

## HEALTH INSIGHTS SINGAPORE (hiSG) IN GUSTO WOMEN AND CHILDREN FREQUENTLY ASKED QUESTIONS

Section	Content	Pages
A	General information	1
B	Enrolment and participation	2
C	Usage of study device	6
D	Use of the hiSG App	8
E	Data confidentiality	8

Information is correct as at 2 April 2024 and may be subjected to change.

### A. GENERAL INFORMATION

<p><b>A1. What is Health Insights Singapore (hiSG) in GUSTO Women and Children?</b></p> <p>Health Insights Singapore (“hiSG”) in GUSTO Women and Children is a study conducted by the Health Promotion Board (“HPB”) that uses wearable technology to understand the health behaviours and lifestyles of mothers and children in Singapore.</p> <p>By participating in this study, you will contribute to the continuous development of health promotion policies and programmes that aim to benefit the wider population.</p>
<p><b>A2. Who is eligible to participate in the “hiSG in GUSTO Women and Children” study?</b></p> <p>You and your child will be eligible to participate in the study if both of you are:</p> <ul style="list-style-type: none"> <li>• Participants in the Growing Up in Singapore Towards Healthy Outcomes (“GUSTO”) study</li> <li>• Singapore Citizens or Permanent Residents</li> </ul> <p>You will also need to be:</p> <ul style="list-style-type: none"> <li>• Using a Singapore (+65) registered mobile number</li> <li>• Using a smartphone with iOS 15 or Android 10 and above</li> </ul>
<p><b>A3. Can I participate in the “hiSG in GUSTO Women and Children” study with my child if my child did not participate in the GUSTO study?</b></p> <p>To participate in the “hiSG in GUSTO Women and Children” study, both you and your child must be participants in the GUSTO study.</p> <p>This is because as part of this study, the data collected from you and your child will be linked to both of your data collected in the GUSTO study. This will allow us to better understand the associations between family influences, lifestyle factors and various health domains.</p>

#### **A4. What kind of information will this study be collecting?**

This study will be collecting information related to your and your child's health behaviours and lifestyle patterns across various topics such as physical activity, nutrition and mental wellbeing. You and your child will also be asked about your attitude and perception towards different health topics.

By participating in this study, you also agree for us to link your child's and your data collected in this study with both of your data collected in the GUSTO study. This will allow us to better understand the associations between family influences, lifestyle factors and various health domains.

#### **A5. How will the information be collected in this study?**

Information such as heart rate, step count and sleep patterns will be collected passively via a study device ("**Device**"); one device will be issued to you and another device will be issued to your child. Your child's and your responses to questionnaires and meal logging via the hiSG mobile application ("**app**") will also help provide other essential health information.

#### **A6. How long will I be in the study?**

You and your child will be in the study for 24 months (6-month committed period and 18-month optional period).

You and your child are expected to complete the first 6 months, after which you and your child will have the option to extend for a further 18 months or withdraw your participation in the study.

However, near the end of your 18-month optional period you and/or your child may be invited to renew your study participation for another study cycle of hiSG Lite (6-month committed period and 18-month optional period) for a total of up to 10 years.

## **B. ENROLMENT AND PARTICIPATION**

#### **B1. Am I eligible to sign up for this study?**

You and your child will be eligible to participate in the study if both of you are:

- Participants in the Growing Up in Singapore Towards Healthy Outcomes ("**GUSTO**") study
- Singapore Citizens or Permanent Residents

You will also need to be:

- Using a Singapore (+65) registered mobile number
- Using a smartphone with iOS 15 or Android 10 and above

This study requires the participation of both mother and child, and both must be participants of the GUSTO study.

### **B2. How will I benefit from participating in this study?**

By participating in this study for the initial 6-month committed period, you and your child will each receive the study device (Fitbit Luxe) with a value of **\$198** (“**value of the device when first launched**”).

During the course of your participation, you and your child will also be able to earn HPB Healthpoints which are exchangeable for shopping and dining vouchers or ez-link transport top ups for every task you and your child complete as part of the study (e.g., wearing of the device for 8 or more hours, logging of your meals, responding to surveys etc). These rewards will commensurate with:

1. Your child’s and your level of participation in the study
2. Both of your duration of participation (out of the 6-month committed period and 18-month optional period)

In addition, you and your child will have access to individualised data summary on various aspects of your health behaviours such as the amount of physical activity, quality of diet, quality of sleep via the device provided and the hiSG app. The more frequently you wear the device, log your meals and respond to questions, the more rewards you will earn!

