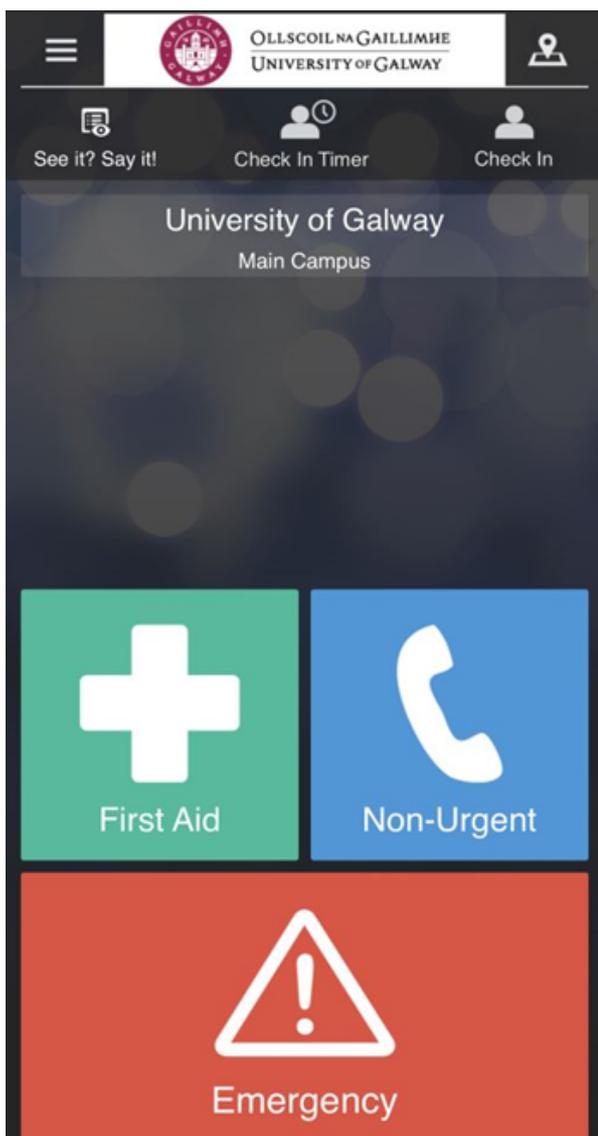# SafeZone
University of Galway

What is *Safezone?*

SafeZone is our mobile app designed to help keep you safe and give you extra peace of mind across our campuses.

The SafeZone app is free to download and easy to use. Visit Google Play or the App Store and search 'SafeZone' to download.

You can use SafeZone to:

- ·'Check in' any time of day – to keep you safe on campus, such as if you're studying or working late or alone on campus
- Quickly and discreetly call for assistance – whenever you feel unsafe on campus
- Get medical assistance quickly – whether it's for first aid, an accident or an emergency
- Keep up to date – notifications sent directly to your phone if there is an incident on campus
- See it, Say it! – Log relevant non-urgent issues with Security through the tip reporting feature

You can use SafeZone to call for help. The help available will differ depending on which campus you are located on:

