



Frequently Asked Questions by Students

On Privacy...

Is the school administration tracking us?

No! Nor are we -- neither Trace, nor the school, tracks students or faculty. Trace records **interactions**, not location.

Trace does not record where you were when you interact with somebody else, only that you were close enough for a specific period of time to be counted as an interaction. Neither the school nor Trace sees where you have been, or what you were doing.

Trace protects individual privacy, while helping protect your in-person education. The only things that are able to be seen are:

- **Who** an infected/potentially infected individual interacted with;
- **When** that interaction occurred; and
- **Risk-level** of that interaction (based on dose and duration of the contact)

What does Trace do with this data?

We provide it to your school's designated administrators for contact tracing purposes only. We don't sell your data or use it for any other commercial reasons. In fact, we delete 14-day old data from the server every day.

To learn more about how we handle privacy, check our privacy policy [here!](#)

Why are location services used?

Location services are used purely to keep the Trace app awake in the background, so our proximity technology can operate properly. Without it, Bluetooth wouldn't work when your phone is closed, and interactions crucial for successful contact tracing efforts would be missed.

Trace does not collect precise location data, nor is any location data hitting our servers, or seen by school administrators.

Does Trace record interactions off school property?

Each school has different policies, but Trace will collect interactions wherever and whenever the mobile app is in use. If individuals have Trace running on their phones after school hours and interact with other members of your community, that interaction is recorded. It will still be helpful in contact tracing efforts to prevent any potential spread of the virus.

Who sees this information?

The only people looking at this information are your school's designated administrators—typically whoever is leading contact tracing efforts.

On Contact Tracing...

Why can't the school administration conduct contact tracing manually?

When it comes to contact tracing, communities must act quickly to be successful. When dealing with a virus that can be contagious up to 72 hours before somebody shows symptoms, **every second counts**.

In many cases, manual contact tracing is incomplete because people can be forgetful or hesitant to tell the school exactly who they interacted with, for a variety of reasons. Every missed contact is a potential spread of COVID-19 in the community, a potential closure of school and return to those dreaded online classes.

Trace catches those interactions that would otherwise be missed, quicker. Trace allows the school to stop a spread on campus, protecting your in-person education.

Schools around the country that opened earlier this fall have already begun closing down again. Trace's mission is to ensure your school stays open.

Does Trace affect my battery?

Because Trace is always running, it will have an impact on your battery. This can be expected and mitigated through charging cases or more regimented charging practices. If you deem contact tracing is not needed at certain times, e.g. outside school grounds, the app can be closed to preserve battery life, but regular use of the Trace app will help keep your school open, keep your friends and faculty safe, and allow you to see your friends every day in-person.

Why Trace?

The founders of Trace know the power of a good education and the impact that great teachers can have on your personal growth. We've also witnessed personally how online learning can hinder this education, enhance inequities, and limit student learning outcomes.

We know that Trace can be the tool that ensures you have a fantastic in-person education, and can be the thing that separates your school from another year of online class and all the other side effects that comes with it.

We want your generation to have the best education possible, and the best way to make that happen is help you keep your school open, safely, with in-person learning protected by Trace.