

What every designer can learn from design research & UX for humanitarian & human rights technologies

Find the slides

[github.com/Erioldoesdesign/
eriols-conf-talks](https://github.com/Erioldoesdesign/eriols-conf-talks)

eriodoesdesign.bsky.social

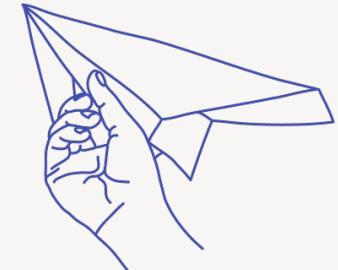




Content warnings.

Violence against women, protest, internet shutdowns, terrorism, natural disasters, colonisation, racism, education and social status prejudice, police trauma, device seizer, detainment.

Some slides will have ‘No photos/copies please’.
Please do not take photos/copies of these slides.





senior designer and researcher

eriol fox

eriol@superbloom.design

www.superbloom.design

Hi, I'm Eriol. (Ehh-roll).

They/Them pronouns.

14(?) years in digital product design and UX.

6+ years in open source software (OSS).

11(ish) years in the human rights/humanitarian sector Professionally and volunteer - Trained to deploy internationally for crisis response like natural disasters.

4 years at Superbloom Design



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I'm a human rights centred designer.

Being a human-rights centred designer means that while focusing on the humans in design, you also **focus on their known and unknown human rights** as well as their **privacy and security**.

Many people globally do not know their rights or their rights are taken from them.

Designing to prioritise human rights is the **responsibility** of a **human rights centred designer**.

Superbloom is committed to changing who technology serves by leveraging design to shift power.

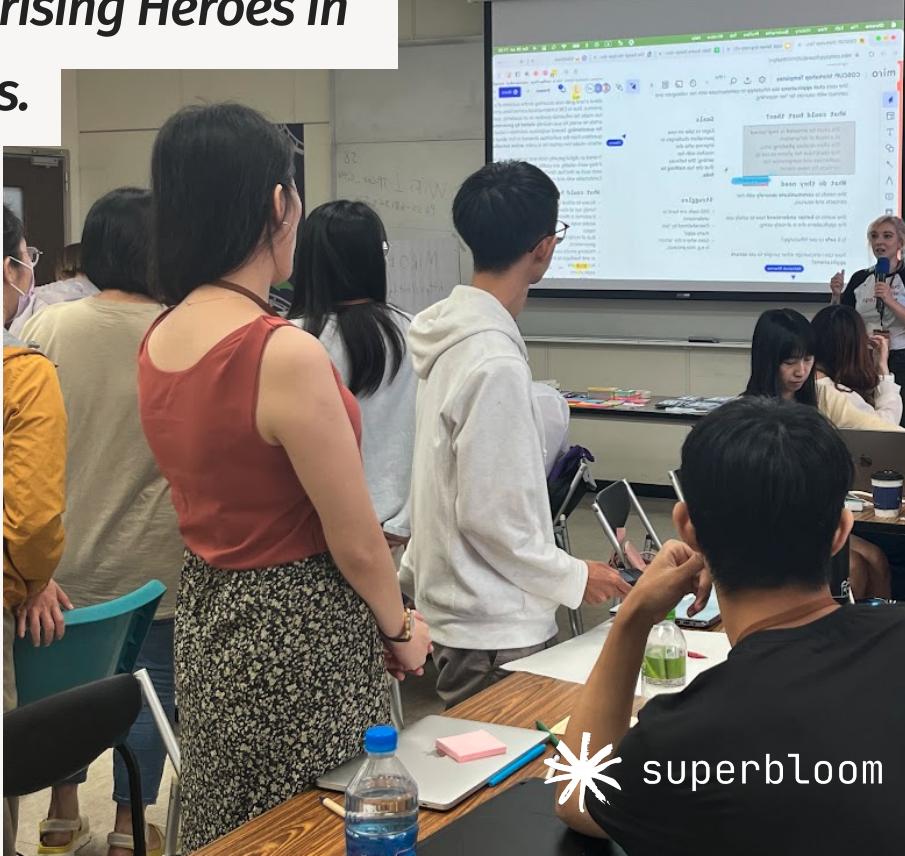
Design for Internet Shutdowns in Taiwan

Taxi Drivers, Satellites, and Tech: The Surprising Heroes in Taiwan's Fight Against Internet Shutdowns.

Workshops at COSCUP conference in Taiwan where designers and open source technologists worked together to understand how and when the open accessible internet might be at risk of censorship in Taiwan.

How can better designed systems keep citizens safe in the uncertain digital future?