SafeZone allows you to raise Duress, First Aid and Help alerts for you and your community. Check-inShare your location if working alone.
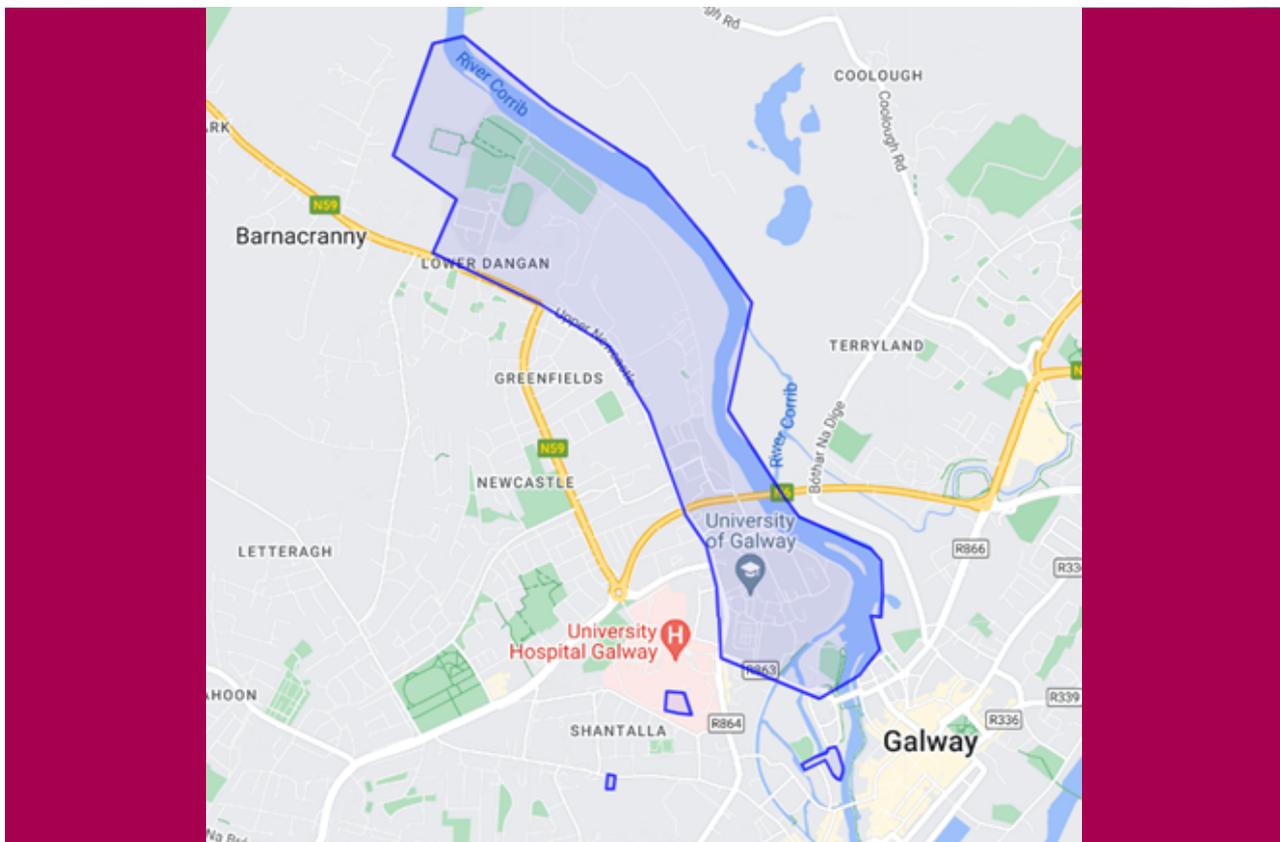
·**Main Campus** – If located on Main Campus (South, Central, North, Sports or City Campus) SafeZone will notify our Security Team that you have raised alert and they will mobilise to assist you. In addition if you are travelling between the main campus areas the adjacent travel routes are also covered (University Road, Newcastle Road, Nuns Island). Location of main campus SafeZone boundary shown to the right.

Regional Campuses – If located in one of our regional campuses (Shannon, Gweedore, Mace Head, Carna, Carraroe) SafeZone will then facilitate you placing a call to the relevant emergency services (Call 112). It will also notify our Security Hub that you have raised an alert but as they are located on our Main Campus they will[ON1] not be able to respond to you in person but will instead contact you to see if you are ok.

·**Off Campus** – If you are not on campus you can still use the app, which will provide your GPS location and prompt you to call your local emergency services number in the event of an emergency. Even if you're outside of Ireland the app will detect your region and show you the correct number to call (e.g. 911, 999, 112 etc.). Need to phrase this diplomatically [ON1]

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Safezone functions

Emergency

Tap the red emergency button to send an alert to the Campus Security team if your personal safety (or that of someone near you) is threatened, and you need an immediate emergency response. Please press the button to call 112 in the event of a life-threatening emergency. Do not wait for Security to contact you first.

