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# MANAGING THE COVID-19 INFODEMIC

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# 01 Korea's digital approach

# Korean Government's Response to Manage the COVID-19 Infodemic

## Whole-of-government approach for transparent and open communication

- ✓ Fake news related to COVID-19 are being deleted and blocked through a focused monitoring by relevant agencies
- ✓ Swiftly Provide facts to counter news, rules of life, patient status, and announcements on government responses

**Amplifying accurate and trustworthy information with digital solutions**

# Korean Government's Response to Manage the COVID-19 Infodemic

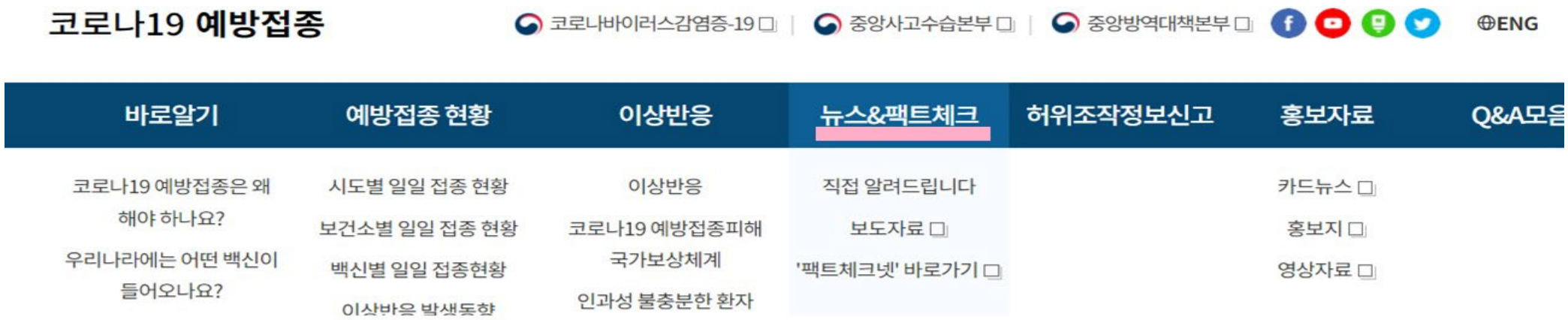
## Providing COVID-19 Fact Check Related Information on Websites

✓ **"COVID-19" website of the Korea Disease Control and Prevention Agency**

: provides information on the status, fact and issues

✓ **"COVID-19 Vaccination" website**

: provides menus for news & fact-check and reporting fake or falsified information