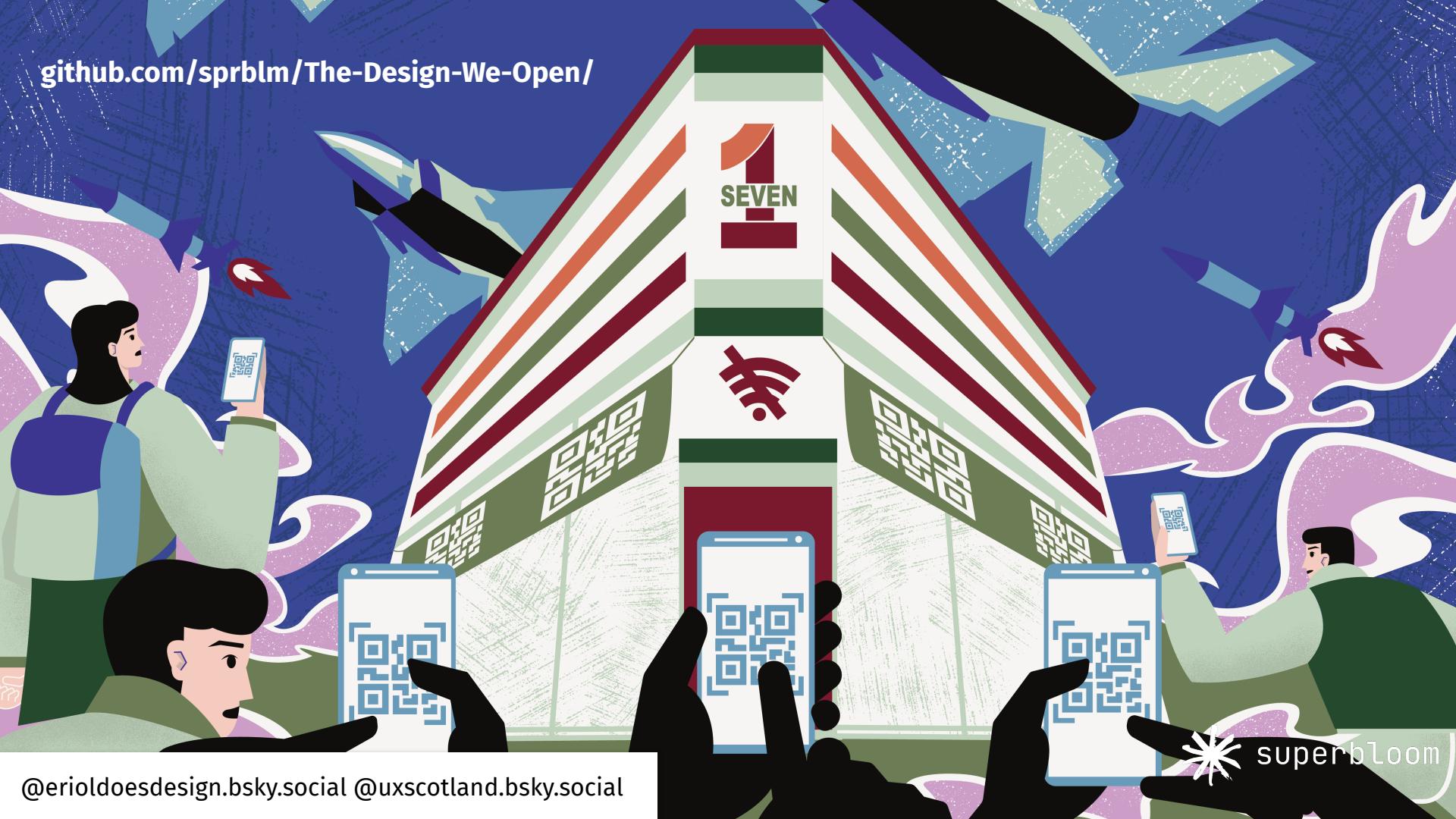
github.com/sprblm/The-Design-We-Open/





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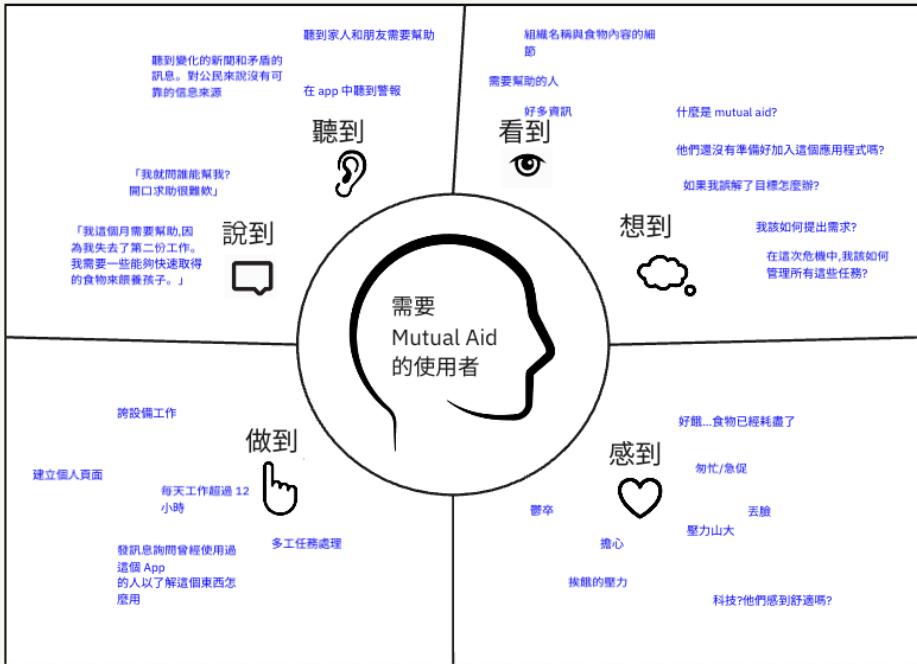
這張地圖可以幫助開源軟體專案更好地理解使用者做某件事的動機與驅動力，一般情況與特定情境皆適用。這種貢獻通常是在處理特定問題功能或特殊情境前事先做出的貢獻資料

因為工具開發者可以直接將行為與功能/問題/需求相關聯，而不是在整個工具中應用一般使用者的思維。
這裡有一些更多的範例人物角色：<https://usable.tools/personas/>

您可以在這裡找到一些很好的建議和人物角色模板：

- [Persona Builder] (<https://okthanks.com/persona-builder>)
- [Simply Secure Persona Template] (<https://simplysecure.org/resources/persona-template-tech.pdf>)
- [Simply Secure Persona Threat Model] (<https://simplysecure.org/resources/persona-threat-model.pdf>)

以下是新使用者的範例，以這個 App 為例 <https://github.com/factn/resilience-app>



ユーザー想定
ライフログ
旅行
酒藏、酒屋

オープンデータ
みんなでつくる

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ペルソナ・ノングラータ
「んなトラブル/リスクが予想されるか」



UXの分析



→UX四神湯

WTM
COS

DEI,
DE&I

- Diversity 多元
- Equity 平等/公平
- Inclusion 各取/共榮

Our
agreements

- Safe space
- Be polite, Be respectful
- Have fun!