At a later stage in the study, you may also receive timely and personalised health reminders and nudges through the device and app, to cultivate a habit of making healthier choices.

### **B3. Where and how do I enroll in this study?**

You may register your interest to participate in this study via the registration form on the “hiSG in GUSTO Women and Children” webpage at [www.hpb.gov.sg/hisg/gusto](http://www.hpb.gov.sg/hisg/gusto)

Please note that registration of interest does not imply participation in this study. Upon the closing of registration of interest, HPB will verify that you and your child are participants of the GUSTO study and meet the study’s eligibility criteria (see B1).

### **B4. How will I know if I am selected for the study?**

If you are selected to participate in this study, HPB will contact you on your eligibility within 6 months, via the email address and/or mobile number that you have provided during registration. Instructions on the steps required for the collection of the device and onboarding process will be provided as well.

### **B5. What do I need to do if I get selected?**

If you and your child are selected for the study, both of you will have to attend an onboarding session in person to provide your informed consent to participate in the study.

HPB will contact you via the email address and/or mobile number you have provided during the registration. You will then select your preferred onboarding timeslot. Your child is required to attend the onboarding session with you so that he/she is briefed and has the opportunity to ask any queries about the study before agreeing to participate in the study.

You will also be required to prepare a direct debit authorization (DDA) with HPB via your bank, to facilitate the refund of this deposit directly to your bank account at the end of the study. Should there be any fees incurred due to lost or damaged devices, HPB will collect payment via the DDA.

**B6. Are there any cash incentives for participation in this study?**

Incentives in the form of HPB Healthpoints will be awarded based on your child’s and your level of participation in this study. Do note that you and your child will be required to meet the minimum requirements stated in B7 during the 6-month committed period. Requirements are optional for participants during the 18-month optional period.

You and your child can earn additional Healthpoints by wearing the device more frequently and for longer periods of time, increasing your frequency in the logging of meals and responding to surveys as promptly as possible.

Information on the balance and redemption of Healthpoints can be found on [www.healthhub.sg/rewards](http://www.healthhub.sg/rewards).

**B7. What is the commitment required of me and my child if we are participating in this study?**

During the 6-month committed period, you and your child will be expected to fulfil the following minimum requirements to remain a participant in this study.

Activity	Requirement	Minimum requirements of use
Wearing of the study device	Monthly	At least 8 hours a day on at least 10 days (comprising at least 7 weekdays and 3 weekends)
Wearing of the study device to sleep	Monthly	At least 2 weekdays (Sun – Thurs nights) and 2 weekends (Fri - Sat nights)
Meal logging	Monthly	All meals a day on at least 3 days (comprising 2 weekdays and 1 weekend).

		<p>Meals can be logged by manually searching the item in the study mobile app or by taking a photograph and uploading it to the app.</p>
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Please note that minimum requirements that involve wearing of study device are applicable immediately after you and your child have received the study devices.

You and your child will need to meet the above minimum requirements so that sufficient data is collected on your health behaviours. If, at any point during the study period, you and/ your child do not meet the minimum criteria specified, you and your child will be considered to have voluntarily withdrawn from the study. In such a situation, the conditions stated in B8 will apply.

During the 18-month optional period, meeting the minimum requirements of the study is optional. However, you and your child are highly encouraged to meet the monthly minimum requirements to receive the 6-monthly bonus milestone reward as presented in Schedule 2.

**B8. Can my child and I withdraw my participation in this study before its completion?**

Yes, you and your child may withdraw from this study at any point in time during the study. As this study requires participation from both you and your child, the withdrawal will require both you and your child to be withdrawn from the study.

Do note that an administrative fee of \$20 will be charged should you voluntarily withdraw from the study during the 6-month committed period. As part of the withdrawal process, you will be required to return the devices issued to you and your child to HPB in its original working condition, together with the accessories (charger, wire, user manual and box) that were issued to you and your child. Alternatively, if you would like to keep the devices for your own use, you may pay a device takeover fee based on the duration you and your child have been in the study. The schedule of fees can be found in **Schedule 1** at the end of this document.

