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## **A RESPONSE TO THE SAFETY OF CHILD'S GPS TRACKERS**

On 15 November 2018 the BBC published a story relating to security vulnerabilities with a GPS watch:

<https://www.bbc.co.uk/news/technology-46195189>

Whilst the device in question is not one which Mindme uses the article may cause some concern and we feel it prudent to put people's minds at rest over Mindme devices.

Mindme's alarm is not exclusive to Mindme and is sold by other companies so the user guide for the device is widely available and it contains information about how the devices can be reprogrammed and how settings can be retrieved by sending it SMS messages.

Mindme only release the mobile number of its devices to the response centres who monitor them. They need this information so that they can see which device has triggered an alarm. We do not share the mobile number with anyone else, including the customer. Therefore it is not possible for someone to abuse the device's telephone number.

Further, we do not use the in-device geofence or low battery alerts so telephone numbers of people who should be alerted are not stored in the devices. Thus, the numbers for friends, family and carers cannot be compromised via the device.

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In terms of data transmission, Mindme devices transmits a custom data string to our servers which includes an IMEI number and the location coordinates. This data does not identify the user.

None of this means that we are complacent. We handle security vulnerabilities as and when we discover them and we have a number of plans to improve security in our platform. We are also working with our device manufacturer to improve the security of their devices too.

If you have any questions or concerns please contact:

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