

Collecting information with care

Opal Symes – she/her

@software_opal

The problem

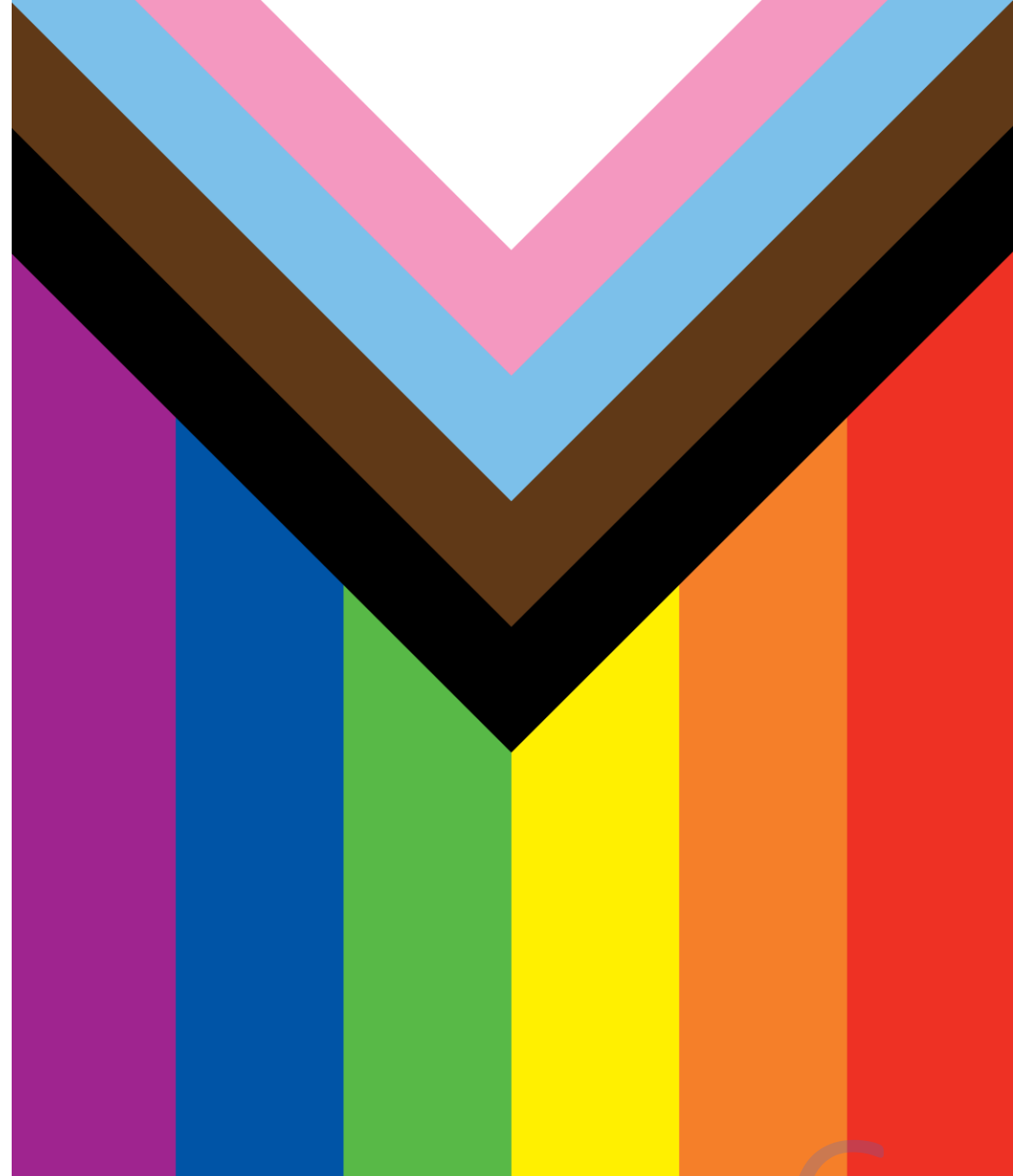
Be aware of my
assumptions too

About Me

DevOps

Elixir, JavaScript, Python, and Rust

About Me



“Progress” Pride Flag by Daniel Quasar is licensed under CC-BY-NC-SA-4.0

Outline

Names

Emails

Gender

Changes & Deletion

Names

Names

First Name*

Opal

Last Name*

Symes

Dear **Opal Symes,**

We're just saying hi!

Names

Required, but not really

First Name*

Opal

Last Name*

Symes

Dear **Opal Symes**,

We're just saying hi!