HPB will advise you in writing on the required procedure to return the device or arrange for payment to HPB should you inform us of your withdrawal from the study.

**B9. What if my child and I are unable to meet the minimum usage requirements?**

The hiSG app will send you early reminders via emails and in-app notifications to prevent you and your child from falling below the minimum usage requirements. However, if you and/or your child are still unable to meet the minimum usage requirements, both you and your child will be considered to have withdrawn from the study and will be liable to the conditions specified in B8.

**B10. Can I recommend my family or friend to participate in this study?**

Please note that this study is only eligible for mothers and children who are participants of the GUSTO study.

**B11. Can I participate in the study if I am currently also taking part in other HPB programmes (e.g. National Steps Challenge)?**

Yes, participants of other HPB programmes are welcome to participate in this study. The study device issued to you will be able to measure the health data that can be synced to your smartphone and referenced by all HPB programmes.

HPB programmes, including this study, use a common rewards currency in the form of HPB Healthpoints. Healthpoints earned in this study will add on to your Healthpoints earned through other HPB programmes. Your total redeemable Healthpoints can be found at [www.healthhub.sg/rewards](http://www.healthhub.sg/rewards).

**B12. Do I have to ensure that I maintain a healthy lifestyle during the study?**

The aim of this study is to better understand the health behaviours and lifestyle patterns of mothers and children in Singapore. Therefore, it is not a study requirement for you and your child to make any changes to your current lifestyle and behaviours.

**C. USAGE OF STUDY DEVICE**

**C1. What is the brand and model of the devices used in this study?**

The device that will be issued to mothers and children participating in this study is the **Fitbit Luxe health tracker**. Please refer to the device’s webpage <https://help.fitbit.com> for more information on the functions and capabilities of the device as well as for the instructions for use.

**C2. Are the devices free?**

The devices are property of HPB and will be issued to you and your child for the purpose of your participation in this study. If you and your child participate in the study throughout the entire 6-month committed period, you and your child will be able to keep the device at no cost at the end of the 6-month period. However, if you and your child withdraw from the study prematurely, you will be subjected to the conditions listed in B8.

**C3. Can my child and I use other health trackers or devices to participate in this study?**

No. The models of study devices issued to participants have been curated to ensure that the data recorded by the approved study devices are comparable across users for the purpose of data analysis. You and your child will therefore be required to wear the study device that is issued by HPB for the purpose of participating in this study.

**C4. What should I do if one or both of our devices are damaged?**

As the devices are property of HPB during the 6-month committed period, you and your child should take proper care of the devices and follow the instructions of use and care as recommended by the respective manufacturer (available on the user manual and manufacturer website).

However, should you require assistance on technical issues, resources are available at <https://help.fitbit.com> . Support is also available at Fitbit Support:

1. Live chat (accessible via the Get Support Tab on [help.fitbit.com](https://help.fitbit.com)) on Desktops/Notebooks only (8am-8pm Singapore Standard Time)
2. Hotline @ 31586511 (8am-8pm Singapore Standard Time)

The warranty for the Fitbit Luxe tracker issued to you is for a period of 1 year (from the day of collection of the device) and covers both manufacturer's defects and defects in materials and workmanship.

The warranty does not cover wear and tear, abuse or misuse and damage arising from failure to follow instructions relating to product use. If the damage was due to negligence or misuse of the device, you will have to bear the costs of replacing the device.

#### **C5. What should I do if my child or I lose the study device?**

The devices are considered property of HPB during the 6-month committed period. If you or your child lose or misplace the device, you will need to inform HPB of the loss immediately. You will need to make restitution to HPB for the replacement of the device according to the rates in Schedule 1.

Do note that after the 6-month committed study period, you will be able to keep the device at no cost. Thus, should you lose your study device during the 18-month optional period, you can choose to buy a replacement device at your own expense to continue with the study or choose to withdraw from the study with no penalty. This is outlined in Schedule 1.

Please call HPB at 6435 4008 or email us at [hisg@hpb.gov.sg](mailto:hisg@hpb.gov.sg) if you require assistance in this area.

