



**Asia-Pacific
Economic Cooperation**

2020/DESG/006

Agenda Item: 4

COVID-19 and Information Sharing

Purpose: Information
Submitted by: Chile



**Digital Economy Steering Group Special
Virtual Meeting on COVID-19
26 June 2020**

We invite member economies to share information on digital-economy related policy interventions, initiatives, lessons learned, and/or solutions in response to COVID-19 ahead of the 26 June 2020 APEC Digital Economy Steering Group Special Virtual Meeting using the template below. The descriptions of the issues below are **only suggested points** to help members with the exercise, and members need not regard them as mandatory points to follow in generating their information sharing in the template. Members are advised to submit the completed template below through the APEC Collaboration System (ACS) no later than 23 June. Members are able to view and download completed templates submitted by other members on ACS ahead of the Special Virtual Meeting, and this will help DESG optimize the limited meeting time on 26 June.

- a) **Business continuity and resilience** – As COVID-19 has caused significant disruptions to economic activities and business operations, members may wish to share how they support business continuity and resilience in terms of:
 - i. Ensure access to reliable connectivity and relevant digital technologies, in particular among MSMEs, women, and young entrepreneurs, to help overcome digital divides;
 - ii. Encourage businesses, including MSMEs, to leverage digital technologies and solutions in carrying out production, business activities, and international trade, so as to maintain the stability of global supply chains;
 - iii. Encourage the digital transformation, including through digitalized production systems, e-commerce, digital supply of services, e-invoicing, and e-payments, and other services, as well as smart working solutions, including remote working, and innovative new business models.
- b) **Exchange and use of data in a secure manner** – Members may wish to share how they:
 - i. Encourage collaboration to collect, pool, process, and share reliable and accurate non-personal information that can contribute to the monitoring, understanding, and prevention of the further spread of COVID-19 as well as other infectious diseases;
 - ii. Ensure the collection and processing of COVID-19-related data is being done in an ethical, transparent, safe, interoperable, and secure manner that protects the privacy and data security of individuals, in line with prevailing international measures and domestic laws and regulations.
- c) **Use of digital technologies and solutions including for tracing purpose** – Given the importance and urgency of slowing down the spread of COVID-19, members may wish to share how they:
 - i. Use digital technologies and solutions to enable individuals and firms to continue to participate in the economy;
 - ii. Use digital technologies to help contact tracing efforts;
 - iii. Promote digital work and the development of basic digital skills in companies, public institutions, schools, and universities;
 - iv. Encourage and collaborate with the research community, private sector, and business entities to promote the use of digital technologies and solutions for the development and manufacturing of critical medical equipment and supplies (including disinfectants, Personal Protective Equipment, and ventilators) to fight COVID-19 and other infectious diseases.
- d) **Secure and trusted online environment** – Given the increased digital vulnerability in the context of a pandemic, members may wish to share how they:

- i. Enable timely domestic and international responses to counteract malicious cyber activities that present risks to the security of the digital economy;
- ii. Work collaboratively with businesses and organizations to leverage online platforms to continue sharing trustworthy information and prevent disinformation, hoaxes, and online scams;
- iii. Ensure that reliable crisis communication over digital channels is available.

e) **Preparations for economic recovery post-COVID** – Members may wish to share other policy interventions and initiatives as part of the preparations for economic recovery, given the reinforced significance of the digital economy as a result of COVID-19.

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ISSUE	POLICY INTERVENTIONS, INITIATIVES, LESSONS LEARNED, AND SOLUTIONS IN RELATION TO THE ISSUE	ACTUAL/EXPECTED OUTCOME
Business continuity and resilience	-	-
Exchange and use of data in a secure manner	<p>Council for Transparency</p> <p>As the data protection agency for governmental data, announced formally that only the Ministry of Health is responsible for the communication of personal data of COVID19 contagious statistics. Nevertheless, their official letters states that the sensible personal data must be protected, and the publication has to have the only purpose to make statistics about the rate of contagion.</p>	<p>It is expected that the Ministry of Health have the flexibility to use personal data to develop models to know how the COVID19 is spreading.</p>

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	<p>The communication is published here (in Spanish): https://www.consejotransparencia.cl/nuevo-oficio-del-cplt-subraya-facultades-exclusivas-del-minsal-para-comunicar-datos-personales-de-enfermos-por-covid-19/</p>	
<p>Use of digital technologies and solutions including for tracing purpose</p>	-	-
<p>Secure and trusted online environment</p>	<p>SERNAC Chile's Consumer Protection agency has implemented different programs and initiatives that follow two main paths. The first one is to develop tools to help the citizens to get the best prices for basic goods that need to be used during this pandemic. The main result of this program is a platform to compare the prices of a good in different places around Chile. The link (in Spanish) for the platform is: https://www.sernac.cl/portal/619/w3-article-58435.html</p> <p>Another program that the Consumer Protection Agency of Chile implemented is a mini site that includes all the options to file a complaint against the utilities services in case they do not comply in supplying their service. This is</p>	<p>SERNAC The main objectives for the Consumer protection agency are to avoid abuse from companies using the pandemic situation and help the consumers to have better access to critical goods.</p> <p>SUBTEL The main objective is to maintain the availability of the telecommunication networks.</p>

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	<p>especially important considering that many utilities are being used in a new sale during this context, like Internet and Electricity, to support teleworking. The link to the mini site (in Spanish) is: https://www.sernac.cl/portal/604/w3-propertyvalue-66093.html</p> <p>SUBTEL</p> <p>Chile’s Telecommunications Regulator (SUBTEL) has been implementing programs to lead the telecommunication sector to have a better response to the pandemic situation.</p> <p>One of them, is to contact the Telecommunications Companies to know what programs are implementing to face the current situation. For that, SUBTEL prepared a webpage that include all the initiatives that every company has implementing, ranging from free data plans for people who lost their job, duplicate the capacity of the broadband. The link to this website (in Spanish) is the following: https://www.subtel.gob.cl/empresas-de-telecomunicaciones-se-suman-a-solicitud-de-subtel-y-establecen-medidas-a-favor-de-los-usuarios-para-abordar-contingencia-por-coronavirus/</p> <p>Another initiative implemented by Chile’s Telecommunication Regulator is the monitoring of the status of the networks. The main idea is to show to the public how the companies are managing the internet infrastructure. During this pandemic, there has been a huge demand for internet infrastructure, due to the massive use of tele-work. The results of these inquiries are posted in</p>	

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	<p>the following webpage (in Spanish): https://www.subtel.gob.cl/subtel-solicita-informe-sobre-comportamiento-de-redes-y-planes-de-trabajo-a-empresas-de-telecomunicaciones-por-contingencia-de-coronavirus/</p>	
<p>Preparations for economic recovery post-COVID</p>	<p>FOGAPE</p> <p>The Ministry of Finance of Chile started a program called “FOGAPE”, <i>Fondo de Garantía para Pequeños Empresarios</i> (Guarantee Fund for Small Companies in English). The main objective of this program is to give easy access to credit for the small companies and enterprises that are being affected by the pandemic and then have a solid ground from were to grow once the quarantine is lifted. Through its webpage, http://www.fogape.cl/ (in Spanish), the program directs to the different banks operating in Chile that offer credits in this program.</p>	<p>The main objective of this program is to give easy access to credit for the small companies and enterprises that are being affected by the pandemic and then have a solid ground from were to grow once the quarantine is lifted</p>