Names

Name

Clíodhna

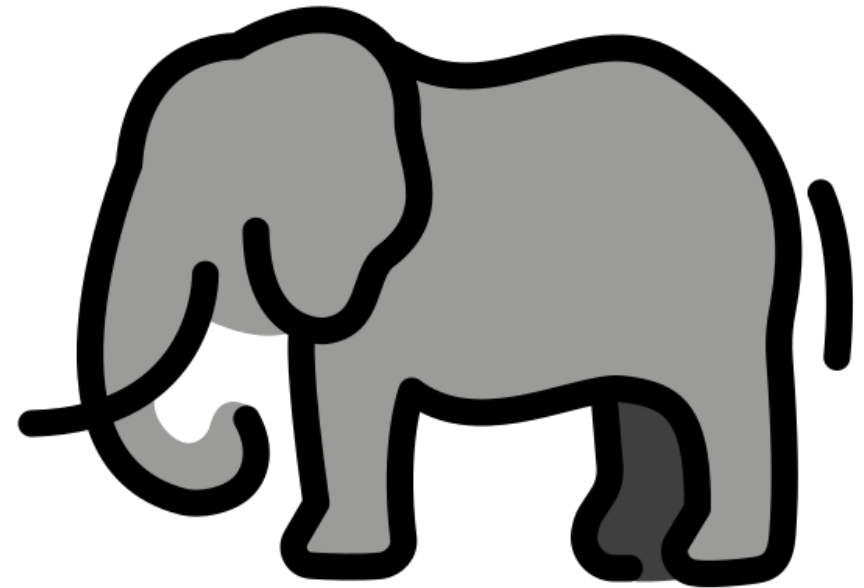
We think you've mis-typed your first name - please try again

Ní

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Unicode

“Unicode covers all the characters for all the writing systems of the world, modern and ancient.”



Emoji designed by OpenMoji CC BY-SA 4.0

Databases

Check production supports Emoji ... everywhere

MySQL Character Encodings

utf8mb3 – Added to MySQL 4.1 in 2004 to cover “almost all modern languages”

utf8mb4 – Added to MySQL 5.5 in 2010 to cover the rest of the Unicode spec

utf8 = utf8mb4 – Default switched in MySQL 8(maybe)

<https://mysqlserverteam.com/mysql-8-0-when-to-use-utf8mb3-over-utf8mb4>

Database Tweaks

Set the character set & collation on each database, table & text column

Set the defaults so new columns are correct

Set connection options so things don't get lost in the transfer

<https://mathiasbynens.be/notes/mysql-utf8mb4>

Names – Recap

First Name

Last Name

First Name*

Opal

Last Name*

Symes

Dear **Opal Symes**,

We're just saying hi!

<https://www.w3.org/International/questions/qa-personal-names>

Names

First Name

毛

Last Name

泽覃

Dear 毛 泽覃,

We're just saying hi!

Names

Switching to displaying first name only

Dear 毛,
We're just saying hi!

Dear **Symes**,
We're just saying hi!

Names in depth

Names are wide and varied across cultures

The first 'word' in a name is not necessarily someone's given name

Names can be long

<https://www.w3.org/International/questions/qa-personal-names>

Names

Full name & Greeting

Full Name*

Opal Symes

Greeting*

Opal

Names

Multiple names

Full Name*

Symes

Greeting*

Opal

Names – Summary

Full name/Greeting

Unicode all the way down

No length limits

Email

Guess the invalid email

français@opal.codes

opal.is(awesome)@opal.codes

"opal is doing ... good"@opal.codes

OPAL.talks+stuff@opal.codes

Guess the invalid email

français@opal.codes

- Valid with RFC6530

opal.is(awesome)@opal.codes

Comments '()' at the start or end

"opal is doing ... good"@opal.codes

Spaces are allowed in quotes

OPAL.talks+stuff@opal.codes

Emails are hard

Too many websites reject this

Email*

opal@opal.codes

https://en.wikipedia.org/wiki/Email_address#Examples

Validating emails

Does it have an '@'

Similarity to well known email providers:
Think gnail vs gmail

Will it be accepted by your email sender?

Validating emails

Look for MX records

Ask the SMTP server if the username is valid

Emails

Simple checks to catch common errors

Don't roll your own checking; use your mail server, or mail library to make sure you can send it.

Gender

Transgender & Non-binary

Transgender

Transgender

- Different gender to the one assigned at birth

Cisgender

- Same gender as the one assigned at birth

Non-binary

Gender that isn't male or female

Gender

Gender

What is your gender?

Male

Female

Gender

What is your favourite colour?

- Pink
- Purple

Gender – there are more than two

What is your gender?

- Male
- Female
- Non-binary

Gender – Alternative

Gender

Transgender Woman

Gender – Alternative

Open Demographics

<http://nikkistevens.com/open-demographics/>

Do you consider yourself to be transgender?

- Yes
- No
- Questioning

Do you consider yourself to be gender non-conforming, gender diverse, gender

- Yes
- No
- Questioning

Are you intersex?

- Yes
- No
- I don't know

Where do you identify on the gender spectrum (check all that apply)?

- Woman
- Demi-girl
- Man
- Demi-boy
- Non-binary
- Demi-non-binary
- Genderqueer
- Genderflux
- Genderfluid

... snip ...

- Gender neutral
- Neutrois
- Androgynous
- Androgyne
- Prefer not to answer
- Self Identify: _____

<

>

Community composition

Please indicate any of the following underrepresented communities that you identify with. We have [provided some examples](#) of each, but these are not exhaustive—if you feel you identify, please mark the box.

