

Call Notes -11 November 2021

Present: Tim Hill (ODI), Nick Evans (ODI/imin), Nathan Salter (Playfinder/Bookteq), Rob Redpath (ODSC), Andy Gordon (Gladstone), Andrew Marshall (Gladstone), Matthew Davies (Spawtz), Debbie Giordana (EveryoneActive)

Terminology

It was noted that agreement had been reached that the term Customer Accounts would be used in relation to both Brokers and Booking Systems, but that the document would concern itself solely with Booking System Customer Accounts and note this explicitly.

Agreement was also noted in relation to the term Access Pass, which would stand as a generic term covering bar codes, QR codes, and swipe cards, with other access technologies (e.g., biometric passes) being explicitly excluded.

The continuing debate around Entitlements vs Claims was noted to be one of modelling rather than terminology *per se*. The chair felt that the conversation would need to be continued offline to determine whether there were any example use-cases requiring Claims.

NE indicated that the two approaches were not mutually exclusive: an 'entitlements' approach could be implemented now, with a 'claims'-based modelling being subsequently proposed.

Section 1

The current text of this section and the specification of the API endpoint were approved without further comment.

Section 2

After reviewing the question of required fields and the possibility of a mismatch in these between Broker and Booking System, the chair suggested that more guidance was required regarding out-of-band agreements between the two parties.

NE clarified that the restriction on fields that could be presented to the user (i.e., no freetext fields beyond email address) was really about capturing only contextual information upon account creation; the rest should have been entered into the Broker prior to interaction with the Booking System. Boolean values capturing e.g. consent to marketing contact, completion of inductions, etc. were all accommodated by the proposal. This is to ensure that the user journey is as smooth as possible.

The chair noted that this rationale should be added to the text of the proposal.

It was noted that the five-minute limit on account creation should be highlighted as being advisory rather than a requirement. Again, it was felt that this rationale (keeping the datastore free of abandoned accounts) should be added explicitly to the document.

Appendix A

DG requested that the advisory status of the Appendix A should be highlighted more clearly. The chair noted that more guidance here might be helpful.

The scope of the different sections of the Appendix was agreed to be in need of more explicit flagging, as the points at which Terms applied to an individual Event or to an account was not clear. The chair suggested that more Flow Diagrams would be helpful.

It was also agreed that the lack of storage of T&C assent would need to be flagged.

The chair suggested that indicating that there might be legal liabilities associated with how assent was stored and handled might be valuable. AM felt an explicit statement that the rights and responsibilities of the Broker vis-a-vis the Booking System were out-of-band would be valuable. RR noted the value of normative sections of the specification defining both technical formalisms and semantic expectations.

Discussion then turned to safeguarding and its relation to Terms & Conditions. It was concluded that the requirements with regard to minors, account linking, and GDPR protections for minors were sufficiently unclear that they should form the agenda of the W3C call for 24 November 2021.