2023 開源人年會
7/29-30@臺科大
Conference for Open Source
Coders, Users, and Promoters
NTUST Taipei, Taiwan



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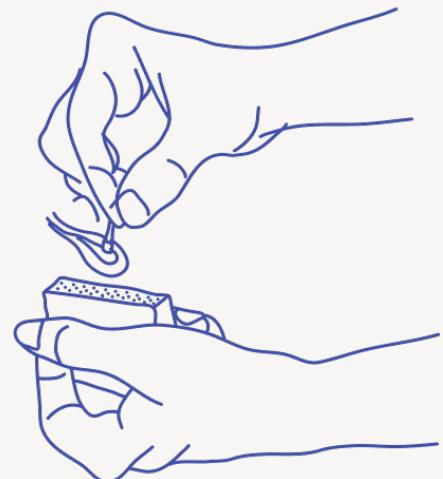
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Who are High threat
model users?
What are unsafe
environments?





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Specify a Date Range

Last 3 Months

Source Country

All

Target Country

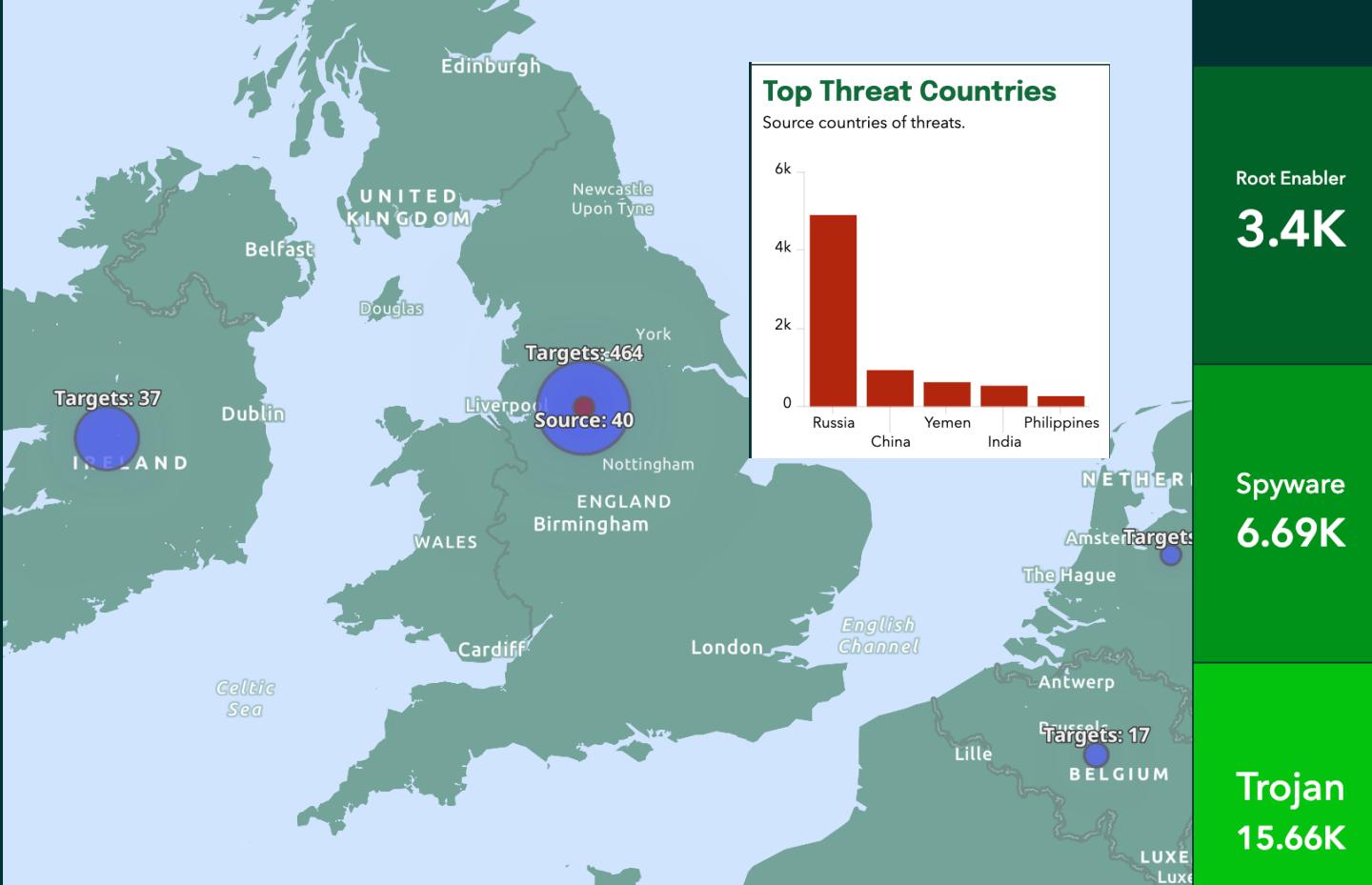
All

Threat Type (Malware)

