

Case Study: Family Tracking

Description: A fictitious company has come out with the new “EyesOut” app, which is designed to allow parents to monitor their children's whereabouts in real-time – to “keep an eye out” for them. It provides a convenient way for parents to ensure their children's safety and know their location at all times. Families start using this app, and it isn't long before the company starts getting complaints for a number of reasons.

- **Privacy vs. Safety:** The “EyesOut” app raises questions about the balance between a child's right to privacy and the parent's desire for safety. Should parents have the ability to track their child's every move?
- **Consent and Autonomy:** Do children have a say in whether they want to be tracked, or is this decision solely up to the parents? What age is considered appropriate for a child to have a say in such matters?
- **Impact on Child-Parent Relationships:** How does constant tracking through “EyesOut” affect the trust and relationship between parents and their children? Does it foster open communication or lead to a lack of trust?
- **Data Security and Hacking Risk:** Data collected by the “EyesOut” app is sensitive and could be valuable to criminals. How important are data security measures, such as secure storage and authentication? What are the consequences of a data breach and the impact on children's safety?

The company takes information from the complaints and makes the following decisions as a company:

- **Customizable Permissions:** “EyesOut” could offer customizable permissions, allowing children to have some control over when and how they are tracked. This way, parents can balance safety with respecting their child's autonomy.
- **Enhanced Data Security:** The developers of “EyesOut” can invest in robust data security measures, regular security audits, and encryption to protect the location data from potential breaches.

But are these two changes enough? Do they address all of the challenges in creating an app that provides safety but maintains relationships?

Questions

- How can we strike a balance between ensuring child safety and respecting their privacy?
- What role should technology play in parenting?