

Data Standards Body

Consumer Experience Working Group

Decision [334](#): Data Holder Dashboards

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Publish Date: 28 November 2023

Decision Approved by Data Standards Chair: 28 November 2023

Context

This decision relates to Consumer Experience (CX) data standards for Data Holder dashboards in response to the July 2023 CDR Rules.

The specific standards covered in this paper are:

- Amending authorisation details
- Data recipient handling details

These standards were consulted on in two rounds of consultation: [DP276](#) and [DP334](#), which commenced on September 22 and concluded on November 21. The background for each proposal and the associated feedback can be found on each respective consultation page. Broad support was indicated for the proposals in both rounds. This decision incorporates minor wording changes in response to the latest round of feedback.

An approved decision shall create a future dated obligation of 1 July 2024 for the standards outlined in this paper. This aligns with the obligation date specified in CDR Rule 1.15(3A) and allows the rules intent to be realised through the standards while reducing compliance ambiguity.

Decision to be Made

Decide the data standards to be made for Data Holder dashboards in response to the July 2023 CDR Rules

Decision for Approval

Data holder dashboards

Data Holder Dashboard: Amending authorisation details

The below will be added to a new Dashboard section of the [CX Standards](#):

When a consumer amends an authorisation in accordance with rule 4.22A, which is linked to a *cdr_arrangement_id* supplied by the data recipient as per the [amending authorisation standards](#), data holders **MUST** display the details of each authorisation's amendment on the consumer's dashboard.

Note: this requirement gives effect to rule 1.15(3)(h)

Data Holder Dashboard: Data recipient handling details

The below will be added to a new Dashboard section of the [CX Standards](#):

Data holders **MUST** advise consumers to check with the relevant data recipient for information about how their data may be handled.

The precise wording of this message is at the discretion of the data holder. The data holder **MAY** consider using or paraphrasing the following message:

- *'You should check with [ADR brand/the data recipient] for more information on how they are handling your data, and for any other permissions you may have given them. See [ADR]'s CDR policy or their Dashboard for more information.'*

Implementation Considerations

A decision relating to the standards outlined in this paper shall create a future dated obligation of 1 July 2024 for both standards. This will align with the rules requirement to display authorisation amendments on data holder dashboards by 1 July 2024.

The implementation of the standards in this paper would reflect the already existing CX Guidelines recommending that the details of authorisation amendments¹ and a data handling notice² be shown on data holder dashboards.

The data handling notice could be implemented as a generic note on each authorisation record. How the data holder refers to the data recipient is at their discretion, and this could include the legal entity name, brand, or a generic reference to a data recipient or third party.

See [this Figma artefact](#) for examples of how and where these standards might be implemented.

These examples are subject to change before they are released on the [CX Guidelines](#) website, including to reflect the intent of the rules. The DSB invites the community to request new or amended CX Guidelines on the [DSB Standards Maintenance site](#).

¹ See annotation #2 in [Consent Management: Authorisations: Amended authorisations on the CX Guidelines](#)

² See annotation #22 in [Consent Management: Authorisations: Default Example](#) on the CX Guidelines