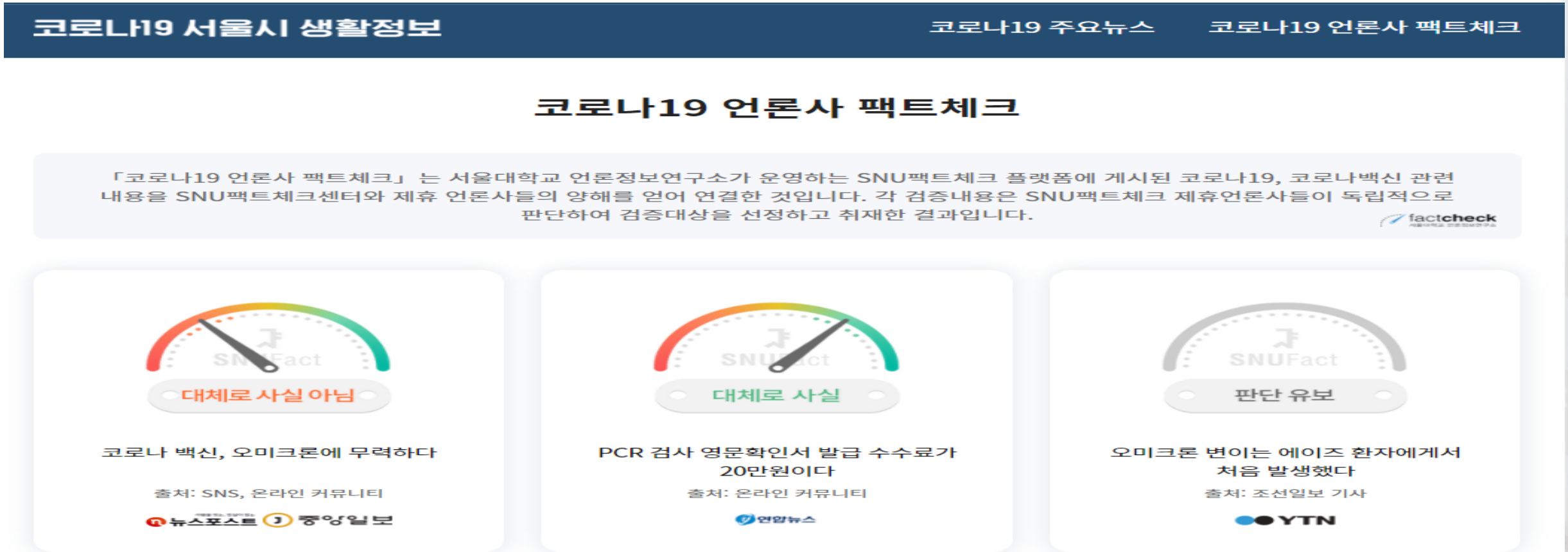


# Korean Government's Response to Manage the COVID-19 Infodemic

## Providing COVID-19 Fact Check Related Information on Websites

✓ **" COVID-19 Seoul Living Information" website**

: provides COVID-19 news, guidelines, status, vaccination status, living information and media fact-check information



# Leveraging digital strategies to remove sources of misinformation

## Citizen-participating platform

- ✓ Established a report board platform for reporting misinformation about the Covid-19 vaccine
- ✓ FactCheckNET (Launched in Nov. 2020, https://factchecker.or.kr/)

# Leveraging digital strategies to remove sources of misinformation

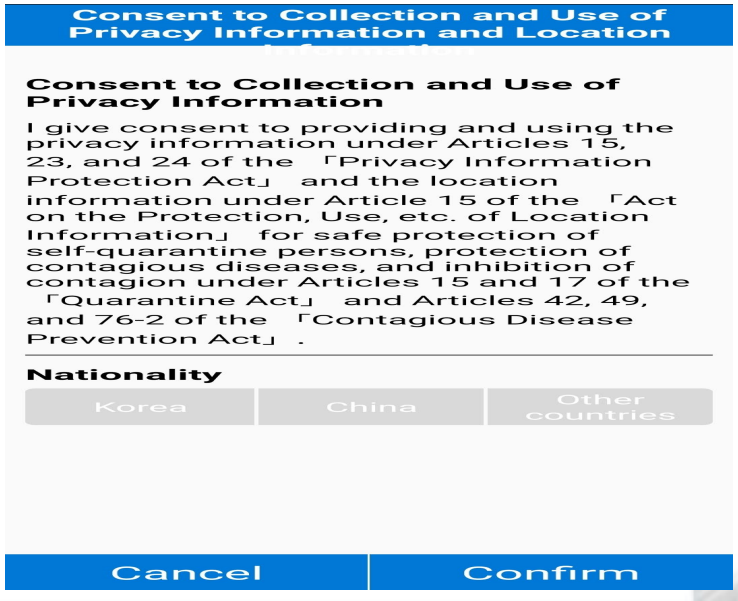
✓ **A "Self-Check Mobile App"**

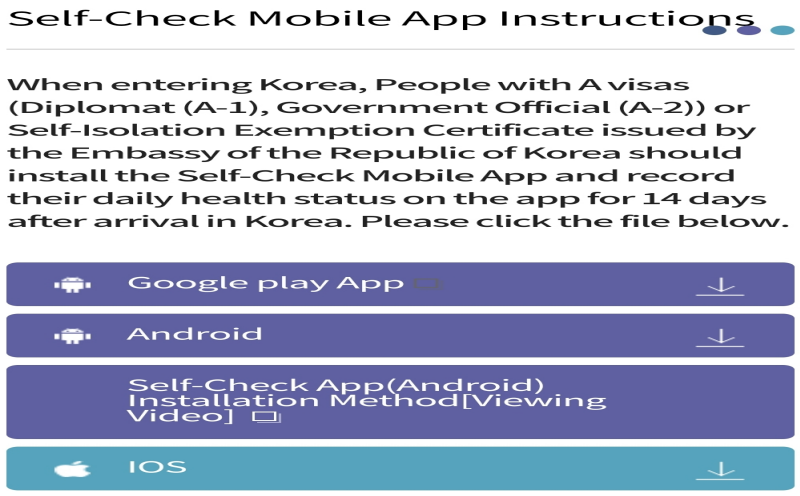
: to ensure accurate instructions are received and followed by individuals entering Republic of Korea including diplomats, government officials etc.

