



NOMINET

Nominet Stakeholder Committee Meeting

22nd September 2016

Attendees: David Abrahams; Timothy Barnes; Garreth Cameron; Liz Coll (dialling-in); Lorna Gradden; Carolyn Kimber; Pete McDougall; Vicki Nash (dialling-in); Dave Thomas

Apologies: Richard Hyde; Gilad Rosner; Abigail Saul; Antony Walker

Nominet Policy Team: Richard Plater

Guests: David Lewy, Michelle DiLeo & Ben Stetson: FleishmanHillard Fishburn

Welcome

The committee welcomed Lorna Gradden of Com Laude and Timothy Barnes of The Rain Gods Ltd as new members.

It was also noted that Vicki Nash, Liz Coll, and Pete McDougall will be standing down from the committee due to either taking up new roles or refocussed work priorities. The Policy Team noted their thanks to the departing members and confirmed that a number of candidates to take up seats on the committee have already been approached.

New political environment

New government, new policy priorities?

The Policy Team led a discussion considering the potential impacts of the change of government precipitated by the EU referendum result. It was noted that with the advent of a number of new government departments there was some uncertainty over where ownership of various business to government relationship will sit. It was noted on behalf of DCMS that they very much intend to remain the main conduit for digital industries into government. This was welcomed by the committee and it was noted that in general there will now be a period where the business community will need to build new relationships with government representatives.

The impending second reading of the Digital Economy Bill was discussed and whether or not the new government might mean some new perspectives will be fed into the bill. There was some concern that a more centralised approach from Downing Street might result in some slow down in decision making across departments.

Brexit impacts

The committee discussed a number of possible impacts of the UK's decision to leave the EU. It was felt important across all business and policy areas that effort be made to ensure the UK maintains a constructive voice in international discussions, whether that be with the EU or other international bodies. It was noted that the UK's influence on internet governance discussions may be lessened by no longer co-ordinating positions with the EU.

What the UK's data protection framework might look like going forward was discussed. It was noted that any data that originates from within the EU will have to be treated according to EU rules anyway. For UK companies to avoid needing parallel systems to treat UK and EU customers separately it's very likely that the UK framework will mirror the EU framework. EU data protection regulation is principle-based with an assessment of the adequacy of non-EU countries' provisions. The question for the UK if it opts not to mirror the EU framework from outside the EU will be what mechanism will be in place to ensure an adequacy assessment.

Impacts on the domain name sector were discussed. It was noted that *.eu*, as well as some European ccTLDs, require business registrants to have an EU address. It is possible that UK registrants of these domains will be prevented from maintaining these registrations but it is felt likely that there will be some transitional arrangements. Nominet would like to ensure that the open market for domain registration within the EU continues and would not want to limit non-UK registrants from registering/maintaining *.UK* domain names.

It was also noted that the traction of extensions such as *.scot* or *.london* might benefit from the decision to leave the EU and that Nominet should consider how to reinforce the value proposition of *.UK*.

UK-IGF planning - David Lewy, Michelle DiLeo & Ben Stetson (FleishmanHillard-Fishburn)

A team from FleishmanHillard-Fishburn presented a briefing note to the committee regarding the current plans for the 2016 UK Internet Governance Forum programme.

Committee members discussed the programme, options for formats of session, potential speakers and outreach to a wide range of stakeholders. The committee provided a number of useful insights in each of these areas which will be fed into the programme development work.

Consumer views on trust and personal data – Liz Coll (Citizen’s Advice)

Liz Coll gave a brief summary of [some research](#) findings from Citizen’s Advice relating to consumer expectations around use of personal data.

Three core conclusions around consumer expectations were presented. Consumers expect:

- Simple, smart information that simultaneously builds knowledge and enables action - clear language, visualisation of data flows, contextual and timely information
- Control made easy and choices made meaningful – the ability to review and retrieve data, flexible and personalised privacy settings, with options to easily change your mind

Consumers want users of their data to:

- Earn trust and uphold values: be transparent about intentions with data and about values, making them visible and open and aligned with consumers’ interests.

In the following discussion it was noted that stress, nuisance, or an anxiety caused to consumers are hidden harms, that people feel that not being online represents a degree of disenfranchisement, and that the idea that the young are less concerned about how their data is used may well be misconceived.

A positive aspect of the current environment is the development of a number of apps such as ad-blockers, which allow internet users to exercise an aspect of control. Other practical solutions could include more regular ‘checking-in’ updates for consumers regarding use of their data and more imaginative visual ways of displaying for consumers of how their data is being used.

Nominet Update

Dispute Resolution Service (DRS) new policy launch & Annual Report

The Policy Team presented a summary of the [annual DRS report for 2015](#). It was noted that:

- The number of complaints is relatively stable
- Mediation played a part in more case resolutions in 2015 compared to previous years
- The duration of DRS cases continues to fall due to more efficient case management

It was also noted that new version of the DRS policy will go live on the 1st October 2016 following the comment period earlier in the year.

.UK policy work programme

The Policy Team set out two areas that are expected to be considered over the next year:

- Direct registration with Nominet for .UK domains (as opposed to through a registrar)
- A review of the DRS fee structure

It was confirmed that the business is open minded on both issues with no expectations regarding outcomes from any consultative processes.

AOB

Dates for the December meeting were discussed.