Panic Button
User personae & background information

Communications context Sudan
Total Population: 43.6m (2011)
Internet users (per 100 people): 10 (2008)
Mobile subscriptions (per 100): 56 (2011)

Age 24

Education University student

Lives Khartoum, Sudan

Mobile use Galaxy Y Android (2.3) 3G. He uses it 'every minute' to go online and check email. He uses What's App to exchange pics, videos and information of protests, sit-ins. He also uses Facebook and Twitter apps a lot.

Access He always carries a cable for charging his phone. In Khartoum, electricity is stable and internet is cheap, there is very good connectivity.

Threats and risks

He is a member of a youth movement and regularly attends protests, where he also performs as a rapper. He has previously been arrested for performing at protests and is involved in acts to publicly discredit the government using video, parody and social media. For this reason he is targeted by the government and has been arrested multiple times.

1 User Persona – tech-savvy activist Hassan

AMNESTY
INTERNATIONAL

Panic Button would be good for me because…

"I would use Panic Button as another tool that help me and my networks respond rapidly when one of us is arrested. I already use apps like Twitter and WhatsApp for communicating but it would be useful for situations when there is not time to write a message or call someone.

It would be important for me to create procedures for using Panic Button with the recipients – friends, lawyers etc. They should know exactly what to do if they receive the alert.

I would like to be able to customize the app for different uses and needs, such alerts via SMS & email with instructions for different people. If it could be used to automatically sign-out of my accounts and apps that would be of enormous value for me."

Background on current security strategies

"When I see a situation I might be arrested, I usually call. Usually you argue with them and try to fight your way out. That's when you have a chance to send a message. Normally you have that opportunity… Once when I was detained in the car, I took my phone out and I wrote something to my friend who was online".

"When I contact someone in an emergency I expect that they start doing the usual: post my picture up with an alert I am arrested. We use Facebook mostly. We noticed that when it goes public, it guarantees us some level of protection."

"They want you to get more people. They force you to call different people and fake a meeting. That happens so many times. It would be useful to be able to warn your entire phonebook not to come to any meeting".

"Signing out from emails and fbook msgs is vital. We make sure our emails and cookies are offline when going to a protest but when they come to your house there is not enough time. You can't sign out of multiple apps when they're standing in front of you".

1 User Persona – tech-savvy activist Hassan

AMNESTY INTERNATIONAL

Communications context Uganda
Total Population: 34.51m
Internet users (per 100 people): 13 (2011)
Mobile subscriptions (per 100): 48 (2011)

Age 29

Education University Degree in Law

Lives Kampala

Mobile use Basic smart phone. Uses What's App, Facebook and email on phone for information sharing and communicating with colleagues and networks

Access Connectivity is a problem daily in the area she is based. Network can go down for up to 5 days on occasion. She uses internet daily from home and work to communicate, share info, social networking

Threats and risks

She is a HRD advocating for LGBTI rights in a country where there is extreme homophobia. She sometimes has her name put in the paper or her image on TV which puts her and her family at risk. Her colleagues sometimes receive phone calls to try and trick them into a meeting and people turn up at the office asking for her by name. "You never know when people may decide to attack you. There is no adequate protection from the law and police officers who don't support our work."

2 User Persona – Human Rights Defender Grace

AMNESTY
INTERNATIONAL

Panic Button would be good for me because…

"Me and my organization would use Panic Button within our existing security protocols. That way, any member of staff could notify the legal team and security committee at the touch of a button if something happens unexpectedly.

I would not need the app to do anything complicated, simply alert the relevant people quickly that I am in danger with a record of my location.

It would be important to me that the messages and phone numbers of the recipients were hard to track from the data in the app and that nobody except me would be able to disarm the alert."

Background on current security strategies

"We have a security committee formed to deal with emergencies, I always ensure that I have their numbers on hand in case of anything. I use a pseudonym for sensitive phone numbers saved in contacts in case my phone is seized".

"We monitor public reaction to press about our work and are always on alert. Number one, when there is heightened risk I always work out of the office. We have a security fund set aside for emergencies – sometimes they will book a hotel outside town for at least a week. Then we stay offline, refrain from phone calls."

"The organization will never give out information about individuals on the premises. If someone shows up who could be malevolent, they notify the legal team automatically, who are on constant standby."

"At least 4 people should know where you are at all times".

2 User Persona – Human Rights Defender Grace