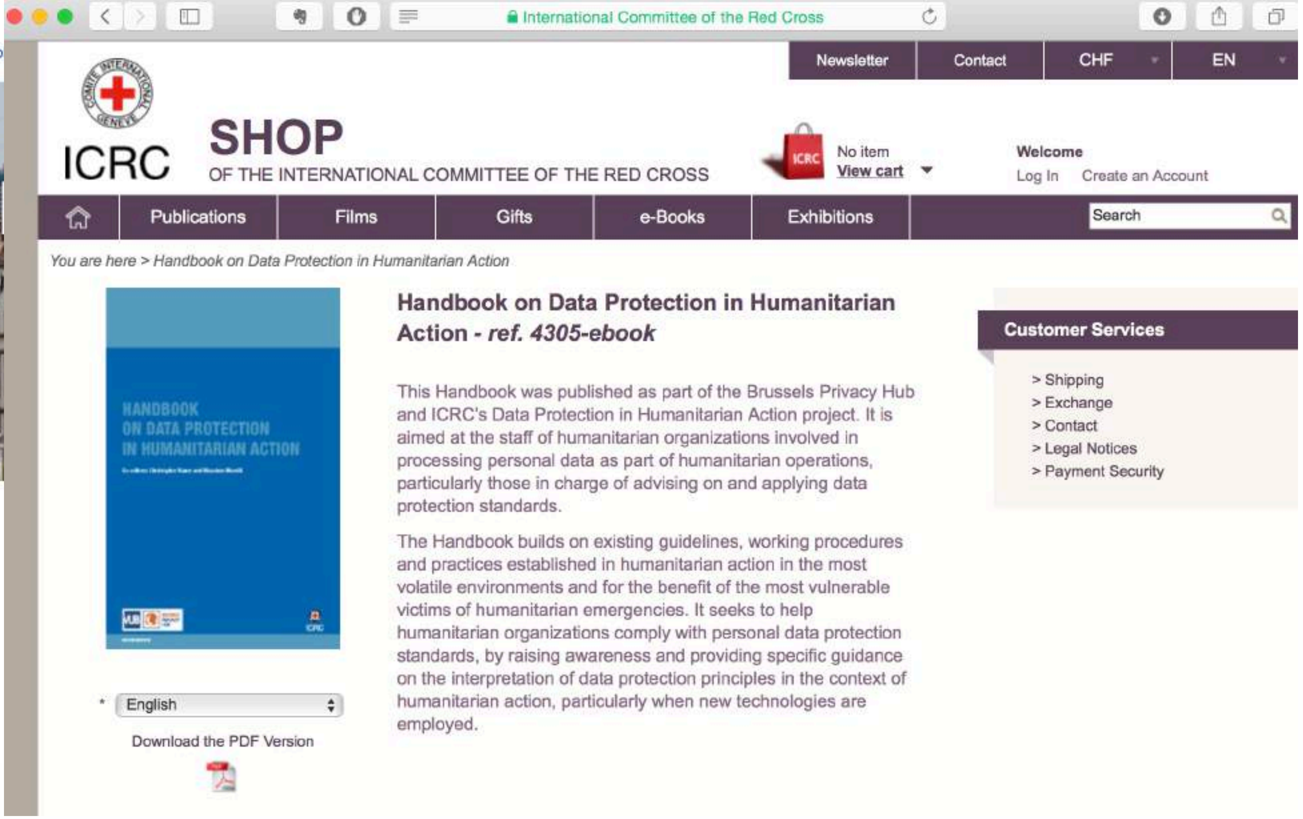
22 September 2017 • Hub Co-Director Christopher Kuner speaks at EU workshop on ePrivacy

4 September 2017 • Delegation from Chuo University in Tokyo visits the Hub

Events

SEPTEMBER 29 Les données numériques des migrants et des réfugiés

OCTOBER 5 GDPR Workshop Series: The Implications of the GDPR for Research Involving Genetic Data