All

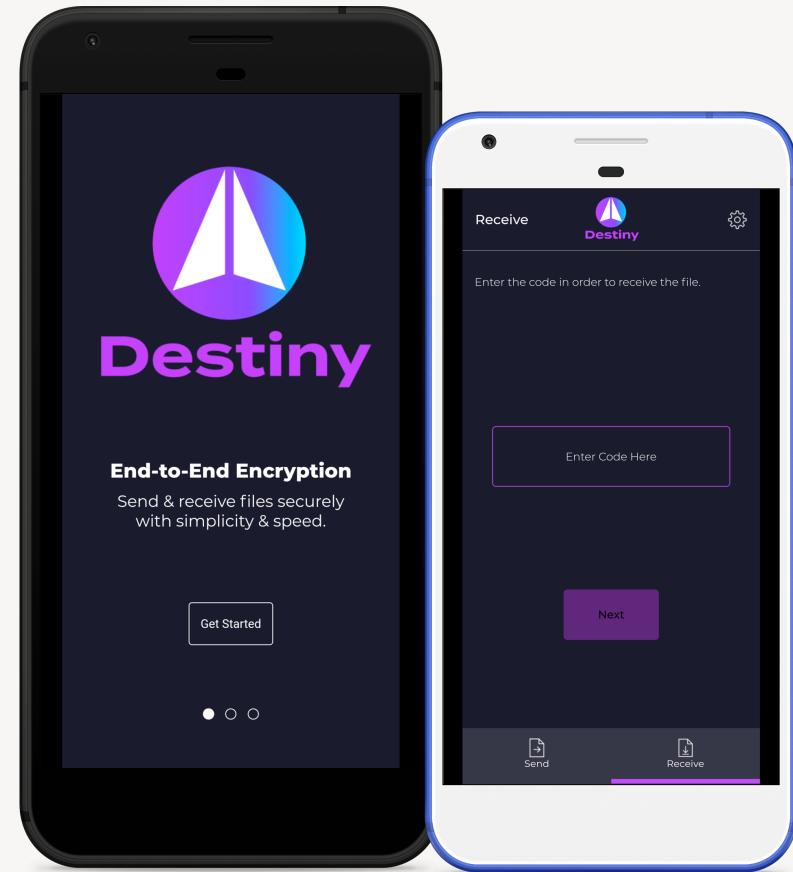
Threat Type (Network)

All



What is Destiny?

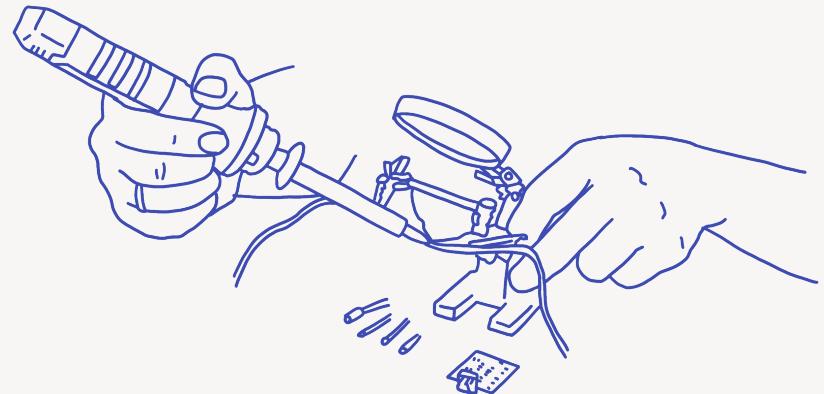
“Destiny is a free and open source (you can view the code) secure file transfer application that does **not reveal identities** – neither between participants nor towards the service provider. It's used by human rights activists and whistle-blowers worldwide.”

