

Griefbot text message chat

A chatbot based on the data trail of the deceased. By using advanced AI the chatbot learns the tone of voice of the deceased. This way you can still have a conversation with someone that has died. Users can pay a subscription fee per month to use the chatbot isolated or as a plug-in in their socials.

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Technology Impact Cycle Tool

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Impact on society

What impact is expected from your technology?

This category is only partial filled.

What is exactly the problem? Is it really a problem? Are you sure?

The technology is designed to help people cope with grief by allowing them to communicate with a chatbot that mimics the tone of the deceased.

Suddenly losing a loved one hurts, and the griefbot could help that person with their process.

Are you sure that this technology is solving the RIGHT problem?

This question has not been answered yet.

How is this technology going to solve the problem?

This question has not been answered yet.

What negative effects do you expect from this technology?

This question has not been answered yet.

In what way is this technology contributing to a world you want to live in?

This question has not been answered yet.

Now that you have thought hard about the impact of this technology on society (by filling out the questions above), what improvements would you like to make to the technology? List them below.

This question has not been answered yet.

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Hateful and criminal actors

What can bad actors do with your technology?

This category is only partial filled.

In which way can the technology be used to break the law or avoid the consequences of breaking the law?

The technology is susceptible to fraud, because it can mimic people through their online communication behavior. So it can also mimic people who are alive. For example: you could pretend to be someone's family member and cheat them for money.

Can fakers, thieves or scammers abuse the technology?

This question has not been answered yet.

Can the technology be used against certain (ethnic) groups or (social) classes?

This question has not been answered yet.

In which way can bad actors use this technology to pit certain groups against each other? These groups can be, but are not constrained to, ethnic, social, political or religious groups.

This question has not been answered yet.

How could bad actors use this technology to subvert or attack the truth?

This question has not been answered yet.

Now that you have thought hard about how bad actors can impact this technology, what improvements would you like to make? List them below.

This question has not been answered yet.

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Privacy

Are you considering the privacy & personal data of the users of your technology?

This category is only partial filled.

Does the technology register personal data? If yes, what personal data?

Yes, all data-objects that have been created by the deceased. Like; Whatsapp-conversations, Facebook/Twitter-posts, e-mail-conversations, LinkedIn-pages and personal information like gender, age etc. The data of the persons with whom the deceased has communicated is also used. The information of the user of the griefbot is also processed and must be in accordance with AVG.

Do you think the technology invades the privacy of the stakeholders? If yes, in what way?

This question has not been answered yet.

Is the technology is compliant with prevailing privacy and data protection law? Can you indicate why?

This question has not been answered yet.

Does the technology mitigate privacy and data protection risks/concerns (privacy by design)? Please indicate how.

This question has not been answered yet.

In which way can you imagine a future impact of the collection of personal data?

This question has not been answered yet.

Now that you have thought hard about privacy and data protection, what improvements would you like to make? List them below.

This question has not been answered yet.

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Human values

How does the technology affect your human values?

This category is only partial filled.

How is the identity of the (intended) users affected by the technology?

It could completely go wrong because the chatbot has no actual emotions or consciousness. It could also have a serious impact on the user's psychological health. The technology can make the user dependent on the chatbot, so that processing of losing someone does not take place in a healthy way. This does not mean that norms and values are not included in the model. The user should be aware of that the bot is actually not a person.

How does the technology influence the users' autonomy?

This question has not been answered yet.

What is the effect of the technology on the health and/or well-being of users?

This question has not been answered yet.

Now that you have thought hard about the impact of your technology on human values, what improvements would you like to make to the technology? List them below.

This question has not been answered yet.

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Stakeholders

Have you considered all stakeholders?

This category is only partial filled.

Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by answering these questions.

Name of the stakeholder

Family of the deceased

How is this stakeholder affected?

-

Did you consult the stakeholder?

Yes

Are you going to take this stakeholder into account?

Yes

Name of the stakeholder

People dealing with adoption

How is this stakeholder affected?

-

Did you consult the stakeholder?

Yes

Are you going to take this stakeholder into account?

