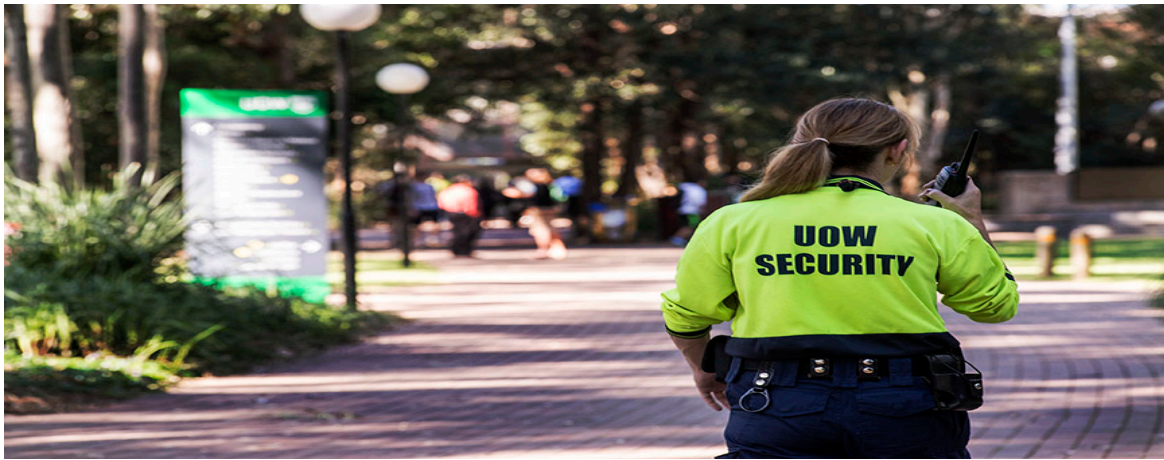




# SafeZone app - Frequently asked questions



The following are questions frequently asked by staff and students on how to use the SafeZone app, about the terminology used and how your privacy and information is protected. If you have a question that is not listed here please contact UOW Security on the contact details listed at the bottom of this factsheet.

## **WHAT DOES EMERGENCY MEAN?**

An emergency is an event where there is a threat to the safety of staff and students. A medical emergency where a person is injured or suffering from a life threatening situation. If you feel threatened or someone is threatening or has just threatened you, then you should use the SafeZone Emergency Alert. If you have been assaulted or are the victim of a robbery then you should use SafeZone Emergency Alert.

## **I DO NOT WANT TO MAKE A FUSS, BUT I HAVE BEEN THREATENED OR ASSAULTED. WHAT SHOULD I DO?**

If you feel uncomfortable activating the Emergency Alert, then use the 'Help Call' icon instead. This function will put you through to Security via a phone call and they can talk to you and help you.

## **WHAT HAPPENS IF I AM OUTSIDE AN SAFEZONE AREA?**

If you are outside of the UOW SafeZone areas, when you activate an alert, your phone will display to you that you are outside the zone and offer you a connection to triple zero '000' for emergency services (Police, Fire and Rescue, Ambulance Service).

Coverage maps for these sites can be displayed via the SafeZone App by selecting a Region under the Menu >Regions.

## **WHAT INFORMATION DOES SAFEZONE STORE AND HOW IS MY PRIVACY PROTECTED?**

As part of the app. download process, you will be asked to agree to the SafeZone End User Licence Agreement. You will also be asked to provide your UOW email address, your name, and a password. Additionally you may optionally provide other information and a face photo. UOW encourages all users to upload a face photo as this helps the UOW Security officer to identify you when responding to your alert. This is not a mandatory requirement.

In order to activate your SafeZone app., you will need to respond to an activation mail sent to your UOW email address.

All information provided by users of SafeZone is held in a high security data centre. All data transmissions are encrypted. CriticalArc's handling of any personal data (including location) provided by users is in accordance with and subject to the provisions of the Privacy and Personal Information Protection Act 1998 (NSW), Health Records and Information Privacy Act 2002 (NSW) and the Privacy Act 1988 (Cth).

### **DOES SAFEZONE TRACK MY LOCATION ALL THE TIME?**

SafeZone does not track your phone's location until either you request help using one of the three Alert buttons (Emergency, First-Aid or Help), or you Check-In for an after-hours' work session.

As part of the End User Licence, you agree for use of your location information by UOW Security personnel in order to expedite their response to your raised Alert. During an Alert, your phone's location will be tracked by SafeZone until such time as the Alert is cancelled, whether by you or by the UOW Security team.

In the case of an after-hours or Lone Worker session, while you are 'Checked-In', the SafeZone app. uses your phone's Location Services to keep Security up-to-date on your presence - these services are tuned to keep any impact on your phone battery life to a minimum. 'Checking Out' turns off the tracking function and removes you from the current list of after-hours workers that are published to Security. If you forget to Check-Out, the system will automatically check you out as you leave campus.

Your location details, during the course of an active Alert, are logged by the CriticalArc server and may be used by UOW in future as part of a record of the incident, or for system performance analysis, or for UOW Security training purposes. Details of your location status while you are Checked-In during Lone Work sessions are also logged by the CriticalArc server.

The SafeZone system incorporates safeguards to prevent un-authorised use of location data and un-authorised tracking of SafeZone users without their express permission.

### **HOW CAN I BE SURE THAT SAFEZONE WILL WORK WHEN I NEED HELP?**

UOW Security and CriticalArc have defined two test zones listed below at Wollongong Campus where you can activate your SafeZone - Emergency Alert. Remember these are test zones, so a 'real' alert cannot be activated in these zones. In these zones, you can activate an Emergency Alert and the SafeZone system will send you a message to let you know your Emergency Alert Test has worked.

These test locations are active (look for the signs):

- Location 1 – Central Duck Pond Lawn adjacent to Building 11.
- Location 2 – Building 67 adjacent Digital Sign Screens.
- At the Security Office - On Monday mornings (by appointment) between 8:30 am and 9:30 am, you can go to the Security Office, where you can test your app. with a Security Officer and see how the system works.

You can also view test locations via the SafeZone app, Select Menu>Regions and search for the test areas.

If you want to undertake a test of your SafeZone app Emergency Alert and you are located at a Metropolitan or Regional campus, then please contact UOW Security on 42214555 to arrange it.

### **ON WHAT DEVICES CAN I USE THE SAFEZONE APP?**

The current version of SafeZone app is compatible with Apple iPhone and iPad (available from Apple iTunes Store) and Android Smartphones with at least Version 2.2 of the Android Operating System (Available from Google)

Be sure to have Location services and Wi-Fi Enabled to allow the App to work most effectively.



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