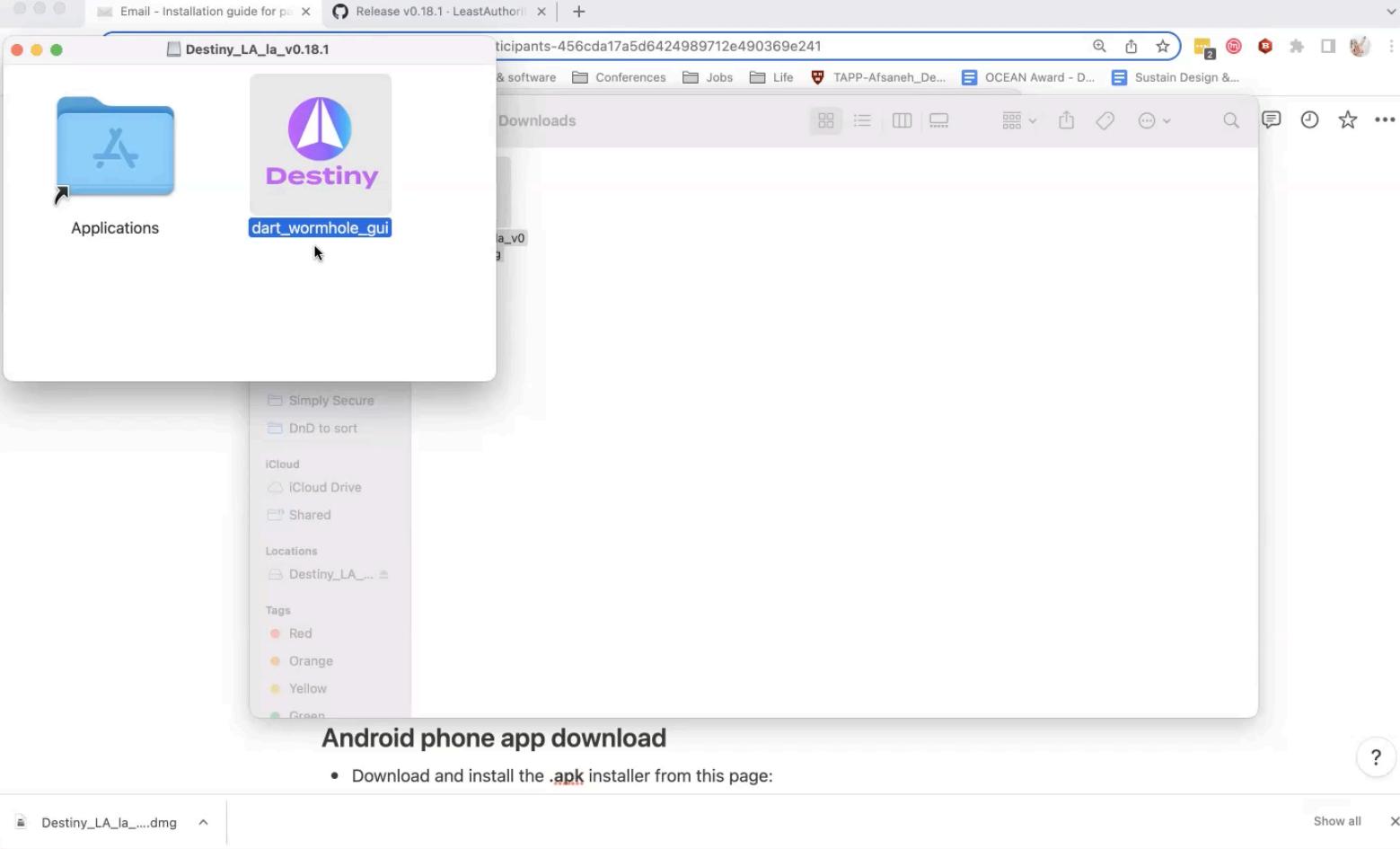


bit.ly/LA-destiny

Logistics of UX research.

Technical onboarding





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F-Droid

[APPS](#) [FORUM](#) [DOCS](#) [NEWS](#) [ISSUES](#) [CONTRIBUTE](#) [ABOUT](#)

Connectivity



Mullvad VPN: privacy is a universal right

Protect your online privacy with a fast, trustworthy, and easy-to-use VPN.



Ojo RTSP IP Camera viewer

Ojo is a basic IP Camera surveillance wall.



JMP SIM Manager

Companion app for the JMP eSIM Adapter



Mullvad VPN: privacy is a universal right

Protect your online privacy with a fast, trustworthy, and easy-to-use VPN.

[Show all 281 packages](#)

Development



SerialTest

A cross platform debugger for Bluetooth/TCP/UDP

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Money



My Expenses

Easy to use personal finance manager: rich functionality and Open Source



Catima – Loyalty Card Wallet

For your barcodes, memberships, loyalty programs, coupons and tickets.



Monly

Monly is an awesome budget planner



My Expenses

Easy to use personal finance manager: rich functionality and Open Source

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freeDictionaryApp

a simple app for Free Dictionary API



DPC

Digital pedigree and chronicle



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Science & Education



Nihonoari: Hiragana & Katakana

A little and minimalist Japanese Kana training



Petals

Take control of your weed consumption



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A Cantonese Dictionary for Everyone

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Reading



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DPC

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A little and minimalist Japanese Kana training



Petals

Take control of your weed consumption



words.hk 粵典

A Cantonese Dictionary for Everyone

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Graphics



Les Pas - Photo Album for Nextcloud

A photo album that saves all your precious memory in your private cloud



Souvenirs

Make photo albums and share them on Nextcloud. Support for image, sound, video,



Imagepipe

removes exif data and modifies images to reduce size before sharing.



FreePaint

A vector graphics drawing app for Android.

[Show all 89 packages](#)



My Expenses

Easy to use personal finance manager: rich functionality and Open Source



Catima – Loyalty Card Wallet

For your barcodes, memberships, loyalty programs, coupons and tickets.



Monly

Monly is an awesome budget planner



My Expenses

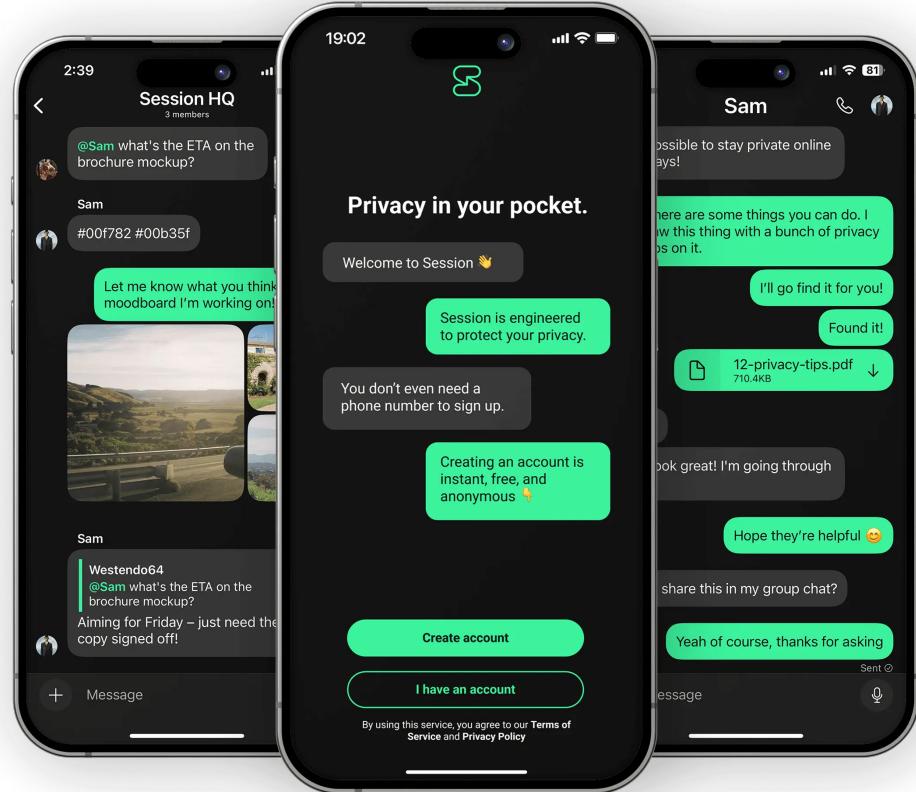
Easy to use personal finance manager: rich functionality and Open Source