#### **C6. Do my child and I have to return the devices at the end of the study?**

If you and your child have met the minimum usage requirements (refer to B7) throughout the 6-month committed period , ownership of the devices will be transferred to you and your child at the end of the 6-month committed period and you will be able to keep the devices at no cost.

#### **C7. I have encountered technical issues in the use of the device. Where can I get help from?**

For hardware issues and issues related to the general use of the Fitbit Luxe health tracker, resources are available at <https://help.fitbit.com>. Support is also available at:

1. Live chat (accessible via the Get Support Tab on [help.fitbit.com](https://help.fitbit.com)) on Desktops/Notebooks only (8am-8pm Singapore Standard Time)

2. Hotline @ 31586511 (8am-8pm Singapore Standard Time)

For issues related to the hiSG **mobile app**, please contact HPB’s support line at 6435 4008 or via email at [hiscg@hpb.gov.sg](mailto:hiscg@hpb.gov.sg) for further support.

**C8. Do my child and I need to charge the devices and how frequently do we need to do so?**

Please refer to the product’s user manuals for information on use and care for the devices.

**D. USE OF THE hiSG APP**

**D1. Can I download and use the hiSG App even if I am not a selected participant?**

As this is a research study, only selected participants will be able to unlock and access the app.

**D2. Do I need access to mobile data or internet connection during my participation in the study?**

Yes, access to the internet (e.g., wifi or mobile data) is required for the hiSG app to update your health data and participation, award and update your earned Healthpoints and redeem rewards.

**D3. Can I change my smartphone during my participation in this study?**

Yes. Do remember to sync your device with the hiSG mobile app before changing smartphone to minimize the chances of data loss. You will be able to access your child’s and your past data by downloading the hiSG app in your new smartphone and restoring your profile.

**E. DATA CONFIDENTIALITY**

**E1. How will HPB protect my child’s and my data and ensure our privacy?**

HPB places paramount importance on the protection of your child’s and your data and information. All data and information provided by you and your child and collected during the study will be managed in accordance to the guidelines stated in HPB’s Privacy Statement (refer to [www.hpb.gov.sg/privacy-statement](http://www.hpb.gov.sg/privacy-statement) for more details).

**E2. Who will have access to my child’s and my data?**

The use of, disclosure of and provision of access to data and information provided by and collected from you and your child will be in accordance to HPB’s Privacy Statement as mentioned in E1.



HPB will require your signed consent to allow HPB access to the relevant data and information before you and your child participate in this study.

However, please note that activity data collected via the issued devices will be shared with HPB from the device company. As such, the device company will have access to your child's and your personal information provided at account creation and activity data logged by the device.

**Schedule 1: Schedule of rates payable by the Participant during the 24 months (6-month Committed Period and 18-month Optional Period)**

	Scenario	Required payment by participant			
		6-month Committed Period		18-month Optional Period	
		1 <sup>st</sup> - 6 <sup>th</sup> mth	7 <sup>th</sup> - 12 <sup>th</sup> mth	13 <sup>th</sup> - 18 <sup>th</sup> mth	19 <sup>th</sup> - 24 <sup>th</sup> mth
1	Device fault due to manufacturer's defects	\$0 New unit replaced by Fitbit (1 year warranty)		Own expenses	
2	New Device has to be issued due to negligence This applies to both lost and user-damaged Devices.	Sum of the rate(s) of the corresponding device(s) as stated in Table 1 ("Total Rate") <sup>1</sup>		Participants can choose to buy a replacement set at their own expense or drop out of the study with no penalty.	
3	Premature withdrawal	\$20 administrative fee <u>AND</u> Return device in its original working condition <i>or</i> pay a takeover fee of \$198.		N/A	

<sup>1</sup> The Total Rate is the sum of the rates of corresponding devices. For example, if only the participating mother has to be issued a new device due to reasons other than manufacturing defects, Total Rate is \$198. If both participating mother and child have to be issued a new device each due to reasons other than manufacturing defects, Total Rate is the sum of rates for both devices issued to the mother and the child, which is \$396 (i.e., \$198+\$198).

**Table 1: List of Devices issued for this study and their corresponding Rates**

	Device Model	Maximum Rate*
Issued to participating mothers and children	Fitbit Luxe	S\$198

\*HPB will inform participants should there be any changes to the 'Rate' at the point of payment.