

Public consultation on the safety of apps and other non-embedded software not covered by sector-specific legislation*

* such as medical devices or radio equipment

Fields marked with * are mandatory.

1 Introduction

This consultation concerns software and applications (apps) which are neither embedded, nor contained in a tangible medium at the time of their placement in the market, their supply to consumers or when they are otherwise made available to consumers (non-embedded software). Examples include health and well-being apps that can be used on a mobile device, digital models for 3D printing or apps controlling other devices (such as electronic appliances).

The purpose of the consultation is to gather input from various stakeholder groups, in particular consumers, businesses and authorities, on their experience related to the safety of apps and other non-embedded software. The questions aim at obtaining a better understanding of the possible risks and problems that non-embedded software may pose and how these problems could be dealt with. The views gathered will help to define potential next steps and future policies at the EU level including, if appropriate, possible revisions of existing horizontal and/or sector-specific EU legislation.

If apps are giving access to a service, this consultation addresses only the safety aspects in the functioning of the app, and not the underlying service itself (e.g. transport or accommodation). For the purpose of this consultation, only apps and non-embedded software that are downloadable on a device such as a personal computer, tablet or smartphone or accessible on a remote location (cloud) would be covered.

For the purpose of this consultation "safety" and "safe use" should be understood as freedom from unacceptable danger, risk or harm, including security-vulnerabilities ("cyber-security") and cover physical, economic as well as non-material damage.

This consultation will only look into the safety of apps and other non-embedded software which is not already addressed and foreseen by sector-specific legislation such as the [Medical Devices Directives](#), the [Machinery Directive](#) or the [Radio Equipment Directive](#) which include provisions on safety ensuring that equipment within their scope, if compliant, is safe.

2 General information on respondents

*

Your feedback will be published on the Commission's website unless this would damage your legitimate interests. Do you agree to publication?

- Yes – under the name supplied I consent to publication of all the information in my feedback, and I declare that none of it is subject to copyright restrictions that would prevent publication.
- Yes – anonymously, I consent to publication of all the information in my feedback except my name/the name of my organisation, and I declare that none of it is subject to copyright restrictions that would prevent publication.
- No - my feedback cannot be published, though I consent to its being used internally by the Commission.

*

I'm responding as:

- An individual in my personal capacity.
- The representative of an organisation/business.
- The representative of a public authority/international organisation/academia.

*

What is your nationality?

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Italy
- Ireland
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom
- Other

*First name:

Jukka

*Last name:

Rannila

*E-mail address:

Address:

More information:

www.jukkarannila.fi

3 Consultation:

3.1 For individuals or representatives of a public authority / organisation / business.

In your view:

*1. What type of apps or other non-embedded software pose safety risks? Please give examples.

10 character(s) minimum

Co-operation between software and operating system can be very complicated.

*2. What risks can apps or other non-embedded software pose?

- Economic damage
- Physical damage to individuals
- Physical damage to property
- Non-material damage (pain and suffering)
- Other

*Please explain:

10 character(s) minimum

Unexpected software failures will result several problems.

Please give your opinion on the following options:

	No risk	Low risk	High risk	Very high risk
*Economic damage	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
*Physical damage to individuals	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical damage to property	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
*Non-material damage (pain and suffering)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
*Other	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain:

10 character(s) minimum

*3. In which sectors are apps or non-embedded software most affected by safety problems?

- Agriculture
- Electronic Communications / Telecommunications
- Health
- Home automation/ Domotics
- Energy
- Financial
- Transport
- Other

3.3 For individuals.

In your view:

*11. Have you encountered problems with unsafe apps or other non-embedded software?

- Yes
- No

Please specify:

10 character(s) minimum

Maintaining software mean a lot of work all the time.

11.1 If yes: How often?

- Very often
- Often
- A few times
- Once

11.2 If yes: Did these problems cause any damage? Please explain further the nature and scale of the damage (e.g. physical, financial, other).

10 character(s) minimum

11.3 If yes: What did you do to tackle these problems?

- Contact the manufacturer of the device the software runs on or controls
- Contact app or software manufacturer/developer
- Contact an intermediary or distributor (e.g. app store)
- Contact a national authority
- Nothing
- Other

Please explain:

10 character(s) minimum

Updating software from the web pages of software developers.

11.4 If yes: Was your problem solved?

- Yes
- No

Please explain:

10 character(s) minimum

*12. Do you feel there is enough possibility to hold somebody accountable in case of damage linked to the use of unsafe apps or other non-embedded software?

- Yes, the manufacturer of the device the software runs on or controls
- Yes, the app or software manufacturer/developer
- Yes, the intermediary or distributor (e.g. app store)
- Yes, all the above
- Other party
- No

*Please specify:

10 character(s) minimum

13. Do you have any further comments?

I added a PDF file which contains more opinions about safety of software.

14. Please upload any files with evidence or references that you consider relevant:

[5852e915-6aac-4dc1-9752-bb162086d28e/Opinion_safety_of_apps_and_non_embedded_software_Jukk](#)

Contact

CNECT-PUBLIC-CONSULTATION-APPS-SAFETY@ec.europa.eu