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What is Session?

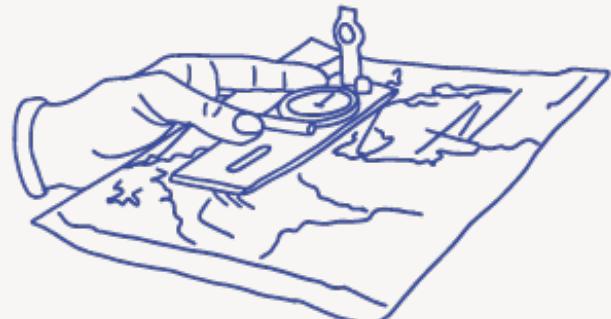
“ Session is an open-source, public-key-based secure messaging application which uses a set of **decentralised** storage servers and an onion routing protocol to send **end-to-end encrypted** messages with minimal exposure of user metadata. ”



getsession.org

Logistics of UX research.

Cultural context clues.



Trigger warnings for content we expect to come up that is upsetting or sensitive

*unwanted disclosure of gender identity

threats from fundamentalist in our country

Getting disclosed by friends in social media and blackmailed faced after that. These even triggers the victim to commit suicide

Religious trauma

Child molestation

Digital 'outing' of identity

Revenge 'Porn' or unsolicited sharing of images/photos

Veils - you can mention these topics briefly but do not go into depth and detail on them.

FGM (Female Genital Mutilation)

war





The digital space is a supposed to be a safer space as supposed physically occupying spaces as a queer trans person, but people such as extended family members use it to snoop and stir shit up. Using it to out/shame/take screenshots without consent.

the lgbtq community can easily understand my identity but others cannot

Being a part of this community, it is really very imp for me

Being a woman is tough anywhere in the world, but especially so in India, where on the one hand they compare women to goddesses and we have a lot of those, but on the other hand there is a lot of violence against women that takes place in public and private settings

i know i have rights but i dont want to be so blinded by self interest that it affects other so much, we should all benefit

I was denied access to private spaces and discussions by the community in while i grew up

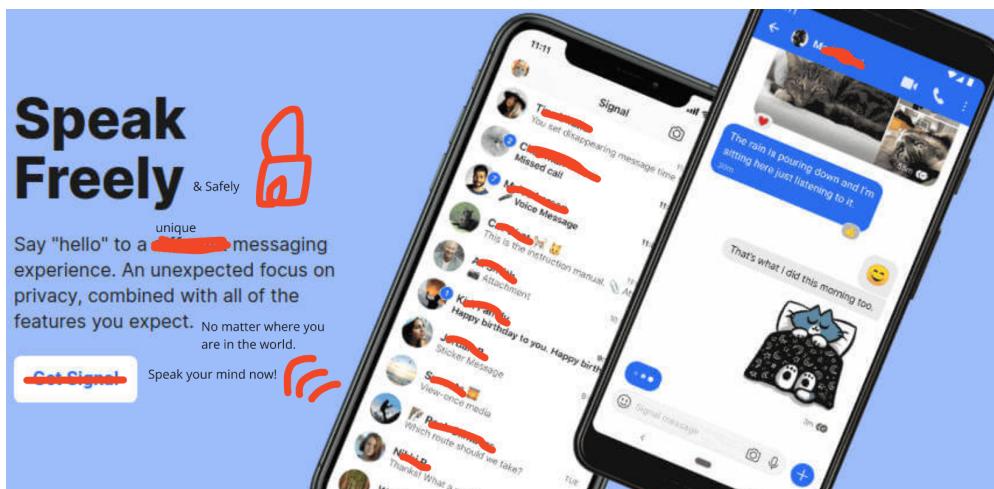
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add people picture to make it feel community based, their faces aren't showing too, it shows there is privacy



use brighter pictures, it looks like a military ops project
sell comfort and status with the privacy, people don't just want privacy, they're comfortable with the privacy, privacy that is looking technical would chase people



Never miss a moment with voice and video calls

From a group call to classmates to a quick call with mom, feel like you're in the same room with voice and video calls.

Download



End to end Encrypted

you can also add fingerprint to show that its secure and its personalized, tailored to fit the needs of an individual per time, you know something not porous.



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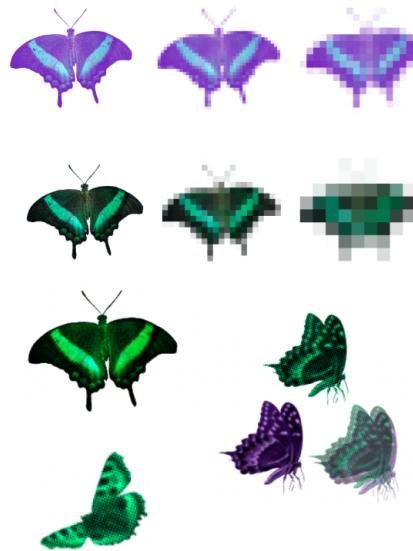
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A butterfly is peaceful. it
doesn't give any discrimination
and no specific identification.
Everyone loves a butterfly. It
symbolises unity.

