



THE UNIVERSITY OF  
MELBOURNE

## *Contract tracing apps in Australia: Be careful what you wish for*

Professor Jeannie Marie Paterson, Centre for AI and Digital Ethics, The University of Melbourne

**Future of Privacy Forum, Privacy & Pandemics Global Virtual Conference**

**“FireStarter”**

**27 Oct 2020**





COVIDsafe?



# Other technologies

## Heat mapping and digital queues: Malls' plan to fight virus as shops reopen

By [Simon Johanson](#) and [Dominic Powell](#)

October 27, 2020 – 11.34am



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The owner of Australia's largest shopping centre Chadstone, which was at the centre of a devastating COVID-19 outbreak, is introducing pandemic-busting technology such as heat mapping and digital shopping queues at 20 of its Melbourne malls as retailers reopen on Wednesday.

Vicinity Centres, the country's second-largest retail landlord, says the technology will help counter potential outbreaks after a butcher's shop in the group's Chadstone mall infected dozens of people and seeded a COVID-19 cluster earlier this month that spread beyond the city to Kilmore and Shepparton.

# Shopping centre surveillance

"To improve your experience, we provide free WiFi and use WiFi monitoring in this centre. Please adjust your device settings to opt out of this service."

Gareth Hanley, 'If You Go Down to the Mall Today, You're Watched by a Thousand Eyes', *Sydney Morning Herald* (online, 15 December 2017) <<https://www.smh.com.au/technology/if-you-go-down-to-the-mall-today-youre-watched-by-a-thousand-eyes-20171211-h02h9q.html>>