

Kiana Contact Tracing FAQs

1. What is Contact Tracing?

Contact tracing is a decades-old, well established tool for helping control the spread of infectious diseases. It has been used successfully in efforts to contain **Ebola, SARS, MERS, Tuberculosis**, and other disease outbreaks. It is now a critical part of the fight against COVID-19. In practice, contact tracing begins with those who test positive for **COVID-19**. Those with whom they have had close contact are then identified, as they may have been infected too. These contacts are notified and supported through a period of quarantine—until they develop symptoms, pass the window of risk, or are proven not to have been exposed. Widespread testing enables optimally effective contact tracing.

The U.S. CDC (Centers for Disease Control and Prevention) recommends an intensive contact tracing program as part of a plan to mitigate the spread of COVID-19 in communities.

Contact tracing, whether digital or manual, involves the following steps:

1. Identifying people who are sick (have symptoms) or have tested positive for COVID-19.
2. Identifying people who came in close contact with a potentially infected or infected person.
3. Notifying those contacts of their potential exposure and length of exposure.
4. Referring contacts for testing.
5. Monitoring contacts for signs and symptoms of COVID-19, and the need to quarantine or work from home.

2. How does contact tracing technology work?

The **Kiana Contact Tracing Platform** provides a COVID-19 exposure discovery platform which can be deployed quickly and easily in buildings and on campuses, using the existing Wi-Fi infrastructure. Using a person's smartphone or other connected device, the network reports each device's location and proximity to other devices. This information is used to identify any person who has been in contact with a COVID-19 positive person, and for how long that contact lasted. This enables reaching the people who have come in contact with an infected person so that they can be immediately tested and quarantined if necessary.

The **Kiana Contact Tracing Platform** also identifies the COVID-19 positive person's location and the locations (zones) where exposure occurred, allowing surgical cleaning of affected areas.

3. What role does technology play in contact tracing methodology?

Many organizations and schools have already implemented a manual process or methodology to conduct contact tracing. *Kiana's Digital Contact Tracing Platform* automates the actual identification of people who came in contact with a "person of interest" (COVID-19 positive), by using their mobile device **MAC (Media Access Controller)** address interaction with other devices. Each device's **MAC address** is "unique," thereby allowing each individual to have a unique identifier. Not only are the individuals identified, but the location AND length of time of this contact is also recorded. The list of people who came in contact with the infected person, and their exposure time, is reported to the school or Human Resources Administrator, so that the appropriate actions can be taken. This is all done automatically, without the need for additional apps or questioning students/faculty regarding with whom they have been in contact. This "**digital contact tracing**" not only saves time and money, but also protects the privacy of individuals.

3. How is the administration staff notified that someone has tested positive for COVID-19?

Students, staff, or employees report when they are either sick or have tested positive for COVID-19. Reporting may be via phone, online, or through a school's own application. Self-reporting is paramount to the health of the campus / facility and should be a campus culture that is incorporated into training and orientation programs.

4. How are students/faculty notified if someone on campus has COVID-19?

The administrator can run a report anytime to discover which people have come in contact with a person who has reported themselves as having tested positive. They can also determine the length of time that the people maintained contact. Kiana provides a web application that connects the internal directory of the client to the list of MAC IDs provided by the platform. The information is pulled from the client's own directory system, so it will pull the emails and phone numbers and associate them with the list of MAC IDs. Then it is up to the client how they wish to contact people. This process is purposely not automated, as there are many regulations regarding automating health related messages.

5. How is Kiana's solution different from other "contact tracing providers?"

There are both "*manual contact tracing solutions*" and "*digital contact tracing solutions.*" Manual tracing has obvious disadvantages in that the person who is doing the job ends up coming in contact with potentially infected people. Also, it is useful for only the contacts that a particular individual can identify, and many people refuse to be contacted or report associations. It is also very slow, tedious, and expensive.