Visual elements development

Butterflies & flying creatures as 'messengers'



Butterflies as a visual came up in our research focus groups as imagery that connect with marginalised gender folks and LGBTQIA2S+ folks.

These were selected as they have a calming effect as well as being symbolic of 'growth' and 'change' - caterpillars growing from cocoons and changing from one 'birth' aspect to a 'new' being.

Using the green + purple as overlay colours to symbolise the 'session' brand and also adding distortion effects can adapt the butterfly imagery as 'messenger' imagery.

Using these in place of 'messages' can help communicate the symbolic nature of butterflies for marginalised genders as well as the 'messenger' imagery.

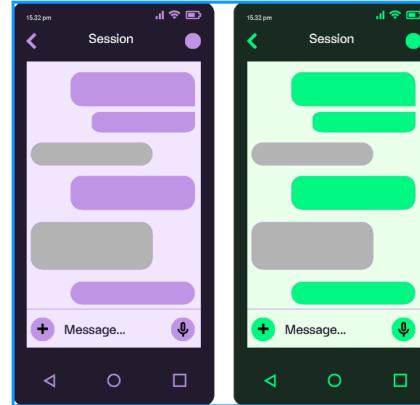


Colour development



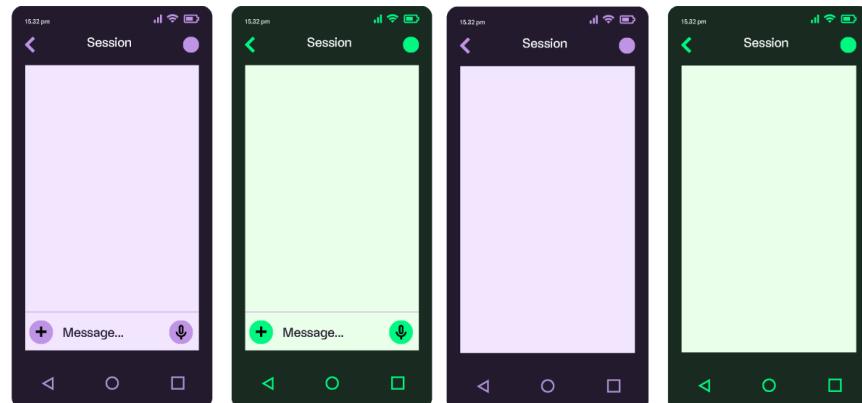
Visual elements development

Phone/device imagery

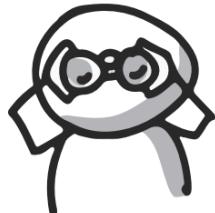


While using photography and high res 3D models of phones is innocuous at best, research participants commented on how the phone imagery can detract from the people and brand elements as well as the privacy messaging and, simply put by one participant using these type of phone images give a 'big tech' 'too slick' 'same-y' feel to tech tools and products. It doesn't communicate security, community, messaging as much as it does 'this is an app made by silicon valley'

We created some flat vector versions of modern phones in the historic greens of Session and the new purples.



Personas Non Grata



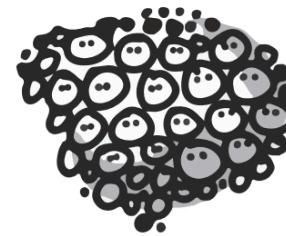
Stalker



Prankster



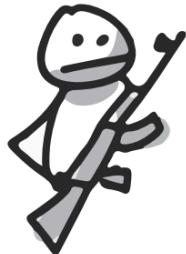
Government



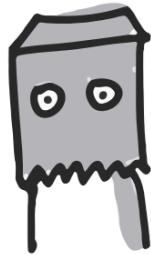
Swarm



Opportunist



Terrorist



Fraudster



Naïf



Truther

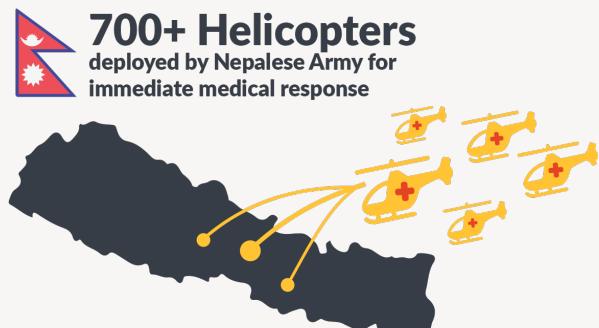


Abuser

What is Ushahidi?

“ Ushahidi helps communities turn information into action with crowdsourcing and mapping. By enabling the rapid collection, management and analysis of crowdsourced information for individuals, community groups, governments and activists. ”

www.ushahidi.com



What is Isooko?

“ Isooko explores the potential of digital technologies to **support peace building** through participatory design and technology methods in Rwanda and Kenya. ”

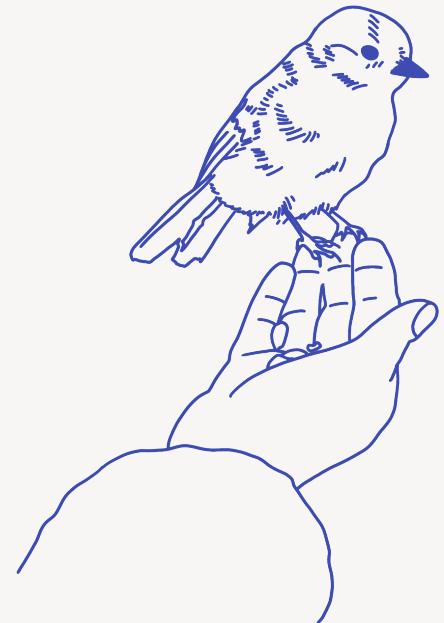
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Working with trauma.

