

**Name:** Marginalised people

**<Files\\EU-1> - § 2 references coded [4.49% Coverage]**

**Reference 1 - 2.61% Coverage**

¶152: In a third world country, the privileges of networking, and communication are not so much easy for the general people, like for the people who live in village and remote areas. Therefore, living situation is also a challenging issue in this domain.

**Reference 2 - 1.89% Coverage**

¶159: Also one major challenge is to support users with delays, for example you have register with this app for a Vaccine, but how can one use this if that person have learning delays.

¶160:

**<Files\\EU-2> - § 1 reference coded [10.27% Coverage]**

**Reference 1 - 10.27% Coverage**

¶144: I actually faced one problem with the first app Garmin that use an additional hardware (smart watch) for monitoring and sensing. The watch sense and continuously record the heart rate, the respiration rate, and oxygen saturation. Then, based on these data, this app calculates the stress level, and notify users about what their stress level, if your stress level is high, then the watch itself will suggest you to take a break, and take some deep breath, so that you can actually get rid of the stress.

¶145:

¶146: I actually had one problem with that, because I have another health issue that is called the hypothyroidism. I take it hormone supplementation medicine named thyroxin. So, for that medicine, my heart rate actually remains high. Therefore, even if I actually taking rest, my heart rate is higher than the normal people due to medication. Normal people usually have 72 heart beats per minute heart rate, but my resting heart rate is actually quite high sometimes it reaches 85 to 90. Now the problem is, there's no provision to let this app know that I have hypothyroidism, and hence it actually read that I'm always in stress.

¶147:

¶148: I would say, because of this, I am not allowed to let app know that I actually have an issue. Hence, it is actually giving me some wrong data for my stress level. While working in a single day, I get like 30 to 45 alerts that I'm in high stress, even if I'm actually sitting back relaxing and working. I know that I'm not at stress, but the app actually tells that, hey, you're in stress. I think that's one is a major drawback, as it could create a potential hazard to its special users like me, especially when my heart rate is actually high.

¶149:

**<Files\\EU-3> - § 2 references coded [7.90% Coverage]**

**Reference 1 - 5.53% Coverage**

¶153: Then, I can tell you, when it comes to a situation where there was a COVID positively infected and diagnose somebody area where I was supposed to go, and they tried to inform me in Russian what I supposed to do. It was so confusing. Whether I should go and test and self isolate, or whether I should go just to test and whether I suppose to do something, I couldn't understand anything.

¶154:

¶155: I can see them myself kind of reasonably intelligent and educated person, a Professor of Information Science, you can imagine if it comes to communities, which are kind of newcomers, recent immigrants with limited command of English, and then they get this kind of confusing

information in their language what could happen! That could be quite dangerous, if it is not appropriately translated.

#### **Reference 2 - 2.38% Coverage**

¶182: Then, similarly, when it comes to people affected by certain conditions, and especially mental health and things like that, you don't really want to make people more stressed than they already are in, so there should be a balance, how much personal information as opposed to just necessary information you're looking for an app usages.

¶183:

<Files\\EU-7> - § 1 reference coded [5.44% Coverage]

#### **Reference 1 - 5.44% Coverage**

¶166: Of course, the language and culture is always an issue in this part of the world. First of use of technical language in the app itself should be minimized. For example, if some recommendation shows you DM is X and LCS value is Y, so on so forth. It actually doesn't mean anything to the end-users. However, if we provide the same recommendation like your sugar lever X% higher than normal sugar level and we pretend you might have a diabetics, that would have more meaningful meaning to the users.

¶167: