User Manual

Coyodel

Contact Tracing with Comprehensive Analytics

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Contents

Coyodel System

Overview

Coyodel is a digital contact tracing system that provides a cost-effective way to target testing for infectious diseases within your organization, and allows you to quickly identify and contain potential disease outbreaks.

Coyodel uses battery powered Bluetooth tags, called Coyodel Tracing Tags, to automatically keep track of contact events between its users. Coyodel Tracing Tags have an ID badge style form-factor and are worn similarly to an employee ID card by their users (e.g. on a lanyard). The tags automatically detect contact to other nearby tag users and record risk assessment data, including the duration of the contact event, the approximate distance to the other user and the encrypted tag identifier of the other user. Coyodel Tracing Tags wirelessly transmit collected contact data to base stations deployed at entry/exit points and common areas of your organization, which relay the data to a Coyodel Server for storage and analysis.

The Coyodel Web Portal hosted by the Coyodel Server provides a one-stop solution to visualize, analyze and organize all of your organization's contact tracing data and features powerful analysis tools that help you optimize your organization's infectious disease testing strategy and minimize the damage of potential outbreaks.

Features and Benefits

Advanced tag hardware
Coyodel Tracing Tags accurately record contact events between your employees using calibrated transmissions and proprietary ranging algorithms. Set them and forget them, thanks to industry leading battery life and always-on technology that ensures no contacts are ever missed. Coyodel Tracing Tags feature:

* Up to two years of battery life
* Dust and waterproof (IP67 rated)
* ID card sized
* End-to-end encrypted communications
* Rapid commissioning via phone app
* Always on while worn
* Instant visual verification of employee compliance

Minimal infrastructure
Coyodel uses a small number of rapidly deployable base stations at entry/exit points, or in common areas of your building to collect contact data from Coyodel Contact Tracing Tags. This data is sent back to the Coyodel Server for storage and analysis.

Flexible reporting options
Coyodel's analytics engine processes medical testing results as well as daily employee health reports to immediately identify threats. Medical test results are entered by administrators in the Coyodel Web Portal, while daily health reports can be directly submitted by users via mobile web-app.

Privacy that fits your needs
You decide which information about your employees may be stored, and Coyodel provides state-of-the-art encryption techniques to ensure that only trusted entities have access to it.

Hardware

Tags

Status LEDs
(blue / red)⎯⎯⎯⎯○   ⏻   ⎯⎯⎯ **Button**
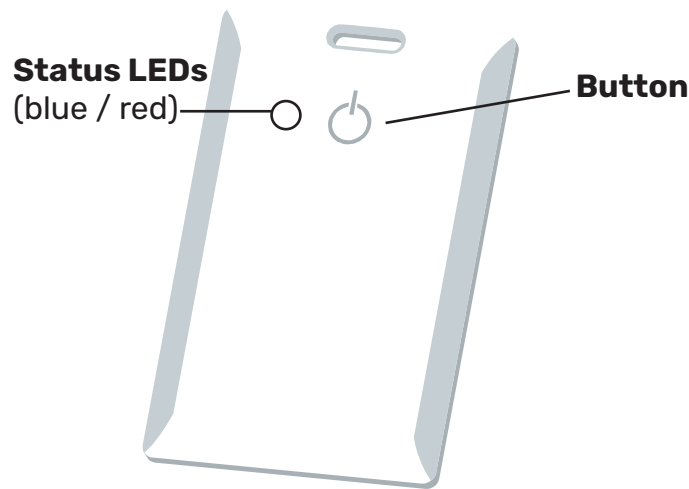
Coyodel Tracing Tags use Bluetooth Low Energy technology and proprietary ranging algorithms to accurately record contact events between users. The tags are recommended to be worn by users similarly to an ID badge: either on a lanyard around the user's neck, or on a belt clip.

Tag Interaction

Coyodel Tracing Tags feature a button and two status LEDs (blue/red) as can be seen in the figure above. The button is used to provision the tag using the Coyodel Provisioning App, to enter firmware update mode, or to reset the tag.

Tag States

Coyodel Tracing Tags are in one of two states at any point in time: Deactivated or Activated. The tags ship in a Deactivated state, in which they do not record or transmit any contact data and can be stored for several years with only minimal battery drain. The tags need to be put into an Active state using the Coyodel Provisioning App to enable contact tracing. The tags react differently to button presses depending on the state they are currently in, as described below:

Deactivated State
Upon button press, the blue LED blinks for 10 seconds or until the tag is successfully provisioned using the Coyodel Provisioning App

Activated State
Hold the button for 2 seconds and a single blue LED blink verifies the tag is working.
Hold the button for 5 seconds to enter firmware update mode. The red LED will be blinking.

Tag Reset

In the unlikely event that a Coyodel Tracing Tag appears to be malfunctioning, a reset may be performed to troubleshoot the tag. Follow the instructions below to perform a reset:

1. When in Activated State, hold the button for 5 seconds and release when red LED blinks.
2. Press and hold button for another 5 seconds for a reset, red LED will shut off
3. Verify reset by holding button for 2 seconds to see blue LE

Warning: Resetting the tag will clear all currently stored contact data in its memory

Base Stations

Coyodel uses a small number of rapidly deployable base stations at entry/exit points, or in common areas of your building to collect contact data from Coyodel Tags. This data is sent back to the Coyodel Server for storage and analysis.

Base Station Features
- WiFi and Ethernet connectivity
- Optional Power over Ethernet (POE)
- Optional LTE connectivity
- Optional rugged enclosure for harsh environments

Provisioning App

Provisioning App

In order to active tags, you need to first download the free [Coyodel Provisioning App](#) from the Apple App store. The app requires a 7th generation iPhone or later, running iOS 13.0 or later. You will have received login credentials upon purchasing your Coyodel system that you may use to login to the Coyodel App.

The Coyodel Provisioning App is used to activate tags and assign them to users registered through the Coyodel Web Portal, and to deactivate tags when they are no longer in use. You will need to register users in the Coyodel Web portal prior to using the app.

Logging in

Upon launching the Coyodel Provisioning App, you will see a login screen as shown below. Please log in using the credentials you were provided upon purchase of the system. You may have the app remember your credentials by enabling the "Remember credentials" switch on the login screen. If your iPhone features TouchID or FaceID, you may enable this to login in the Settings tab of the app once you are logged in.
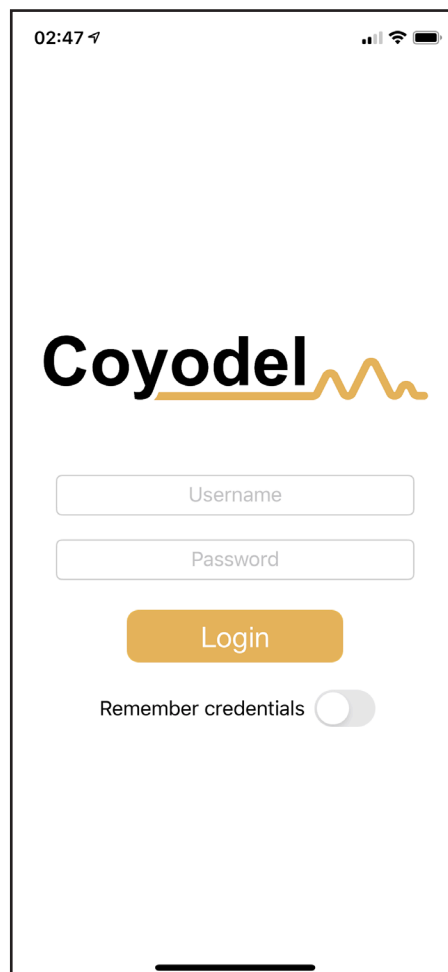
Main Menu

