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From: ICANN Global Support <noreply-globalsupport@icann.org>
Date: Thursday, August 24, 2017 at 9:10 AM
Subject: [Updates] Data Protection Privacy Issues and the GDPR & CSC Report performance PTI July 2017

Dear Registry Operator,

This week's communication includes an update on data protection, privacy issues and the General Data Protection Regulation (GDPR), as well as details on the CSC report on PTI performance for July 2017.

Data Protection, Privacy Issues and the GDPR

The European Union's General Data Protection Regulation (GDPR) will affect the ICANN organization in at least two areas: (1) Personal data that participants in the domain name ecosystem collect, display, and process, including registries and registrars pursuant to ICANN contracts; and (2) personal data that ICANN collects and processes for internal or external services. In the past few months, we've had several discussions with the multi-stakeholder community about this topic. Learn more about recent activities on the recently launched Data Protection / Privacy Issues page.

CSC Report performance PTI July 2017

Dear Registry Operator,

On behalf of the chair of the CSC (Byron Holland), please find included the following message, CSC report and underlying PTI July report to the CSC.

All the best,
Ria Otanes

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21 August 2017

Dear Community Members,

As chair of the Customer Standing Committee I am pleased to provide you with our monthly report on the performance of Public Technical Identifiers (PTI) over July 2017. You will see that the CSC has concluded that, overall, PTI's performance in July 2017 was "Excellent"- PTI met the service level agreement at 100% for the month of July 2017. The CSC was informed that no complaints were received in July 2017 and the two complaints received in June 2017 were closed.

The July 2017 PTI report to the CSC, listing the individual service level metrics along with their actual and historical performance, can be found at: https://www.iana.org/performance/csc-reports/201707 .

In addition to its review of the PTI report, the CSC together with PTI continued its productive discussion on the development of the Remedial Action Procedure as foreseen in it the CSC charter. The CSC and PTI further discussed the procedure and timeline to change the agreed Service Level Expectations as documented in Annex A section 2 of the IANA Naming Functions Contract.

The CSC has regular meetings: Every month at or around the 15th. The CSC report on the PTI performance is send out shortly after each meeting. If you would like to be informed of upcoming meetings or receive CSC reports directly, you may want to subscribe to our announce list at https://mm.icann.org/mailman/listinfo/csc-announce . Any comments on our reporting to you is welcome.

The CSC was formed effective October 1, 2016. Background information on the committee along with transcripts of our meetings and other useful information can be found at https://www.icann.org/csc[icann.org] .

Kind regards,
Byron Holland
Chair CSC

Sincerely,

Russ Weinstein
Director, Registry Services & Engagement
ICANN