Yes

Name of the stakeholder

Friends of the deceased

How is this stakeholder affected?

-

Did you consult the stakeholder?

Yes

Are you going to take this stakeholder into account?

Yes

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Name of the stakeholder

The deceased person

How is this stakeholder affected?

-

Did you consult the stakeholder?

Yes

Are you going to take this stakeholder into account?

Yes

Did you consider all stakeholders, even the ones that might not be a user or target group, but still might be of interest?

-

Now that you have thought hard about all stakeholders, what improvements would you like to make? List them below.

This question has not been answered yet.

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Data

Is data in your technology properly used?

This category is only partial filled.

Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufficiently into account in the technology?

Yes, when the advanced AI receives too little data, the chatbot's tone can be very different from the deceased person. The user's should be aware of these shortcomings in the system.

How does the technology organize continuous improvement when it comes to the use of data?

This question has not been answered yet.

How will the technology keep the insights that it identifies with data sustainable over time?

This question has not been answered yet.

In what way do you consider the fact that data is collected from the users?

This question has not been answered yet.

Now that you have thought hard about the impact of data on this technology, what improvements would you like to make? List them below.

This question has not been answered yet.

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Inclusivity

Is your technology fair for everyone?

This category is only partial filled.

Will everyone have access to the technology?

This question has not been answered yet.

Does this technology have a built-in bias?

The bot will have some general pre-programmed limitations, such as a blacklist, for example words that should not be used. Because the future user will provide the griefbot with information about the deceased it is biased, seeing the limited data.

Does this technology make automatic decisions and how do you account for them?

This question has not been answered yet.

Is everyone benefitting from the technology or only a a small group?

Do you see this as a problem? Why/why not?

This question has not been answered yet.

Does the team that creates the technology represent the diversity of our society?

This question has not been answered yet.

Now that you have thought hard about the inclusivity of the technology, what improvements would you like to make? List them below.

This question has not been answered yet.

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Transparency

Are you transparent about how your technology works?

This category is only partial filled.

Is it explained to the users/stakeholders how the technology works and how the business model works?

The griefbot could be orderd online, the website should clearly explain how the technology works and what impact they want to have on society. This way it is as transparant as needed.

If the technology makes an (algorithmic) decision, is it explained to the users/stakeholders how the decision was reached?

This question has not been answered yet.

Is it possible to file a complaint or ask questions/get answers about this technology?

This question has not been answered yet.

Is the technology (company) clear about possible negative consequences or shortcomings of the technology?

This question has not been answered yet.

Now that you have thought hard about the transparency of this technology, what improvements would you like to make? List them below.

This question has not been answered yet.

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Sustainability

Is your technology environmentally sustainable?

This category is only partial filled.

In what way is the direct and indirect energy use of this technology taken into account?

- charging device user, no impact on
- computer energy consumption, using solar/wind energy
Hosting servers with data centers that have high standards concerning being environment friendly.

Do you think alternative materials could have been considered in the technology?

This question has not been answered yet.

Do you think the lifespan of the technology is realistic?

This question has not been answered yet.

What is the hidden impact of the technology in the whole chain?

This question has not been answered yet.

Now that you have thought hard about the sustainability of this technology, what improvements would you like to make? List them below.

This question has not been answered yet.

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Future

Did you consider future impact?

This category is only partial filled.

What could possibly happen with this technology in the future?

It has potential to really help people who mourn. It could possibly also be extended with deepfake so the experience is 'better'. But better is not always better.. The ability to bring our loved ones back to life will inevitably affect the human process of grieving in ways we're only beginning to explore. Is it responsible to have a list of people you once knew and you could speak to them whenever you want?

Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one utopian scenario.

This question has not been answered yet.

Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one dystopian scenario.

This question has not been answered yet.

Would you like to live in one of this scenario's? Why? Why not?

This question has not been answered yet.

What happens if the technology (which you have thought of as ethically well-considered) is bought or taken over by another party?

This question has not been answered yet.

Impact Improvement: Now that you have thought hard about the future impact of the technology, what improvements would you like to make? List them below.

This question has not been answered yet.