Digital contact tracing solutions are much more reliable and can be deployed more quickly, efficiently, and easily. Types of digital contact tracing solutions include:

- QR code registries (used with NZ COVID Tracer app. For more information, go to the health.govt.nz website)
- Bluetooth tracking apps, e.g.: Apple-Google Contact Tracing App
- GPS based location tracking apps
- Wi-Fi based solutions like Kiana

Bluetooth solutions are problematic in that the signal can penetrate walls, so if you're in the same building as an affected person, but not in the same room, you may still be flagged. This false positive can also happen if you're out in the open, yet are ***"practicing social distancing."*** Contact tracing apps are problematic in that there is a lack of widespread adoption. In order to be effective, at least 60% of a population needs to adopt them. People are also suspicious of apps because there is uncertainty about who will obtain their data. The use of Wi-Fi as a connectivity method is preferred as it is more accurate, provides widespread adoption simply by nature of having students/employees log in to be connected, and maintains privacy within the campus and/or building.

Kiana's Digital Contact Tracing Platform is superior in nature, in that it is based on Wi-Fi technology and inherently has privacy concerns built into its core. Specifically:

- Our enterprise solution is corporate and university focused, utilizing private Wi-Fi signals ONLY.
- Privacy First: our solution was built with privacy in mind. Our customer data stays within their 4 walls and is never seen by a 3rd party, including Kiana. All data is encrypted to ensure the individual's privacy.
- No app, no software, and no new hardware. Kiana leverages your existing building infrastructure, supporting name brand Wi-Fi equipment such as HPE Aruba, Cisco Meraki, Ruckus, Fortinet AP and soon Extreme/Aerohive and Cisco Aironet.
- Kiana uses real-time, patented technology: Our patented technology differentiates us from others as we have developed our own RTLS (Real Time Location Services) as well as we know how to identify real-device IDs (MAC ID).

6. How is privacy protected & maintained?

Kiana's commitment to privacy and data protection is evidenced in products that are built from the ground up with privacy in mind. Data from a site is secured in transit and at rest and can be encrypted for additional privacy guarantees. Kiana is GDPR and CCPA compliant, and complies with regional and country privacy rules wherever deployed.

Kiana's solution requires that people keep Wi-Fi devices on their person on a regular basis, for which the Wi-Fi sensors detect and report each phone's or device's MAC ID and position. This information is employed to identify devices that have been in contact with the "device of interest," within a defined contact zone and for how long. This information can then be used to identify persons of interest (i.e., infected person), the people they contacted, and the length of

time they were in contact. This enables reaching infected people, and sending alerts to those who may have been exposed to the virus due to proximity, and may also have spread the virus to others. This can all be done while respecting people's privacy since no PII (Personal Identifiable Information) is exposed off campus and the MAC ID information can be encrypted when sent to Kiana's platform for analysis.

7. Who owns the data that is collected, and how is this data protected?

The data is owned by the Wi-Fi owner. Even Kiana does not have access to the PII, since it is all encrypted. Data may also be deleted after its useful timeframe at the discretion of the campus / company management.

8. What additional software, hardware, and infrastructure do I need to purchase and deploy in order to deploy Kiana's Solution? How difficult is it to get started?

No additional hardware or software is required, as the solution leverages your existing Wi-Fi equipment. Training, support and deployment configuration is included as part of the per person price and is provided as a remote service with no need for onsite personnel outside of normal IT assistance. The system is web-based, and remote training is provided to facilitate deployment and setup to designated IT personnel. Typical setup support includes uploading digital floor maps and identification of Wi-Fi access point locations on the maps. Once done, the system begins collecting data immediately.

9. How do students and users get connected?

Students, faculty, staff and employees get connected by simply logging in to the Wi-Fi network.

10. Can schools use funds from the CARES Act to pay for this solution?

You may be able to use a portion of your allocated CARES Act funding to support the cost of your digital contact tracing solution. We suggest you review the federal government guidelines: <https://eab.com/research/strategy/resource/cares-act-higher-education-faq/>

11. How can I set up a demo and get started with a pilot project?

You can contact Kiana anytime as follows:

- Email: info@kiana.io
- Phone: 800-761-4522
- Use Contact Form on our website at: <https://kiana.io>