First aid

- Request first aid via the green button if you or someone near you requires minor medical assistance. This might include an accident in a lab or an allergic reaction.
- If you press a button in error, you can cancel the alert by tapping the button again while the timer is winding down. Once the alert is sent, your location will be displayed on a map for our Security team to see. You will then be given the option to call Campus Security. If you don't do this, they will call you to determine how best to respond.
- You will also be prompted to call 112 if you or someone you are with requires immediate medical attention. Do not wait for Security to call you after you have activated the alert, press the call 112 button immediately and speak to the emergency services operator. When Security cannot reach you by phone they will dispatch an officer to your location. You can still communicate with Security using the built-in messenger function during your call with emergency services if you are required to stay on the line.

Check in

- You can also use the app to 'check in' and share your location once you arrive on campus, then 'check out' when you leave. This does not raise an alert, but may be used to let people know where you are, especially if you're working alone or out of hours.

- Set the app to automatically check you in and out by going to Settings > Check-in Settings > Allow Automatic Check-in. You will then be automatically checked in when you arrive on campus.
- Your data is stored securely for 28 days[ON1] in-line with our data protection policies and in strict compliance with GDPR legislation. You can read more here.

Timed Check-in

- You can also use a timed check-in, that will only send an alert if you do not check out within the timeframe you have entered.
- · This can be particularly useful for staff or students who are "lone working" on campus.
- The app will remind you to cancel or extend your timed check in 15 minutes and 5 minutes before it is due to expire to prevent false alerts from being raised.

Non-Urgent

- You can press the blue non-urgent button in SafeZone which will call the Campus Security Office.

See it, Say it!

- SafeZone's reporting feature can be used to send non-urgent messages straight to the right people. Some example categories are:
- Abuse / Harassment, Mental Health Concerns, suspicious Activity, Disturbances / Anti-Social Behaviour, Hate Crimes, Sexual Violence, Damage

All reports sent from the app can:

- include a text description of the incident
- include a location
- include a picture
- be sent anonymously*

*NOTE: If sent anonymously the relevant team will not be able to reach out for further information which may be required to deal with the issue logged.

 [ON1]Is the CCTV held for 28 days or longer

Download Safezone

- Search for 'SafeZone' on Google Play or the App Store and download.
- Open the app, enter your University of Galway email address (you will need to log in using your staff/student ID number e.g. 0123456s@universityofgalway.ie. When you enter your email address in the format above, you will be redirected to log in via EduGate, type your email address again and then your password.
- Accept the terms and conditions
- You will need to accept all of the required permissions to enable SafeZone to work correctly.
- Complete the required details - your name and phone number, you can also add your photograph.
- Pressing the map icon (top right) will show all the areas the app covers, where you can raise an alert. If you're outside these zones, the app will still help by providing your GPS location and prompting you to call 112 in the event of an emergency.
- Only when an alert is raised for help is the identity and location of that person shared with the Campus Security team.

Notes:
§ SafeZone will ONLY share your location when you Check-in or raise an alert
§ When checking-in the first time, you will be asked to allow the app access all the time – This is just so it keeps running when minimized and the above point still applies.
§ To run SafeZone you need to be on Android version 6+ or iOS 12.2
§ The Motion and Activity detection permission is to help with battery saving (reducing the location checks when stationary)

It puts everything you'll want to know about, in one place - An indispensable tool for new and existing Students, Parents / Guardians, and Campus Visitors.

FAQ's

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Is SafeZone mandatory to use?

No, SafeZone is completely optional and is simply intended as a more efficient and responsive way of communicating with the Campus Security team.

We encourage staff and students to use the app, but you are under no obligation to download or register it. If you do download the app and activate location tracking by checking-in, you are consenting to the recording of your location data.

Is SafeZone the only way I can contact the Campus Security team?

All existing Security contact channels [Insert Link to Security webpage https://www.universityofgalway.ie/buildings/service-helpdesk/security/]remain operational and are supported. In addition to SafeZone, we recommend you save the relevant contact numbers you need within your phone address book.