The main menu presents you with the following three options:

Activate
Tap this button to activate a currently deactivated tag and assign it to a user

Deactivate
Tap this button to deactivate a currently activated tag and unassign it from a user

Scan
Tap this button to scan a tag and view information about it, including which user it is currently assigned to (if any)
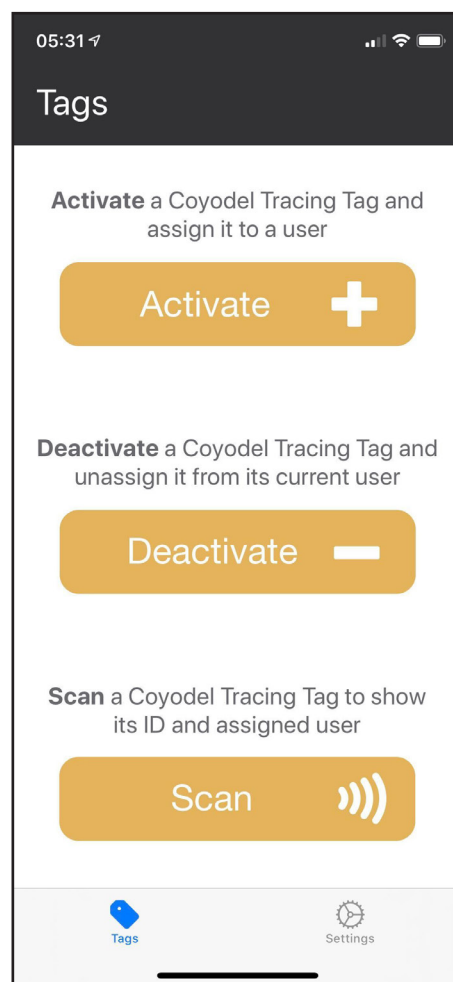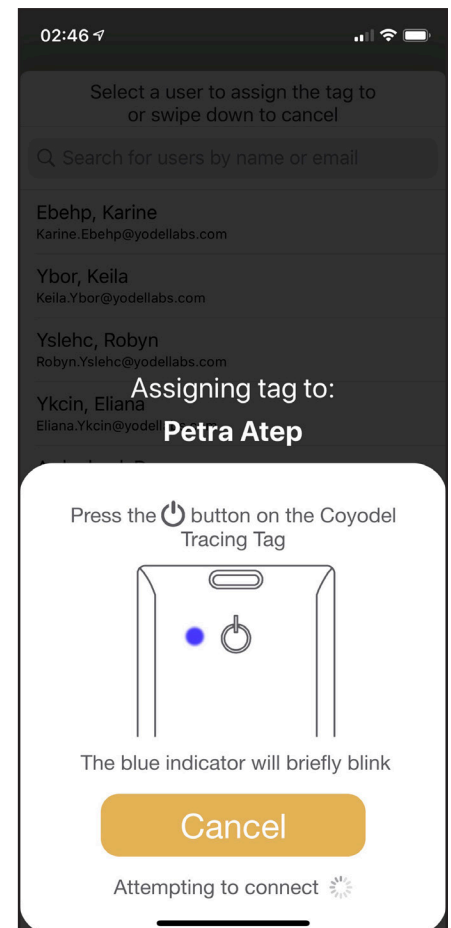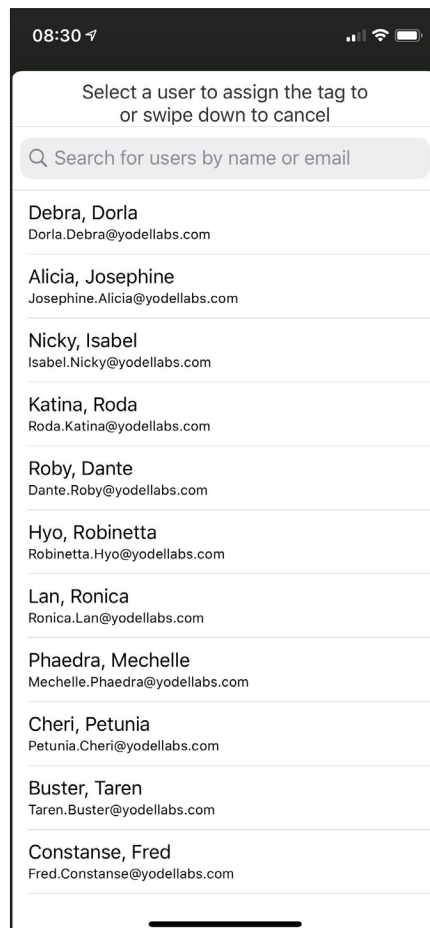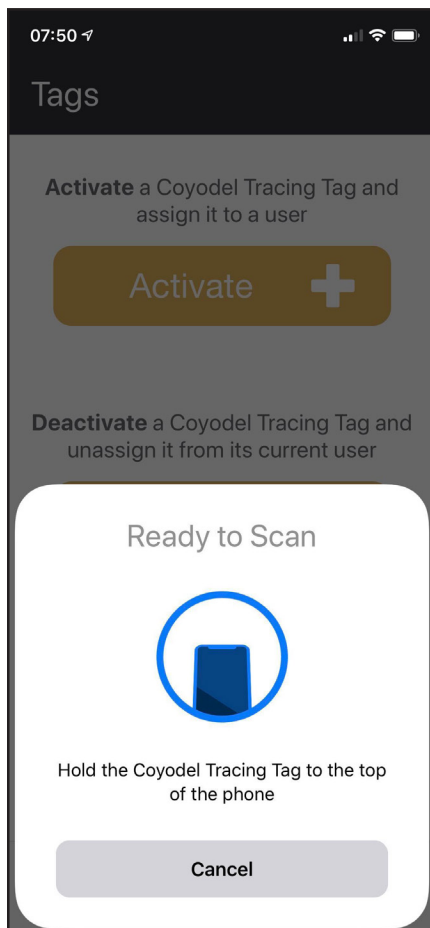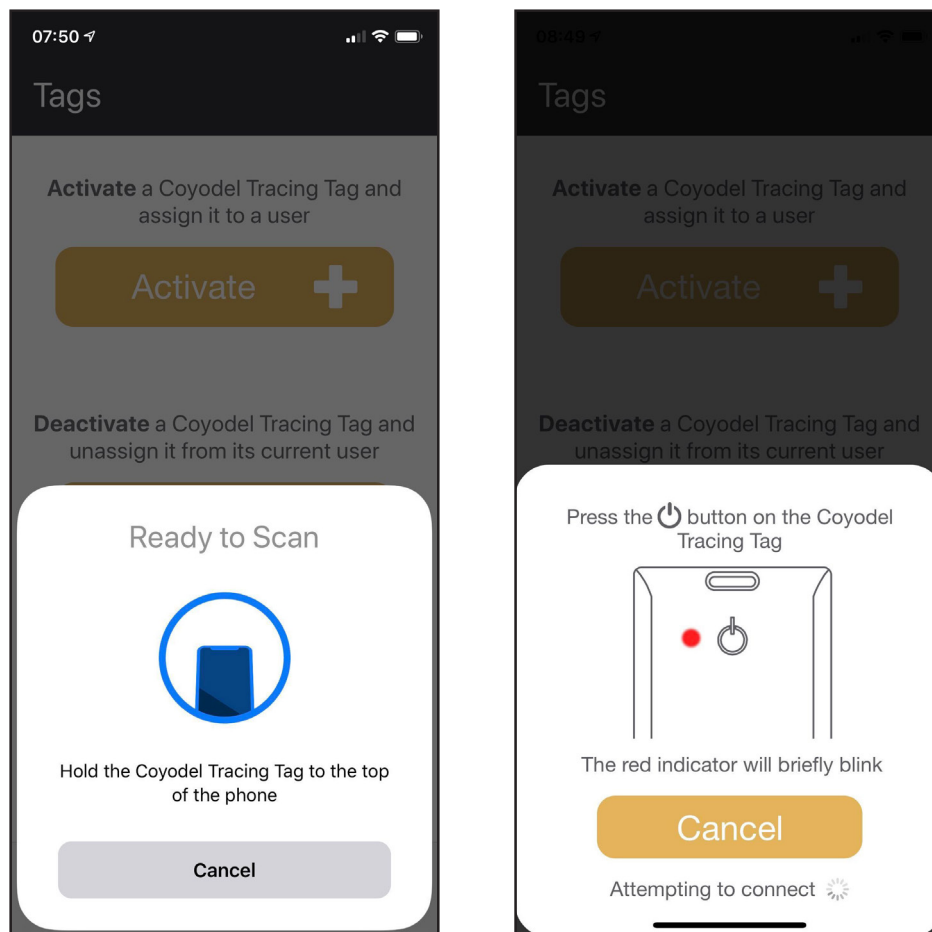
Activate