This field will remain private, and will only be used to provide anonymized, aggregate data about the makeup of the Drupal community.

- Ability
- Age
- Ethnicity
- Gender
- Gender identity
- Race
- Religion
- Sexual orientation
- Socio-economic status/class
- Learning differences
- Family composition
- None
- Prefer not to answer

We have chosen these categories based on the [Big 8](#), which is a list of cultural identifiers. [Learn more about why we collect this type of data.](#)

Pronouns

Gender does NOT
imply pronouns

Pronouns

What pronouns should we use to refer to you?

- She
- They
- He

Pronouns - Translations

Some languages lack a gender-neutral 'pronoun'

Some languages lack gendered 'pronouns'

Pronoun Island(pronoun.is)

pronoun.is is a website for personal pronoun usage examples

here are some pronouns the site knows about:

- [she](#)
- [he](#)
- [they/.../themselves](#)
- [ze/hir](#)
- [ze/zir](#)
- [xey/xem/xyr](#)

[see all pronouns in the database](#)

Here are some example sentences using my she/her pronouns:

She went to the park.

I went with **her**.

She brought **her** frisbee.

At least I think it was **hers**.

She threw the frisbee to **herself**.

Titles

Gender does NOT
imply titles

Titles

Title

- None
- Mx
- Mrs
- Ms
- Miss
- Mr

Clothing preferences

Gender does NOT
imply clothing
preferences

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Preferences

I want to see:

- Femme shoes
- Masc shoes
- Dresses
- Suits
- Ballgowns

Gender 2

The compliance reconing

WGEA

The Act defines gender as **female or male**. If an employee does not identify as either female or male, you do not need to include them in your workplace profile.

WGEA

Gender for the purposes of WGEA reporting

Male

Female

Do not include me in the report

i Due to the limitations in the WGEA reporting guidelines we are required to either report you as having a binary gender, or not include you in the report.

WGGEA & Demographics

What is your gender?

- Male
- Female
- Neither male or female

 The selection below will only be used for compiling the WGGEA report.

Gender for the purposes of WGGEA reporting

- Male
- Female
- Do not include me in the report

Gender – Passports

Gender(as shown on your passport)

- M – Male
- F – Female
- X – Other

Gender – Summary

Gender is not a binary; don't use a binary to capture it

Gender is not a replacement for other questions like preferences

Give people reasons why you have to capture a binary

Gender APIs - Don't

gender api

All News Images Shopping Videos More Settings Tools

About 102,000,000 results (0.42 seconds)

Gender API - Determines the gender of a first name
<https://gender-api.com> ▼
Keep your registration form simple. Optimize your conversations and let us determine the **gender** of your customer.
[Faq](#) · [Gender-API API Clients](#) · [Api Docs](#) · [Gender-API.com account](#)

Faq - Gender API - Determines the gender of a first name
<https://gender-api.com/frequently-asked-questions> ▼
The new European General Data Protection Regulation (GDPR) goes into effect on May 25, 2018. We can assure you that all **Gender-API.com** services will be in ...

Gender API
<https://genderapi.io> ▼
Detection **gender** from name or email address. And also you can find social media users **gender's** by their username. Find your name is female or male, get ...
[Instagram Gender](#) · [İsimden Cinsiyet](#) · [FAQ](#) · [Name Geschlecht](#)

Genderize.io | Determine the gender of a name
<https://genderize.io> ▼
Free **API** to predict the **gender** of a name. Easy integration into any platform. Over 250.000 names in our database, Serving more than 1 million requests/day.
[Localization](#) · [Rate Limiting](#) · [Responses & Errors](#)

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Data retention

Changing

Make it simple to change

Give users options if it isn't

Changing Name

Personal details

If your name has changed, or is incorrect, please visit our [Help & Contact](#) page to update it.

Name

Mrs 

Middle name optional

Preferred name optional

Display my preferred name

We'll display this name on the seatback entertainment screen, and other communications when we can. Don't have one? We'll use your first name instead.

Date of birth

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Changing username

Usernames are often names

Changing them comes with some caveats

Changing usernames

Use IDs/UUIDs to link to users instead of usernames

Changing usernames

What happens to old usernames?

Changing Email

There are security implications

Deleting data

Conclusion

Names

Unicode everywhere

Don't assume first name is someone's given name

Make changing them easy

Use a “preferred” name when changing is hard

Emails

Follow the RFC(5322). Accept everything your outgoing service supports

Make changing email easy; but secure

Gender

Gender isn't a binary

Gender doesn't dictate anything else

Maybe ask a different question

Data retention

Make it easy to update information stored

Be aware of the risks around changing usernames & emails

Allow users to delete their data easily.

Things I didn't cover

Security

Privacy

Passwords

Encryption(in flight & at rest)

Wording & Phrasing

Thank you

Slides, notes & references – opal.codes/lca2020