



Consumer Data Standards

Consumer Experience (CX) DRAFT Standards v0.1

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www.data61.csiro.au

Overview



Overview of CX in CDR

This overview will include an explanation of the Consumer Experience (CX) workstream of the Consumer Data Right work including the project scope.

Glossary

The glossary will outline any terms in this report that need further explanation.

Overview of CX standards

This overview will detail the scope and mandate of the CX standards (what must be followed vs best practice suggestions). It will also include information on how these standards were developed.

Propensity to Share



Propensity to Share

This section will cover our findings and recommendations on consumer willingness to share data as part of the Consumer Data Right.

Trust

This section will cover insights about consumer trust, factors that can impact trust, and recommendations for gaining trust.

Privacy

This section will focus on how consumers perceive privacy in relation to data sharing and the Consumer Data Right in particular. This will also provide recommendations relating to privacy concerns raised by research participants.

Comprehension

As the Consumer Data Right and the process of consenting to data sharing are unfamiliar to consumers, a high level of comprehension is necessary for adoption. This section will focus on how comprehension affects consumer trust and appetite and will provide recommendations for improving comprehension

Broader considerations



Vulnerable consumers

This section will outline the importance of designing with vulnerable consumers. Vulnerable consumers include those at the extreme ends of financial, technical and language literacies. Doing so increases the accessibility of the CX Standards to facilitate the adoption of the CDR by a wide range of consumers, not just those who are already likely to adopt it.

Accessibility

This section will highlight the need to design for accessibility and recommendations for increase the accessibility of the CDR, including adhering to Web Content Accessibility Guidelines (WCAG 2.1) and the [GOV.AU writing style](#).

Design patterns



Design patterns

Design patterns will consist of screenshots of the Consent Flow to begin with (Consent-Authenticate-Authorise), and then extend to provide CX Standards for dashboard management, revocation, reauthorisation, and 90 day notifications.



THANK YOU

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