To activate a Coyodel Tracing Tag, please first make sure that the tag is in a "Deactivated" state. Please refer to the Tag States section for how to check a tag's state.

When activating a tag, the Coyodel Provisioning App will first ask you to scan the tag by holding it to the top of your phone. The phone will then read the Tag's ID using Near Field Communication (NFC) technology.

After scanning the tag, you will be presented with a list of users that the tag may be assigned to. Tap the user you wish to assign the tag to. If you have not registered the user you wish to assign the tag to yet, please do so from the Users menu in the Coyodel Web Portal.

Once the user is selected, the app will ask you to press the button on the tag. This will make the tag discoverable for the phone and attempt to establish a Bluetooth connection with it to activate it. The app will notify you if the tag was successfully activated. After successful activation the tag is ready to perform contact tracing and can be given to the assigned user.

Note: A user may be assigned two tags simultaneously. The purpose of this functionality is to assign a temporary tag to a user e.g. when they forgot theirs at home. The app will warn you if you are assigning a tag to a user which currently has one assigned. The temporary tag should be deactivated as soon as the user is able to use their original tag again.

Deactivate

To deactivate a Coyodel Tracing Tag, please first make sure that the tag is in a "Activated" state. Please refer to the [Tag States](#) section for how to check a tag's state.

When deactivating a tag, the Coyodel Provisioning App will first ask you to scan the tag by holding it to the top of your phone. The phone will then read the Tag's ID using Near Field Communication (NFC) technology.

After scanning the tag, the app will ask you to press and hold the button on the tag until the red LED briefly blinks, happens after holding the button pressed for at least 5 seconds. This will make the tag discoverable for the phone and attempt to establish a Bluetooth connection with it to deactivate it. The app will notify you if the tag was successfully deactivated. After successful deactivation the tag may be put into storage or assigned to another user.

Scan

A Coyodel Tracing Tag may be scanned to reveal which user it is currently assigned to (if any). The tag may be in an "Activated" or "Deactivated" state. "Activated" state. "Activated" state. Please refer to the Tag States section for more information about tag states.

When scanning a tag, the Coyodel App will first ask you to scan the tag by holding it to the top of your phone. The phone will then read the Tag's ID using Near Field Communication (NFC) technology.

After scanning the tag, the app will retrieve the tag's information from the Coyodel Server and display it on screen.
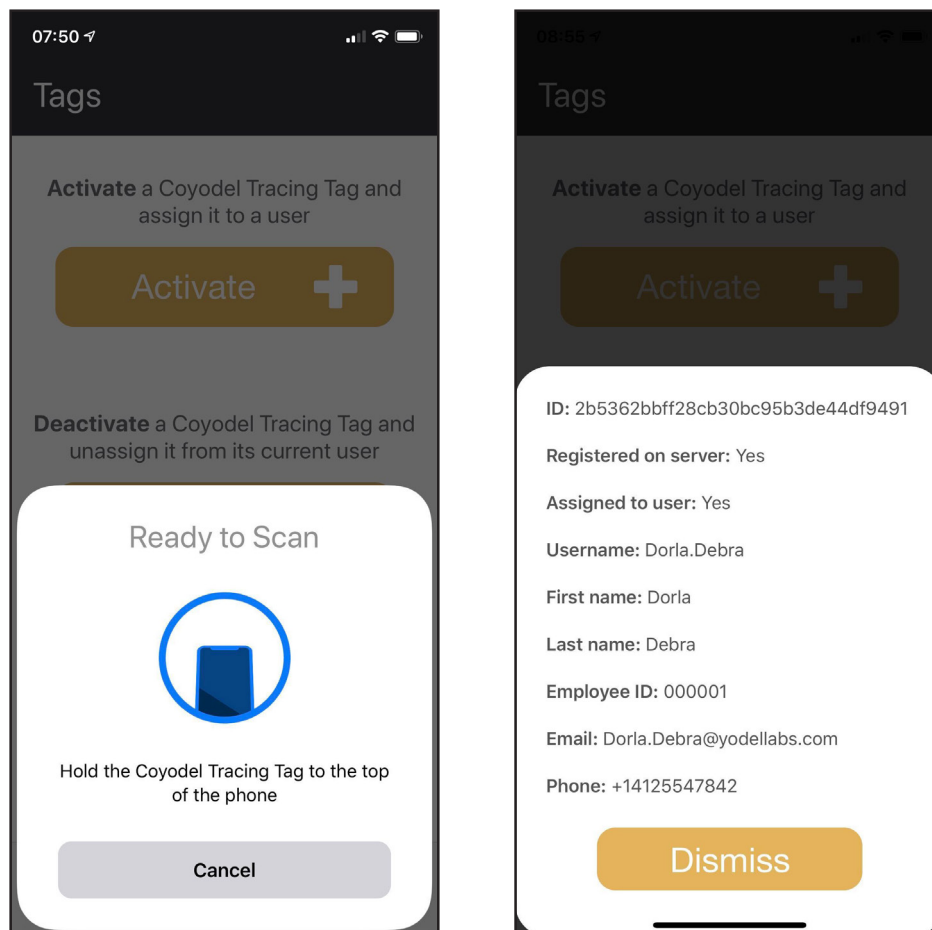
Settings

