ANNEX II: WasteApp FAQ
FAQ about WasteApp

Is there a different WasteApp for each city?

No!, there is only one App, acceding to different maps and different
gamification strategies on each pilot city.

FAQ about WasteApp

Can WasteApp use other features as virtual reality?

Technically, it is feasible, but VR/AR requires a new design and a new data
base (and we have a very strict deadline).

Furthermore, the problem is that it will require lots of expensive bandwidth (for
tourist without a flat-rate contract).

Finally, all legacy mobiles won´t be able to run this App
FAQ about WasteApp

**Can WasteApp store or manage pictures?**

No, due to data security limitations.

If we store or manage images, users could be identified and it would be against the data protection policies of many European countries.

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FAQ about WasteApp

**Can WasteApp be connected to social networks?**

Yes! At least to twitter and facebook, other will be considered.

Gamification points will be obtained for sending information regarding UrbanWaste.
FAQ about WasteApp

Does WasteApp store personal data?

No, due to data security limitations.

No user personal data is required, only a login and a password, and it is hashed.

Other data as age, gender etc. cannot be used for identification purposes and are only stored for statistical purposes.

FAQ about WasteApp

Is WasteApp suitable for kids?

No, due to data security limitations.

Although it is based on gamification, WasteApp is not a game for kids!

Furthermore, any App can be hacked and a childhood-oriented program will require special protection measures.
FAQ about WasteApp

How can we know that anyone is correctly using litter bins?

We cannot be 100% sure, but we can locate the user when acceding WasteApp, each bin will be identified with a sticker with a QR code.

If not, location services on the mobile phone will be used (it requires specific permission by the user, through Terms & Conditions)
FAQ about WasteApp

What makes WasteApp different from other litter management Apps?

Mainly, using gamification as a way of increasing the visibility of the littering recovery services.

Other apps only are information platforms about collecting timetable and position of the bins, or about litter collection and processing on the city.
FAQ about WasteApp

**Which languages will be available in WasteApp?**

Initially supports English and Spanish versions. Other languages will be provided by the pilot cities.

FAQ about WasteApp

**Can be used WasteApp for advertising anything?**

Only the institutional link to each pilot city and the UrbanWaste project will be directly supported as a direct information.

Nevertheless, the companies and institutions that are collaborating on the gamification, will appear on the map as "sponsors" and, if applicable, they will be shown.
Is the QR reader included in the App?

Yes, it is.
FAQ about WasteApp

**Can WasteApp include tourist information about the pilot cities?**

Yes!, when the user selects a city, a link to a page with city information can be available (if provided by the city).

**Can WasteApp include information about the waste collection policies of the pilot cities?**

Yes!, when the user selects a city, a link to a page with information about city trash collection policies can be available.
FAQ about WasteApp

**Who can update or delete WasteApp collaborating companies on each city?**

Only the pilot cities through a web form

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FAQ about WasteApp

**All pilot cities should have the same criteria on gamification strategies for WasteApp?**

No, each city will decide which collaborating companies or amenities will use for gamification, and how much points will be required on them?

**Can I use my points from one city in another one?**

No, as each city decides how many points are required for obtaining rewards
FAQ about WasteApp

Can I have points for doing the same action several times the same day?

This is the most common “fake” activity. The App can limit if an action provides points or not.

Pilot cities can define if they want to reward this kind of activities or not (e.g. sending 10 tweets is fine, littering 10 times in the same bin is false)

You can also limit how many rewards you can exchange each day or on each partner.

FAQ about WasteApp

Can WasteApp be used for providing warnings about incidences on the litter recovery process?

Yes, the user can report a broken bin, or out of position, if the environment is clean, etc. and it is accessible in database for cities.
FAQ about WasteApp

WasteApp will be connected to UrbanWaste web page?
Yes!, clicking on the UrbanWaste logo will link the App to this page

How can I download WasteApp?
It is available through Google Play and AppleStore. It will be also directly available from a QR code that can be disseminated as desired (e.g. in airports, ports, train stations, tourist offices, hotels…or elsewhere!) or in social networks and the URBANWASTE webpage.