You are here > Handbook on Data Protection in Humanitarian Action

Handbook on Data Protection in Humanitarian Action - *ref. 4305-ebook*

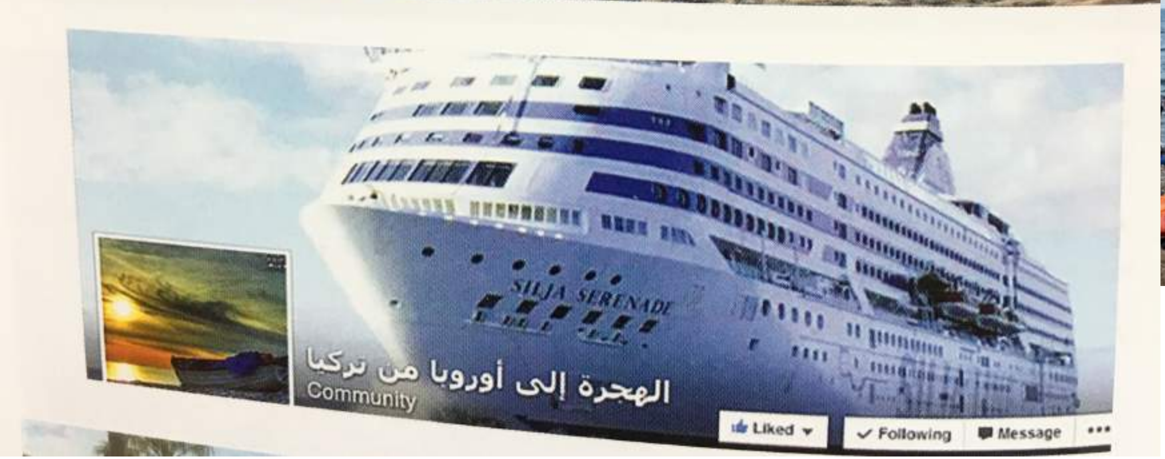
This Handbook was published as part of the Brussels Privacy Hub and ICRC's Data Protection in Humanitarian Action project. It is aimed at the staff of humanitarian organizations involved in processing personal data as part of humanitarian operations, particularly those in charge of advising on and applying data protection standards.

The Handbook builds on existing guidelines, working procedures and practices established in humanitarian action in the most volatile environments and for the benefit of the most vulnerable victims of humanitarian emergencies. It seeks to help humanitarian organizations comply with personal data protection standards, by raising awareness and providing specific guidance on the interpretation of data protection principles in the context of humanitarian action, particularly when new technologies are employed.

Customer Services

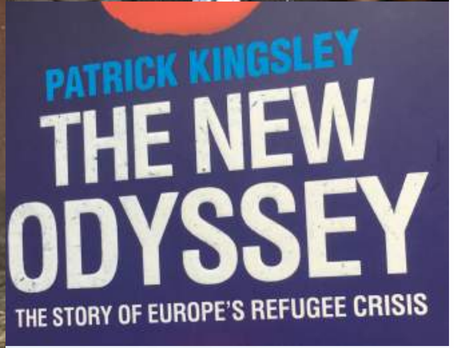
- > Shipping
- > Exchange
- > Contact
- > Legal Notices
- > Payment Security

The use of smartphones by refugees and migrants



الهجرة إلى أوروبا من تركيا

Community



PATRICK KINGSLEY

THE NEW ODYSSEY

THE STORY OF EUROPE'S REFUGEE CRISIS

The use of mobile messaging apps by humanitarian organizations

Multiple communication channels

The use of mobile messaging apps by humanitarian organizations

Purposes:

- to **target audiences** (staff or beneficiaries) already using messaging apps;
- to **reduce** communications **costs**;
- to **maintain reliable contact** with people (whether staff or beneficiaries) in transit;
- to enable communication with people in environments where other communications methods are unavailable;
- to increase the speed of communications;
- to **improve the security** of digital communications as compared with existing methods of communication;
- to **facilitate** information **collection** from or **dissemination** to hard-to-reach, remote or inaccessible areas;
- to **speed up data collection** or increase efficiency; and
- to improve inter-office coordination.

Risks associated with the use of mobile messaging apps

Types of collected data:

- Message content
- User information
- Metadata
- Data shared with third party providers
- Evidence that a user has installed an app on their phone

Ways for third parties to access data shared over messaging apps:

- A disclosure request from an authority to a messaging app company
- Unlawful or covert access to message content or metadata stored on a messaging app company’s servers
- Parties access messaging app content through other covert methods
- An individual is forced to hand over their physical device
- A messaging app company allows an authority to direct access to content or data transmitted by building a ‘secret feature’

Challenges associated with the use of mobile messaging apps

1. Selection of appropriate communication tools

2. Implementation of general data protection principles, such as
   a) Notification;
   b) Purpose limitation;
   c) Rights to rectification and deletion;
   d) Data minimization; and
   e) Limited data retention

3. Acceptance of additional obligations

Thank you!

lina.jasmontaite@vub.ac.be

11th INTERNATIONAL CONFERENCE 24 25 26 JANUARY 2018 BRUSSELS, BELGIUM

COMPUTERS, PRIVACY & DATA PROTECTION 2018

THE INTERNET OF BODIES