The settings menu allows you to enable FaceID or TouchID for logging in to the app if your phone is equipped with these features. You may also log out of the app from this menu.
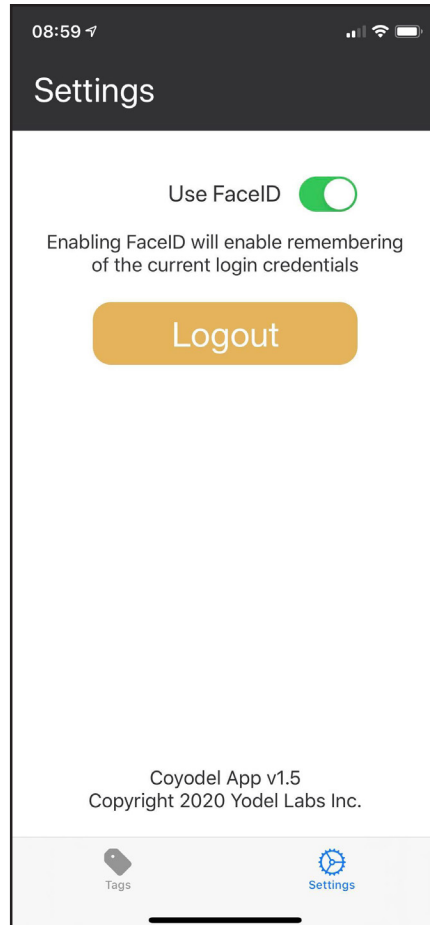
Web Portal

Overview

The Coyodel Web portal is the main interface to view, analyze and enter data into the system. It may be accessed via a web browser from a personal computer. You will be provided with a URL to your server instance as well as login credentials upon purchase of your Coyodel System.
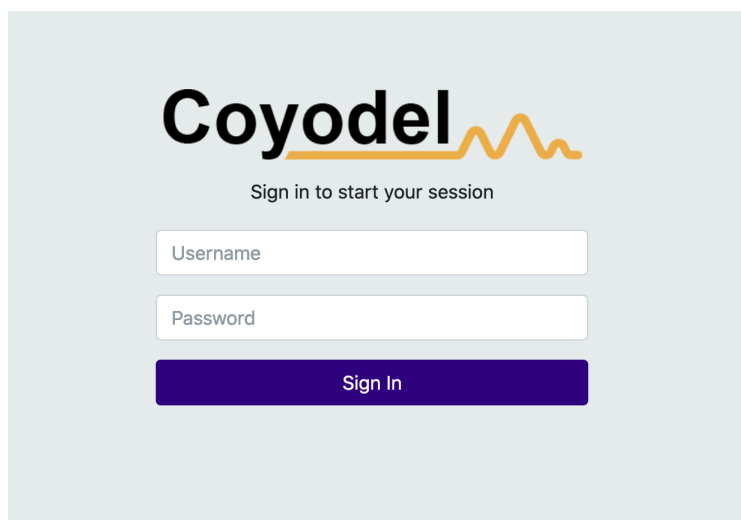
Getting Started

In the following sections you will learn how to get started with the Coyodel Web Portal for contact tracing and analysis. Follow the following steps to get running quickly:

1. Logging in
2. Home and Navigation
3. Working with Tables
4. Registering Users
5. Activating and Assigning Tags with the Coyodel Provisioning App
6. Registering Tests for infectious diseases
7. Using Test Recommendations
8. Setting up Health Reporting
9. Symptom Clusters
10. Auditing Web Portal Activity

Logging in

The first screen you will see upon accessing the Coyodel Web Portal through the provided URL is the login page. Please enter your provided login information to log in.

Home and Navigation

The home page for the Coyodel Web Portal presents a navigation bar for navigating to different pages of the portal, as well as a single page dashboard showing a single page overview of the most important statistics of the system.

Navigation

The navigation bar on the left hand side of the screen shows all available pages the logged in user is authorized to access. The current page is highlighted in orange.

Home

The home screen shows a dashboard of the most important statistics of the following categories:

•   Testing and Symptom Clusters
•   Health Reports
•   Contact Events
•   Tags
•   Base Stations

Click on the link below the indicators to see the data for the corresponding statistics. The indicators change colors based on their status:

Green: Everything OK
Yellow: Warning
Red: Alert

Table Views

Many pages in the Coyodel Web Portal show data in a tabular format and feature powerful filtering tools that allow you to query for the exact data you are looking for. Certain pages also allow registering, editing or deleting data in the current table, as well as exporting or printing it.

Registering, Editing and Deleting Data

Use the "Register", "Edit" and "Delete" buttons at the top of the table to add, edit or delete data from the current table. To edit or delete data you must first select the row in the table to be edited/deleted. After pressing the "Register" or "Edit" button you will be presented with a pop-up form to make the necessary additions/changes.

Certain tables may not allow some or all of these functions, or may have additional buttons that are described in the sections of this manual corresponding to these web portal pages.

Table Filtering

Data in the table may be filtered using the filter fields above the table. Filters may be combined in an AND fashion by entering data into multiple filter fields at once. Filters can be cleared using the "X" button next to each filter field.

Table Pagination, Export and Printing

By default the data in the table is split up into pages of 25 rows each. The pages can be browsed using the page links at the bottom right of the table. The amount of rows shown can be altered using the "Show Rows" button.

Data currently loaded in the table can be exported to your clipboard or Excel/CSV file formats or printed using the "Export" and "Print" buttons respectively. Note that only data that is currently loaded into the table will be exported i.e. data that is filtered out or on a different page in the table will not be exported. To export all data, disable all the filters and select "All" from the "Show Rows" button drop down menu (if available).

Table Column Visibility

To hide individual columns of the table, use the "Column Visibility" button and select only the columns you want to see from the drop down menu.

Register, Edit, Delete and Additional
Functionality Buttons

Show Rows, Column Visibility,
Export, Print Buttons

Table Filters

Table of Data

Register/Edit Dialog

Register a User ✕

First Name:

Last Name:

Employee ID:

Email:

Username:*   coyodel

Administrator: ☐

Register

Users

The Users page allows you to view, register and edit users within the Coyodel system. Users are commonly employees of your organization who may be issued Coyodel Tracing Tags. Please refer to the [Table Views](#) section for more information about how to use this page.

User Attributes

Coyodel is able to store the following attributes about each user (* denotes that this attribute is required):

- Username*
- First Name
- Last Name
- Employee ID
- Email address (this is required for receiving Health Report reminders by email)
- Phone number (this is required for receiving Health Report reminders by text message)

Note: While Coyodel does not require the personal information of users to be entered, it is recommended that each user is uniquely identifiable to the system's administrators (e.g. by username or employee ID) in order to attribute testing recommendations made by the system to individuals.

User Permissions

There are two types of permissions that can be given to users registered in the system:

Administrator: Users with this permission are able to access the web portal and app by logging in with their username and password. Users without this permission cannot login to the portal or the app and do not have passwords.

Auditor: Users with this permission have access to the pages in the Audit Logs menu and are able to audit interactions with the web portal. Only users who have Administrator permissions are able to be given Auditor permissions.

Health Reports

Users may be sent hyperlinks to fill out [Health Reports](#) via email or text message. You may enable these messages to be sent out when registering a user or by editing an existing user.

Registering Users

Users may be registered individually via the web portal using the "Register User" button or alternately as a batch import using a Comma Separated Value (CSV) file via the "Import CSV" button. After pressing one of these buttons you will be presented with a pop-up dialog. Follow the on screen instructions inside the dialog to register users using either of these methods.

CSV File Format

A sample CSV file for importing users can be downloaded here.

Editing Users

Existing users may be edited by first selecting the user you would like to edit in the table and then pressing the "Edit User" button. Follow the on-screen instructions in the presented pop-up to modify the user.

