

disabled people, those who have a communication difficulty, sensory impaired, those shielding and older people. People who live in remote and rural communities may also suffer from access to the internet. Those people who are digitally excluded are disproportionately disadvantaged due to the extensive role digital plays supporting people to flourish in educational, economic, social, employment, access to services, and wellbeing terms. The Connecting Scotland programme aims to provide a national, human-centred, consistent and comprehensive approach to reducing the rates of digital exclusion and digital marginalisation. The programme aims to bring 50,000 people – particularly those on low incomes – into the digital world by the end of 2021. The programme aims to address the potential communication barriers identified by working with our equality organisations and stakeholders by gathering feedback on the experience of using the Protect Scotland App following the launch. This feedback will inform the reasonable adjustments that may be needed to ensure that the barriers are mitigated as far as possible and is reasonable. These mitigating actions will not only relate to access to the technology they will look at access to skills and training.

19. Digital exclusion, particularly for older people, is a concern, however the introduction of digital health and care developments like the Protect Scotland App may provide an opportunity for older people to get digitally enabled.
20. It is also recognised that some people choose to be digitally excluded in Scotland. These are non-users who state the internet is not for them or do not see the personal benefit in being online.
21. In addition we included questions in a recent Scottish Government YouGov Poll (Week 21: 14 August). 54% of those polled would use an app as opposed to 22% who would not. Over 70% also indicated they were very or fairly comfortable with the app alerting them, or being used to alert others, in the event of a positive test, whilst just over half were comfortable with the concept of using it for things such as location tracking. The Protect Scotland App will not monitor or track location of individuals. Disability Equality Scotland have also included questions in their weekly poll for the week of 24<sup>th</sup> August. The poll is shared with disabled people in Scotland. The poll showed that 59% (51 of 86 respondents) of people having concerns around the accessibility and usability of the App. Concerns around: information and communication; privacy; engagement with disabled people and digital exclusion were also highlighted. The results of the poll have informed the EQIA. The programme has committed to continue working with Disability Equality Scotland.
22. As part of wider engagement taking place on Digital for the rest of 2020 and this includes the refresh of the [Digital Health & Care strategy](#) we will ensure that we gather further evidence and address any gaps to ensure that any potential impacts are captured, and reasonable adjustments can be made to ensure equality of access. Similarly as part of our communication and marketing strategy for Protect Scotland there will be a

|                                |   |  |
|--------------------------------|---|--|
|                                | <p>with no identifiable information to be shared with anyone.</p> <p>There is also a consideration around whether the notifications appear on the lock screen or not – for someone in an abusive relationship this might be a problem. This may have a negative impact on uptake.</p> <p>Consideration is needed on the impact on sex workers and/or people who access sex workers. Often this is the only source of income for the sex workers, and they may have concerns around certain aspects of the app including tracking and location sharing – again, clear communication that that the app is wholly anonymous and cannot track you will help here/</p> | <p>The App is entirely voluntary, wholly anonymous and there no need to share personal information. The app also does not track or share the location of individuals nor know who they are.</p> <p>Individuals can set their own phone up on how they receive message and notifications but the Equalities and inclusion group will consider if specific guidance is required for the App.</p> |
| <b>PREGNANCY AND MATERNITY</b> | There is no intended indirect or direct negative impact on pregnancy, maternity and paternity envisaged.  |  |
| <b>GENDER REASSIGNMENT</b>     | There are no intended negative impacts envisaged.   | It was noted that issues been raised in the wider Test & Protect programme and they were particularly around confidentiality and safety.   |
| <b>SEXUAL ORIENTATION</b>      | <p>The Protect Scotland app is available to all people above the age of 16.</p> <p>There are no negative impacts intended or envisaged.</p>   |  |
| <b>RACE</b>                    | <p>Due to timescales the first iteration of the app will be in English only. Additional languages will be considered for later versions.</p> <p>An explainer video will be created; the group strongly suggested that the video is scripted to ensure language is consistent with the version used within that (i.e. BME, BSL) community.</p>   | <p>It was agreed that further work was needed. The new Equalities &amp; Digital Inclusion Group will consider what specific work is required and advise Scottish Government.</p> <p>The Scottish Government team will share the media content with the EQIA stakeholders.</p>  |