✓ **COVID-19 "Self-Quarantine Safety Protection App"**

: to facilitate monitoring of self-quarantine by local governments

✓ **The alert messaging service (text messages)**



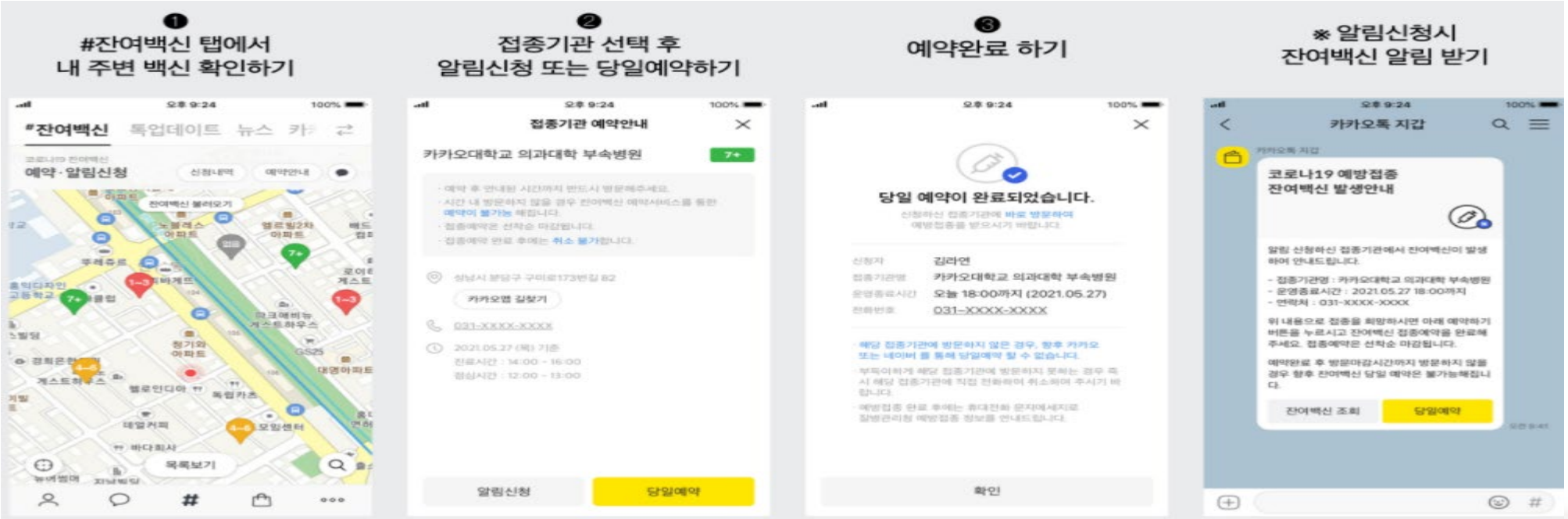



# Leveraging digital strategies to remove sources of misinformation

✓ **Naver**

: a mask distributor search function, details of test centres, up-to-date statistics on the current state of the outbreak, the real-time availability of leftover vaccines nearby , reservation service for vaccines

✓ **KaKao**



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# 02 Institutional and policy arrangements

# Policy arrangements

## Digital New Deal Strategy (2020.07)

1. Stronger Integration of Data, Network and AI
2. Digitalization of Education Infrastructure

3. Foster Contactless Services
4. Digitalization of Social overhead Capital

# Institutional arrangements

## Korea Disease Control and Prevention Agency (KDCA)

# Legal and Institutional Framework for Personal Data

- ✓ Korea has gone through the epidemiological crisis when MERS outbreak in 2015. To respond more systematically for this kind of outbreaks, Korea has revised the Infectious Disease Control and Prevention Act(IDCP Act) which serves as a legal basis for collecting and use of information required for epidemiological investigation.
- ✓ Regarding the management and the use of personal information, the Personal Information Protection Act (PIPA) and the Personal Information Protection Commission (PIPC) serves as a central administrative body with the primary role of the protection and supervision of personal information.
- ✓ PIPC has released a recommendation for privacy protection while responding to infectious diseases. "COVID-19 Personal Information Protection Enhancement Measures" on September 11, 2020.

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# 03 Conclusion

# Conclusion

- ✓ Importance of  strong and sustainable Digital Infrastructure and High Level of informatization
- ✓ The important role of pre-existing institutional and policy arrangements that establish frameworks for nation-wide integration and use of innovative digital technologies

# Thank you