Deleting Users

Existing users may be deleted by first selecting the user you would like to delete in the table and then pressing the "Delete User" button. After a user is deleted they can no longer be assigned a tag. Once a user is deleted, their username may not be reused for registering new users.

Note: Even though a user is deleted from the Users page, they will still show up in any analytics produced by the system if it is applicable to them.

Register, Edit, Delete, Import CSV Buttons

Show Rows, Column Visibility, Export, Print Buttons

Table Filters

Table of Registered Users and their Attributes

Register/Edit User Dialog

Tags

The Tags page allows you to view the Coyodel Tracing Tags that are currently registered in the Coyodel system and which users they are assigned to. Tags may be activated and assigned or deactivated and unassigned using the Coyodel Provisioning App. Please refer to the Table Views section for more information about how to use this page.

Tag Attributes

Coyodel stores the following information about each Coyodel Tracing Tag:

- Tag ID
- Tag type
- Assigned user(s) and time/duration of assignment
- Battery level
- Firmware version
- Time of last contact event uploaded by the tag

Tag ID

Each tag has a unique, randomly generated 256bit ID that is used to identify the tag in contact events recorded by other tags. The ID is always encrypted before being transmitted and is only associated with a user at the Coyodel Server i.e. Coyodel Tracing Tags do not store any information about their users.

Time of Last Contact Event

The time of last contact event attribute indicates the most recent contact event recorded by a Coyodel Tracing Tag that was uploaded to a Coyodel Base Station and then transfered to the Coyodel Server. Malfunctioning tags may be identified by checking if the tag has not been recording or uploading any contact events. The dashboard on the Home page of Coyodel Web Portal indicates if there are any tags that have not uploaded contact events during the past week.

Tests

The Tests page allows you to enter and organize medical test results for users of the Coyodel system. Medical tests are important data points that Coyodel uses to make further Test Recommendations for you to quickly identify and contain any outbreaks of diseases. Please refer to the Table Views section for more information about how to use this page.

Registering Tests

Press the "Register Test" button to enter a test result for a specific user. You will be asked to enter the following information:

- User: The user the that took the medical test
- Administered on: The date the test was administered on
- Condition: The medical condition/disease that was tested for
- Result: The result of the test i.e. either positive or negative

All tests that have previously been entered into the system will be shown in the table on the Tests page.

Exposure Graphs

If a positive test result is entered, Coyodel's analytics engine will run a simulation of how the affected user may have spread the disease to other users based on contact event data. The result of this analysis is shown in the form of an Exposure Graph and table that can be accessed by clicking the "Link" hyperlink in the "Exposure Graph" column in the row of a positive test result.

Exposure Graph   Table of potentially exposed users

The exposure graph shows all potentially exposed users as orange circles (vertices), and the user that tested positive as a red circle. The circles are connected by lines (edges), representing one or more contact events between the connected users that may have potentially exposed the connected users to the infectious disease being spread by the user who tested positive. Coyodel automatically calculates the most likely time span during which users may have transmitted the infectious disease based on disease models for the condition that is entered. Coyodel also

accounts for potential indirect disease spread from the user who tested positive to users who were not in direct contact with them, but may have been exposed through other users who were.

The disease spread simulation run by Coyodel's analytics engine assigns each potentially exposed user a risk level from 1 (very low risk) to 8 (very high risk), which is shown in the "Risk Level" column and is also reflected in the size of the vertices in the graph which increase in size the higher the risk level.

The Exposure Graph is interactive and allows you to zoom in/out using the scroll wheel on your mouse. You may also click on vertices in the graph to automatically zoom in on the selected user and their direct contacts. This will also highlight the selected user in the table.
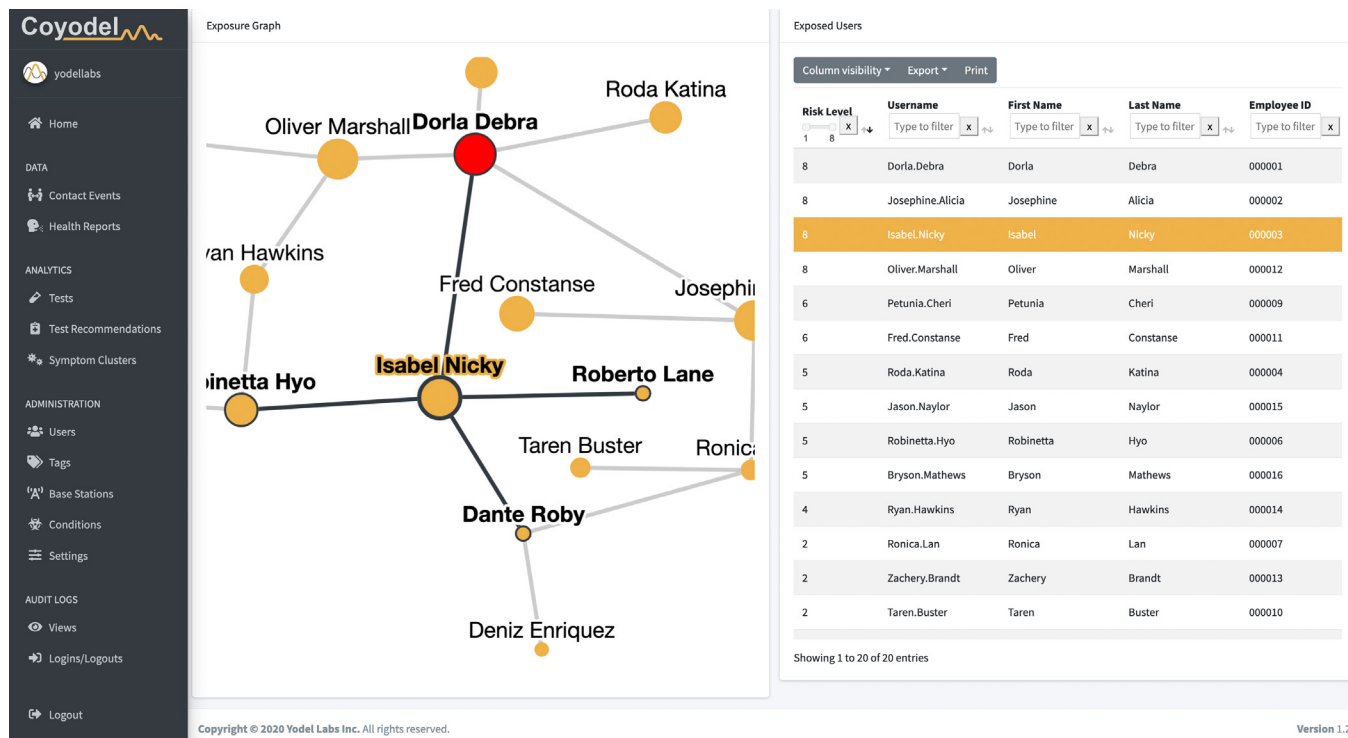
Note: The risk level shown in the graph and table only represent the risk level associated with the single positive test result that the Exposure Graph corresponds to. Multiple positively tested users may increase the overall risk level for an individual user if they were in direct or indirect contact with them. The overall risk level for a user is reflected in the testing priority given to the user on the Test Recommendations page.

Test Recommendations

The Test Recommendations page is **the most important page** in the Coyodel Web Portal as it lists the users of your system who were likely exposed to an infectious disease and should be tested and possibly quarantined to prevent disease spread. The data on this page should be used to make decisions about your organization's testing strategy. Please refer to the Table Views section for more information about how to use this page.