Handling difficult subject matter in user research.





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U2U

facebook.com/polycomgirls

Working with trauma
in design activities.

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No photos/copies please

BEFORE

We were watching television following the results of the election (Presidential Elections)

happy
peaceful
playful.

Crowding of people

The results out unexpected that broke hearts of many

Very calm
peaceful
Joyful

Tribal conflict e.g. Kikuyus vs Luos

It was peaceful I had very happy since it was going to be my first time to cast a vote

Police men all over

Through Radio

Relaxed
Calm.
Patient.

I came to learn about the information through the radio and the television

Tear gas / throwing of stones in schools.

Black out (no electricity)

Tensed,
worried
sad
frightened

Tension:
burning of tiles
Breaking of peoples properties

I was so scared
I felt sad
I was one of other who became

tunrgy

looting/burning of properties

I felt sad because
they were no food
I fell sick because
young children were
killed

Worried
Tension

Gunchot
↓
shoot to

Learned about
information from the
Social media (Facebook)

policemen /
Residents /
community

Schools closed
Immediately.

Afraid.
Shaking.
(strapped)
Maybe what I expect
would never happen.

I was still tensed
I wasn't moving
around much.

AFTER

Security all over

Relaxed at agent

Relaxed at agent

-Calm
-happy
at peace
-Relax
-not tensed

Public address by the opposition leader

Court proceeding

Back to the ballot

I felt happy because I was following through television

but unfortunately we had black out and my feelings

Security was tight
It was a peaceful day

(Newspapers)

No photos/copies please



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TRIBE

φ

KIAR

during

- Shocked
- Terror
- Sounds of bullets
- Deaths of killings
- Bad scores from media
- Death pictures
- Tribal war
- High food prices
- Threats from community

Time period	1 month	1 month	1 month	1 month	1 month	1 month	1 month
few months	5 days.	7 days.	9 days.	11 days.	13 days.	15 days.	17 days.

No photos/copies please

MANCHESTER BOMBING : MY JOURNEY

https://en.wikipedia.org/wiki/Manchester_Arena_bombing

Doing/Thinking

I was working on my laptop. In a different city.

Happy/aloof

Before the incident

Doing/Thinking

After hearing what happened, I watched the news and read twitter.

Scared/worried

During the incident

Doing/Thinking

I checked twitter

Bored

Directly before the incident

Doing/Thinking

I contacted my friend who had a brother in the incident. Started a slack support group.

Desperate to help

After the incident

Doing/Thinking

Asked people if they were safe on facebook etc.

Panicked

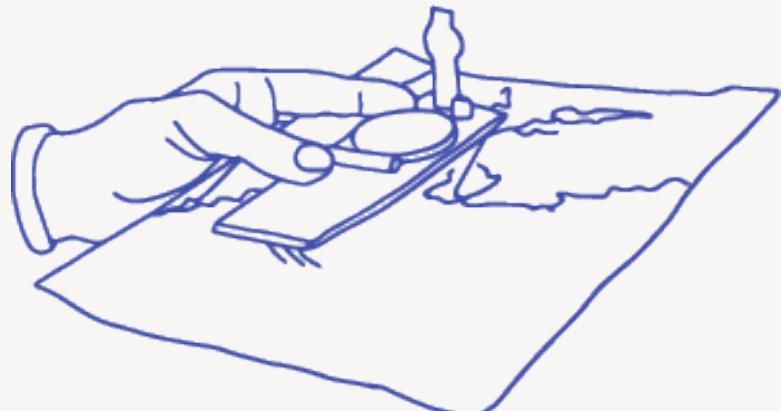
Directly after the incident

Very optional homework

Think of a deeply upsetting event in your life and try to begin to 'Journey map' this event.

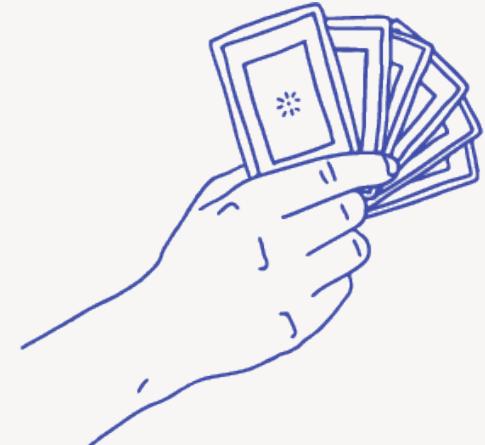
A template if you'd like to participate

bit.ly/trauma-UJ-map



How did we make sure we did this ethically?

- ✳ Researchers went through the same process
- ✳ Researchers examples built a compassionate connection
- ✳ Users notified pre-workshop of subject matter
- ✳ Psychological support on site
- ✳ Confidentiality
- ✳ Researchers were supported post workshop



‘Blaine Cook - Network Punk: Welcome
to the Jungle (cut off)’ from
ATmosphereConf Seattle 2025
youtube.com/watch?v=pCS4WTKqkAo



“
As good as it is to build good
technology, it’s the **social
outcomes** that matter.

Specific technologies only
matter in as much as they
do **the job that we want
them to do.**

”



Thanks folks



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