How is my location data used?

Your location information is only shared when the app is active and when you have either activated an alert or 'check-in'. Your location is only visible when you choose to share it, and once you leave campus your location is not available to the University.

How long is my location data retained by the University?

Your location data records are kept for 28 days [ON1] . After this period these records are deleted and no longer available.

Will my location data be used for other purposes?

If you contact Campus Security through the SafeZone app, they will use your real-time location data to find you and administer help.

Your location data recorded in the SafeZone app will not be used for any other purposes. We will not use it for any sort of management or student discipline purpose or to check your attendance. What personal information do I need to include on my profile?

How does SafeZone comply with data protection law?

CriticalArc, the provider of SafeZone acts as the Data Processor. The University is the Data Controller for the personal data collected and stored via the SafeZone app and it remains legally responsible for the uses it makes of this data. The legal basis for the processing of your personal data in the SafeZone app is that the processing is necessary for the purposes of the University's legitimate interests. These interests relate to the fact that we have a duty of care to students and staff, and the collection of personal data in the SafeZone app for general safety purposes is one way we can achieve this. You choose whether or not to download the app and to use the location services.

You can find out further information about how SafeZone uses your personal data from the CriticalArc SafeZone privacy notice. You can also see how the University manages that information in line with the Data Protection Acts and GDPR and the implications for both staff and students here https://www.universityofgalway.ie/data-protection/

Troubleshooting

I've downloaded the app, and it says there are No SafeZones in my area, but I am on campus?

- You must use your University e-mail address to sign into SafeZone (not a personal account). If you do not have an email address for the University / Organization, you will have to be pre-registered by the system administrator to have access to the SafeZone features.
- If you have used your email address, please check for typos and extra spaces at the start of end of it and ensure you are using your staff/Student ID not your name e.g. 0123456s@universityofgalway.ie
- If pre-registered, you should have a message in your inbox with your email address and either, a temporary password or instructions to use your University password.

I am not getting a verification email

- Verification Emails are required to confirm you have access to the mail address that you are signing up for. The most common issue here is a simple typo when setting up the account. Please check your details and try to sign in again.
- ·If there was a mistake in the original email, you will need to contact your system administrator to get them to delete the incorrect account. This is especially important if you sign in through Single Sign On (where you sign in through your organization's login page). If you do not know your administrator, you can contact us directly by email. support@criticalarc.com

SafeZone is not letting me Check-In, it says that there are no SafeZone regions available or it just keeps circling when trying to Check-In.

- To check in you first need to be inside a SafeZone Region. There is a list of locations available in the Regions section of the menu. For the check-in to work there needs to be data available (Wi-Fi, or network data) and the app needs to know your location within 200m. Android devices, especially, have a number of power-saving options that reduce location accuracy, turn these off to allow full functionality.

A few things to check are:

- That the "Location Mode" is set to high accuracy or similar
- That battery optimization or "Doze mode" is turned off for the SafeZone app (You can find this menu by searching "battery optimization" in your phone's settings menu)
- Finally, please check that Google Play Services are turned on as SafeZone utilises them to ascertain location. If you are still having issues, you can contact us directly through Help & Support support@criticalarc.com
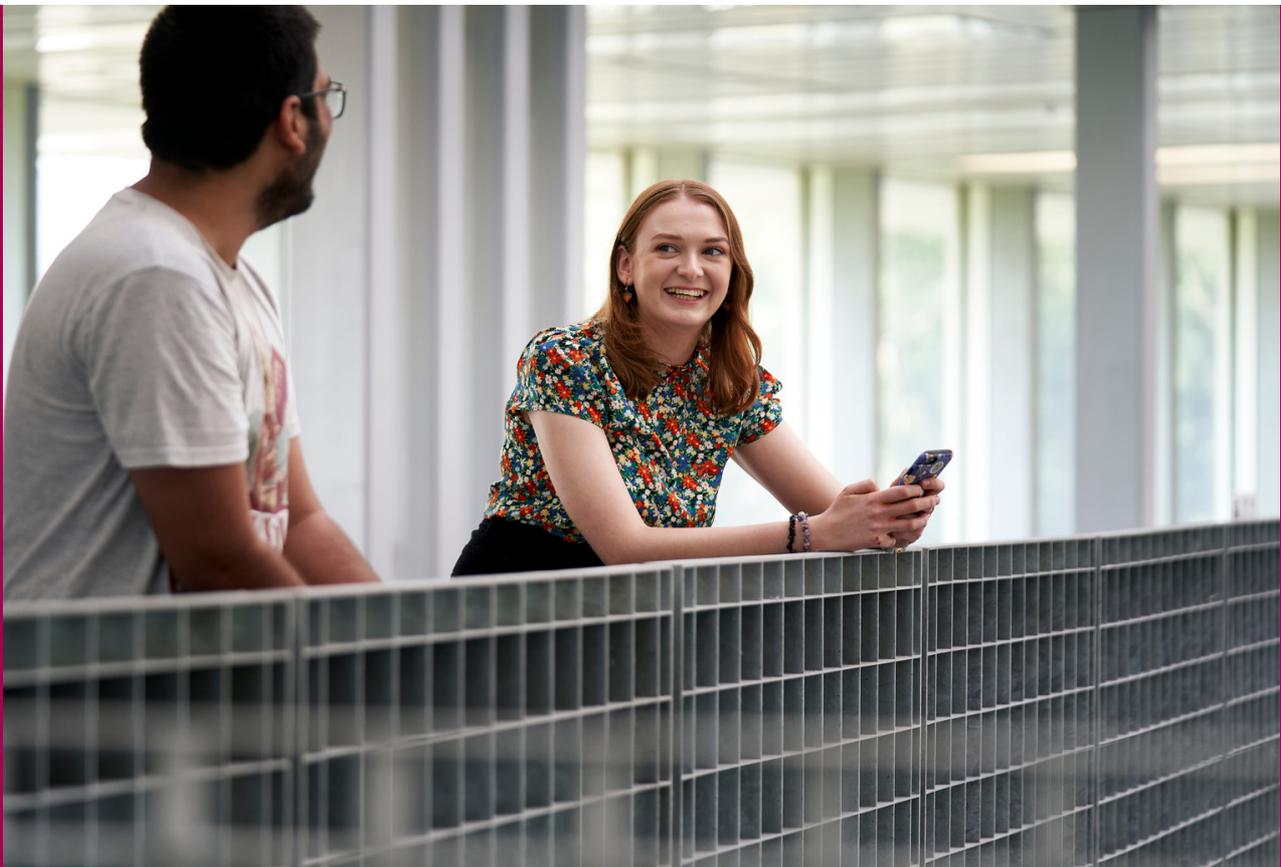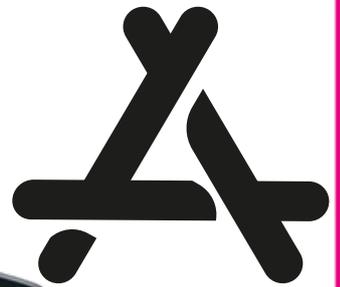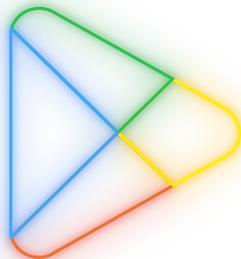
Sometimes I haven't been able to raise an alert with SafeZone.

- SafeZone will use whatever network is available to send an alert. If your phone is using mobile data, then there may be issues with connectivity so try turning on Wi-Fi.

- If you allow the SafeZone App to send an SMS (check the permissions menu for your device), an SMS will be generated after around 10 seconds of failing to send via mobile data or WiFi. We recommend that this is enabled.

- Finally, raising an alert will provide you with phone numbers for the security team and emergency services, and so if the alert does not send, you can attempt to call them directly or the emergency services with the buttons on the screen.

- Raising Alerts with SafeZone Demo Video https://vimeo.com/503148494

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