Coyodel's analytics engine boils down all the data available to it into a single testing "Priority" number for each user. The "Priority" assigned to each user reflects the risk level associated with an individual user who may have been exposed to an infectious disease. The number ranges from 1 (very low priority) to 8 (very high priority) i.e. a user with a high priority number should be immediately isolated and tested, while a user with a low priority number is less likely to have been exposed and infected.

Test Recommendations may be cleared in two ways:

1. A negative medical test result for a test that was administered after the most recent exposure of a user is entered into the Tests page. The most recent exposure of a user is show in the "Most Recent Exposure" column of the Test Recommendations Table.

2. The most recent exposure of an individual user was recorded sufficiently in the past for the user to have recovered from a potential infection. In this case Coyodel will automatically clear the corresponding Test Recommendation.

Health Reports

Health Reports allow users of the system to indicate that they have been recently experiencing symptoms of an infectious disease by filling out a web form on their smartphones. Coyodel's analytics engine uses this data as an additional input for identifying potential disease spread and generating Test Recommendations. The Health Reports page shows all Health Reports that have been registered into the Coyodel system. Please refer to the Table Views section for more information about how to use the Health Reports page.

Registering Health Reports

Health Reports may be registered in two ways:

1. Using the Health Reports page on the Coyodel Web Portal. This may be done by administrators of the system.

2. Using a mobile web-form directly by each user. Notifications containing a hyperlink to the mobile web form are automatically sent out by Coyodel using email and/or text messages.

Setting up Mobile Entry of Health Reports

Health Reports may be entered via a mobile web form by users. Each user for which this functionality is enabled will receive a notification via email or text message to fill out their Health Report. The days of the week and times that these notifications are sent out can be customized on the Settings page. Please follow the steps below to set up mobile Health Reports:

1. Enable Health Reports notifications being sent via email and/or text message for each user you wish to enroll when registering a user or by editing an existing user on the Users page. Upon enrolling a user in Health Reports via text message, the user will receive a text notification confirming their enrollment.

2. Set up the days of the week and time when to send out Health Reports notifications on the Settings page.

Note that message and data rates may apply to users who fill out Health Reports on their smartphones. Due to mobile carrier regulations, users may opt-out of receiving notifications for Health Reports via text message.

Filling out a Health Report on a Smartphone

Users enrolled in receiving notifications to fill out Health Reports will receive a message via email or text on the days you specified on the Settings page.

To fill out the Health Report, the user first clicks on the hyperlink in the message as seen below.

Please submit your health report at: https://coyodel.yodellabs.com/hr?t=2B2kb9R5c2Ffae71

The hyperlink will lead the user to the following web page where they can report whether or not they have been experiencing symptoms in the past 7 days:

Health Report

Dorla Debra - Friday, 4 September 2020

Have you experienced any of the following symptoms over the past 7 days?

Cough   Fever or chills   Headache

Sore throat   Fatigue   Diarrhea

Nausea or vomiting   Muscle or body aches

Loss of taste or smell   Congestion or runny nose

Shortness of breath or difficulty breathing

No   Yes

If the user reports that they have been experiencing symptoms, they will be asked to report the approximate date when they first experienced the symptoms.

Health Report

Dorla Debra - Friday, 4 September 2020

When did you first experience these symptoms?

1 September, 2020

Submit   Cancel

After confirming submitting the date when they first experienced symptoms, or reporting that they have not been experiencing symptoms, they are presented with a form asking them to confirm their Health Report.

Health Report

Dorla Debra - Friday, 4 September 2020

Please confirm that you experienced
symptoms starting on 1 September, 2020

Confirm   **Cancel**

Finally the user will see a confirmation that their health report has been submitted.

Health Report

Dorla Debra - Friday, 4 September 2020

Thank you, your health report has been
successfully submitted

Note that any modifications to an incorrectly submitted health report will need to be made by the administrators of the Coyodel system in the Coyodel Web Portal.

The Effects of Health Reports

Coyodel's analytics engine automatically updates Test Recommendations based on Health Report data. Users who were potentially exposed to an infected disease of by a user who had a positive medical test registered on the Tests page will be flagged and have their Test Recommendation Priority increased. If Coyodel identifies any Symptom Clusters based on Health Report data, these will be reflected on the Symptom Cluster page and in the Test Recommendations.

Missing Health Reports

Coyodel automatically identifies any users who are failed to submit one or more Health Reports. These are reported on the Missing Health Reports page.

Symptom Clusters

Symptom Clusters are groups of two or more users who have been in contact with each other and are both reporting to be experiencing symptoms via Coyodel [Health Reports](#). Coyodel's analytics engine automatically identifies Symptom Clusters and alerts you if one or more have been found on the dashboard of the [Home](#) page. Symptom Clusters may identify an outbreak of an infectious disease and are assigned a risk level ranging from 1 (very low) to 8 (very high). The risk level increases proportionally to the number of users in the cluster.

Symptom Clusters are reflected in the [Test Recommendations](#) by increasing the testing priority of a user that is part of the cluster.

Please refer to the [Table Views](#) section for more information about how to use the Symptom Clusters page.

Symptom Cluster Graph

Table of users that are part of the Symptom Cluster

Symptom Cluster Graphs

Symptom Clusters that are identified by Coyodel's Analytics engine are reported in the table on the Symptom Cluster page, along with a network graph representation. Click the "Link" hyperlink of the Symptom Cluster you would like to view to open the graph.

The Symptom Cluster graph shows all users that have been in contact and are reported to be experiencing symptoms as orange circles (vertices). The circles are connected by lines (edges), representing one or more contact events between the connected users. Coyodel automatically calculates the most likely time span during which users may have transmitted an infectious disease between each other.

The Symptom Cluster Graph is interactive and allows you to zoom in/out using the scroll wheel on your mouse. You may also click on vertices in the graph to automatically zoom in on the selected user and their direct contacts. This will also highlight the selected user in the table.
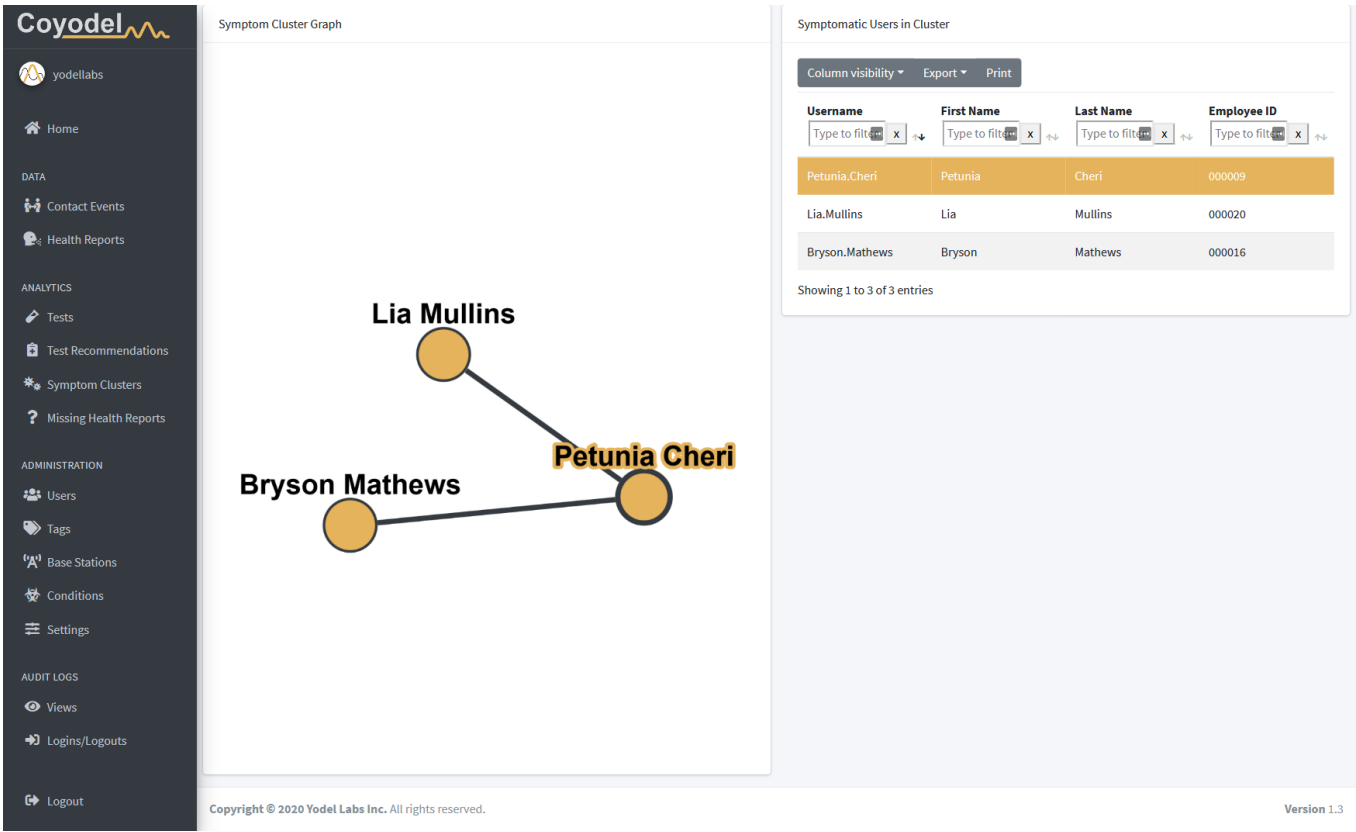
Contacts

The Contacts page shows all contact event data that has received by the Coyodel Server. The purpose of this page is to show the raw contact event data for informational and troubleshooting purposes. It is not meant to be used to asses the risk level of a user that was potentially exposed to an infectious disease. To do this, please use the Test Recommendations page. Please refer to the Table Views section for more information about how to use the Contacts page.

Contact Event Attributes

A contact event is recorded between two users if they are within close proximity to each other for at least 5 minutes. Coyodel stores the following information about each contact event:

- Users that participated in the contact event (First and Second User in the table)
- Base Station(s) that the contact event data was uploaded to
- Start time and date
- Duration
- Received Signal Strength Indicator (RSSI) in dBm, which is proportional to the distance between the two users that were part of the contact event

Audit Logs

In order to improve system transparency and privacy, all user interactions are logged and can be viewed in the "Audit Logs" menu sub-items. The two basic forms of auditing include capturing the time, username and IP address of login and logout events.

A detailed breakdown of all user clicks and operations can be found in the "Views" menu as shown below.

Settings

The Settings page allows you to configure different settings of the Coyodel system. Please submit any changes you make to the settings using the "Update Settings" button at the bottom of the page.

General Settings

Timezone
The timezone of the location where your Coyodel system is installed. All time and date data will be displayed according to this timezone. Messages for Health Reports are also sent out according to this timezone

Health Report Settings

Time to Send Health Report Notifications
The time of day any Health Report notifications are sent out to enrolled users via email or text message.

Days of the Week to Send Health Report Notifications
The days of the week that Health Report notifications are sent out to enrolled users via email or text message.

Holiday Settings
Check this checkbox if you wish to not send out Health Report notifications to enrolled users on US federal or state holidays. Please select the US state you wish to observe holidays for.

Frequently Asked Questions

Hardware Performance

How often does each Coyodel Tracing Tag scan for nearby tags?
Every 10 seconds

What is the typical battery-life of Coyodel Tracing Tags?
Approximately 2 years assuming the tags are worn by their users for 40h/week. Tags transition to a low power sleep state when they are not being worn.

Where should Coyodel Tracing Tags be stored after work hours?
Tags should be taken home by users or left in their cars. **Do not** leave tags in a central location as this may cause them to record false contact events.

Privacy

Can the location of Coyodel Tracing Tags be tracked?
No, the tags have no location tracking capabilities and can also not be tracked by outsiders since all of their transmissions are encrypted with rapidly changing encryption keys.

Do the Coyodel Tracing Tags or Base Stations store any personal information of users?
No, the tags only store encrypted tag IDs of tags they have come into contact with. These tag IDs are only associated with users once they reach the Coyodel Server. Coyodel Base Stations do not store any data, but only relay contact data collected by tags to the Coyodel Server.

Is the personal information of users safe in the Coyodel Server?
Yes, all personal information is encrypted using industry standard encryption practices. Only administrators of the system that can access the Coyodel Web Portal can view any personal information of users.

Legal

Disclaimer

The Coyodel contact tracing system provides a mechanism that organizations can use to monitor high-risk social interactions. The system does NOT provide any form of medical advice. Coyodel's analytics engine uses a set of probabilistic models based on collected proximity information, medical test and health report data to make recommendations about which users to test. The goal is to either select people that are most likely to be infected or during periods without infection to select people that would be the highest risk if infected (highly connected people). CoYodel uses Bluetooth signal strength estimates to approximate distance between tags. Range estimates can fluctuate in terms of accuracy for a number of reasons including elements in the environment like building materials, bags, clothing, and obstructions.

Terms and Conditions

Please read these YODEL LABS Terms and Conditions ("Terms and Conditions") carefully. This agreement affects your rights.

IF YOU USE THE YODEL LABS PRODUCT (AS DEFINED BELOW) YOU AGREE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.

IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, DISCONTINUE USE AND RETURN THE PRODUCT IN GOOD CONDITION WITHIN THIRTY (30) CALENDAR DAYS FROM THE DATE OF ORIGINAL PURCHASE FOR A REFUND. REFER TO SECTION 7 FOR SUBSCRIPTION CANCELLATIONS.

These Terms and Conditions are between you ("You" or "User") and YODEL LABS, Inc. (for the Americas) or YODEL LABS International Limited (for all other territories including but not limited to Europe, Middle East, Africa, Asia Pacific, Australia and New Zealand) concerning Your use of (including any access to) devices or services (including software included in Your device at the time of purchase), and other information and materials provided on or in connection with such devices or services, including firmware, documentation, graphics, illustrations, pictures, photographs, audio, and videos (individually and collectively, the "Product" or "Products") provided by YODEL LABS, Inc., its subsidiaries and affiliates (collectively, "YODEL LABS" or "Company"). In some instances, both these Terms and Conditions and separate terms will apply to Your use of the Product ("Additional Terms"). To the extent there is a conflict between these Terms and any applicable Additional Terms, the Additional Terms will control unless they expressly state otherwise.
The purchase or use of Products or Services by any person or entity ("Customer") is governed solely by this agreement ("Agreement") which consists of: (i) these Purchase Terms and Conditions ("Purchase Terms and Conditions") and which may be updated and revised from time to time without further notice to Customer.

