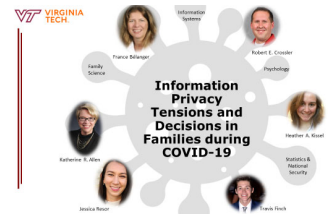


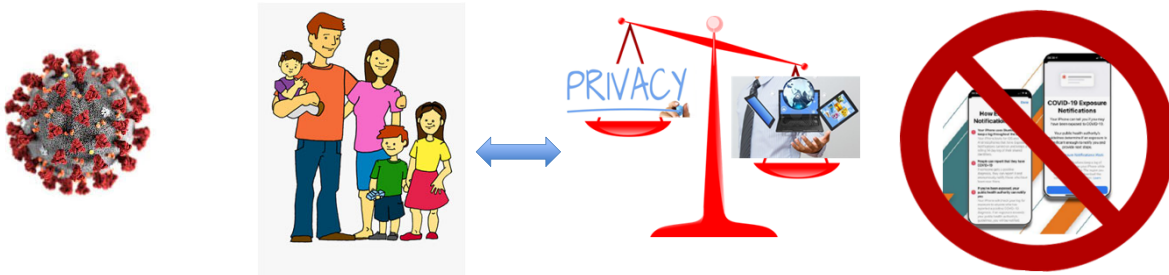
Information Privacy Tensions and Decisions in Families during COVID-19



France Belanger, Virginia Tech, belanger@vt.edu;

Robert E. Crossler, Washington State University, rob.crossler@wsu.edu

https://www.nsf.gov/awardsearch/showAward?AWD_ID=2039172&HistoricalAwards=false



Challenge:

- Attitude driven by perceived benefits of contact tracing and emotional state for parents/ teens
- Limited change of awareness over time
- Awareness directly related to income, age, education
- Mis/disinformation effects are present -> lack of trust of community health apps

Scientific Impact:

- New precedents for understanding intersections among families, technology, and health risks and resilience in a global context.
- Intersectionality theory: provide resources to level playing field.
- Familiarity vs. knowledge: when familiarity is not sufficient.
- Technology solutions must consider human side of families

Solution:

- Community education and media campaigns to increase societal awareness & understanding
- Tool design
 - Ease of use insufficient
 - Assurances & educational features
 - Global standards across states & countries

Broader Impact (Society):

Improve dissemination of community health app information and ensure that standards exist to avoid confusion about the tools
 → Prepare for the next community health crisis

Broader Impact (Education):

Distrust of information may affect future family technology use decisions and consequently health decisions → improve tools for validation of information (Assurances) and provides educational features within tools developed for health crisis management.

Broader Impact (Participation):

Perceptions of intrusiveness within families affect community health app use; however awareness of what apps are for is a function of age, income, and education → community health technologies need better accessibility