1. ORDERING
CUSTOMER AGREES THAT ANY TERMS AND CONDITIONS INCONSISTENT WITH OR IN ADDITION TO THE TERMS AND CONDITIONS SET FORTH IN THIS AGREEMENT, INCLUDING WITHOUT LIMITATION ANY PURCHASE ORDER TERMS AND CONDITIONS PURPORTED TO BE IMPOSED BY CUSTOMER, ARE REJECTED AND NULL AND OF NO EFFECT, EVEN IF YODEL LABS ACCEPTS, ACKNOWLEDGES OR SHIPS PRODUCTS IN RESPONSE TO A CUSTOMER PURCHASE ORDER.

2. PAYMENT
Customer may pay for an Order either by credit card or by wire transfer. If Customer elects to pay by credit card, (i) Customer will submit credit card payment details at the time an Order is placed through the Website and (ii) Customer's credit card will be charged for the Products and for shipping at the time of shipment of the Order. If Customer elects to pay by wire transfer, (i) Customer will provide invoice instructions to YODEL LABS at the time an Order is placed through the Website, (ii) YODEL LABS will invoice Customer for the Products and for shipping upon receipt of the Order, and (iii) Customer will pay YODEL LABS by wire transfer within thirty (30) days of receipt of the invoice for such Order unless other payment terms are agreed upon in writing by YODEL LABS and Customer prior to shipment.

3. SHIPMENT
YODEL LABS will ship an Order upon either (i) successful processing of a credit card payment for such Order or (ii) receipt of a wire transfer payment for such Order. YODEL LABS may, however, at its sole discretion, ship an Order prior to receipt of payment for an Order. As stated above, shipments of Tag Pack Orders will begin later this Spring. Shipments are FCA (Incoterms 2010) YODEL LABS's facility ("point of origin"). Title to the Tags and Gateways and risk of loss will pass to Customer upon delivery to the carrier at the point of origin. For shipments outside the United States, Customer is responsible for clearing the goods for import and paying all formalities, duties, taxes, and other charges upon import. Scheduled shipment dates, if any, are estimates only, and YODEL LABS is not liable for any loss or damage or penalty resulting from delay.

4. ACCEPTANCE OF PRODUCTS
If the Products shipped by YODEL LABS do not function to Customer's satisfaction, Customer may contact YODEL LABS via e-mail at contact@ YODEL LABS.com within thirty (30) days of delivery of an Order to arrange for either (i) replacement of the Product by YODEL LABS within a commercially reasonable time period or (ii) a refund of the Beacon Pack or Sticker Pack purchase price, less shipping costs. If Customer requests a refund, YODEL LABS may send Customer a prepaid return shipping label in which case Customer agrees to return the Products in order to receive the refund. If Customer does not contact YODEL LABS within thirty (30) days of delivery of an Order, the Products delivered shall be deemed accepted by Customer.

6. SERVICES
Customer is not entitled to Services unless Customer has ordered and paid for Services as provided in an Order.

7. INTELLECTUAL PROPERTY

All intellectual property rights in and to the Products, including all patent rights, copyrights, trademarks, trade secrets or other proprietary rights therein shall be and remain the sole property of YODEL LABS.

8. WARRANTY DISCLAIMER

YODEL LABS DOES NOT MAKE, AND HEREBY EXPRESSLY DISCLAIMS, ANY WARRANTY OR REPRESENTATION WITH RESPECT TO THE PRODUCTS OR SERVICES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PAR-TICULAR PURPOSE, PERFORMANCE, ACCURACY, RELIABILITY, AND NON INFRINGEMENT. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS SO THE FOREGOING LIMITATIONS MAY NOT APPLY TO CUSTOMER. YODEL LABS DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCTS WILL BE UNINTERRUPTED OR ERROR FREE OR THAT THE PRODUCTS WILL MEET CUSTOMER'S OR ANY THIRD PARTY'S EXPECTATIONS.

9. LIMITATION OF LIABILITY

WHETHER UNDER ANY WARRANTY, CONTRACT, TORT, NEGLIGENCE OR OTHER LEGAL OR EQUITABLE THEORY, THE FOLLOWING WILL APPLY TO YODEL LABS AND ITS AFFILIATES AND ALL PRODUCTS, INCLUDING SOFTWARE, AND SERVICES OF YODEL LABS IN ALL CIRCUMSTANCES (EXCEPT WITH RESPECT TO BODILY INJURY OR DEATH OF A PERSON): (A) YODEL LABS WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY INDIRECT, INCI-DENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF REVENUES, LOSS OF PROFITS OR LOSS OR INACCURACY OF DATA; AND (B) YODEL LABS' CUMULATIVE LIABILITY FOR ANY AND ALL DAMAGES IS LIMITED TO AMOUNTS PAID TO YODEL LABS BY CUSTOMER FOR THE PARTICULAR PRODUCTS AND/OR SERVICES WITH RESPECT TO WHICH A CLAIM IS MADE. YODEL LABS HAS AGREED WITH CUSTOMER THAT THESE LIMITATIONS WILL SURVIVE AND APPLY EVEN IF ANY LIMITED REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSE-QUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSION MAY NOT APPLY TO CUSTOMER.

10. ARBITRATION/CHOICE OF LAW/VENUE

Any dispute which arises out of, relates to or concerns this Agreement (other than those arising under Section 7 – Intellectual Property) may, at the sole option of YODEL LABS, be resolved by arbitration administered by the American Arbitration Association under its commercial arbitration rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. All arbitration hearings shall be conducted in New York, New York. Each party shall bear its own costs, fees and expenses associated with any arbitration, except that the parties agree to split equally the costs and expenses of the arbitrator or panel and the conduct of the arbitration itself. In the event that YODEL LABS does not elect to submit a dispute under this Agreement to arbitration, the parties agree to jurisdiction and venue for claims or actions arising under this Agreement in the state or federal courts located in New York, New York, USA, and that any such disputes will be governed by the laws of the State of New York as such laws are applied to agreements entered into and to be performed entirely within New York between New York residents.

11. GENERAL

Customer may not assign any rights or delegate any duties under this Agreement and any attempt to do so is void and without effect. This Agree-ment is the parties' entire agreement relating to the subject matter hereof and supersedes all prior or contemporaneous oral or written commu-nications, proposals, representations and warranties, and prevails over any conflicting or additional terms of any communication between the parties relating to its subject matter. No modification to this Agreement will be binding unless in writing and signed by an authorized represen-tative of each party. Any express waiver or failure to exercise promptly any right under this Agreement will not create a continuing waiver or any expectation of non enforcement. If any provision of this Agreement is held to be unenforceable for any reason, such provision shall be reformed only to the extent necessary to make it enforceable. To the extent that any and all provisions of this Agreement shall exclude or limit any statu-tory liability which, according to mandatory provisions of Applicable Law cannot be contractually excluded or limited by mutual agreement of the parties, then such provision shall be given only such effect, if any, as is permitted by the Applicable Law. Neither Customer nor YODEL LABS will be responsible for any failure or delay in its performance under this Agreement, excluding Customer's payment obligations, due to causes beyond its reasonable control, including, but not limited to, labor disputes, strikes, lockouts, shortages of or inability to obtain energy, raw materials or supplies, war, terrorism, riot, or natural disaster

Revision History

8/1/2020   Version 1.0 - Initial version
9/3/2020   Version 1.1 - Added Health Reports and Symptom Clusters sections