Colle...on with

Opal Symes — ...

@software_opal

The

3

Be aw
assu

4
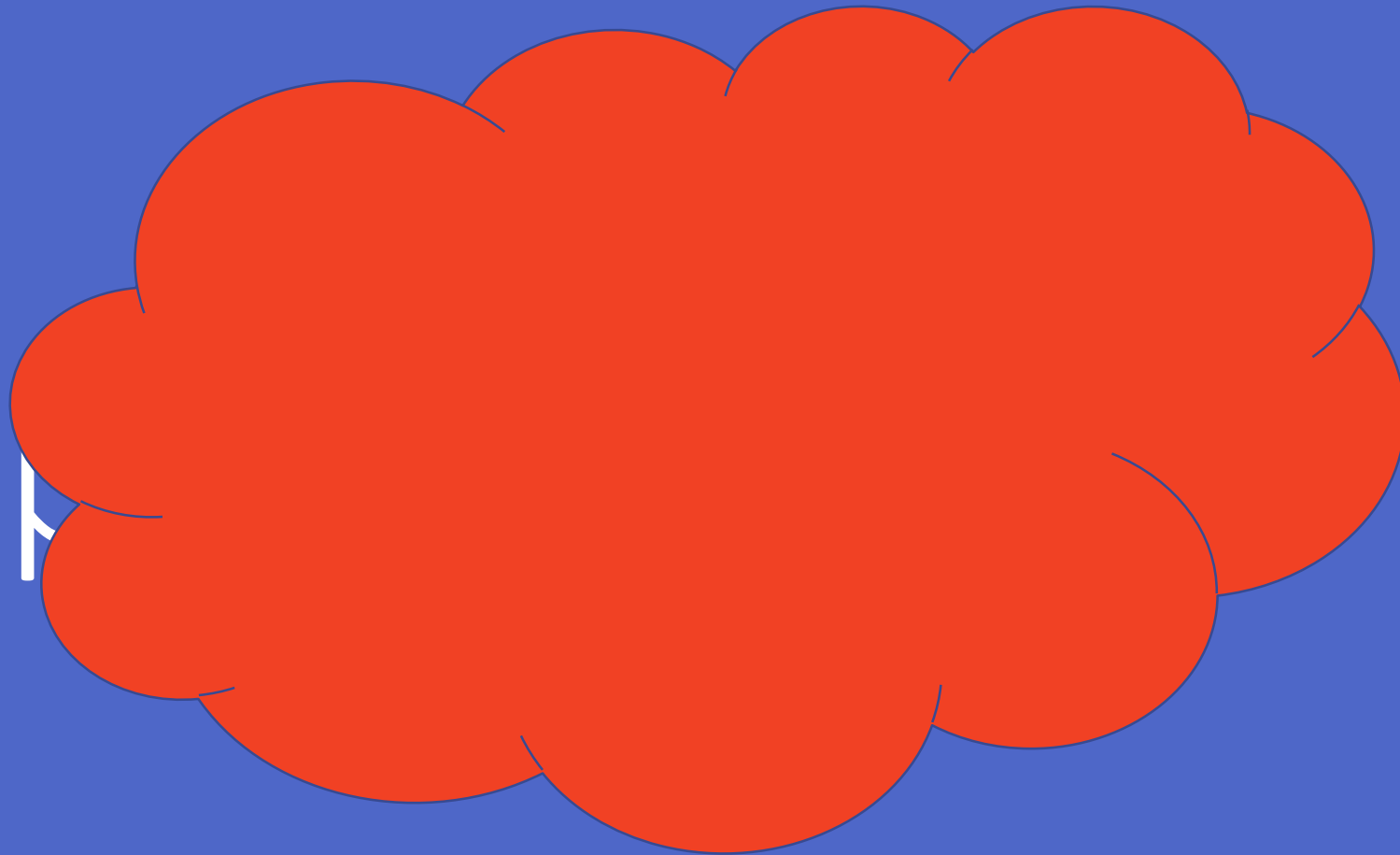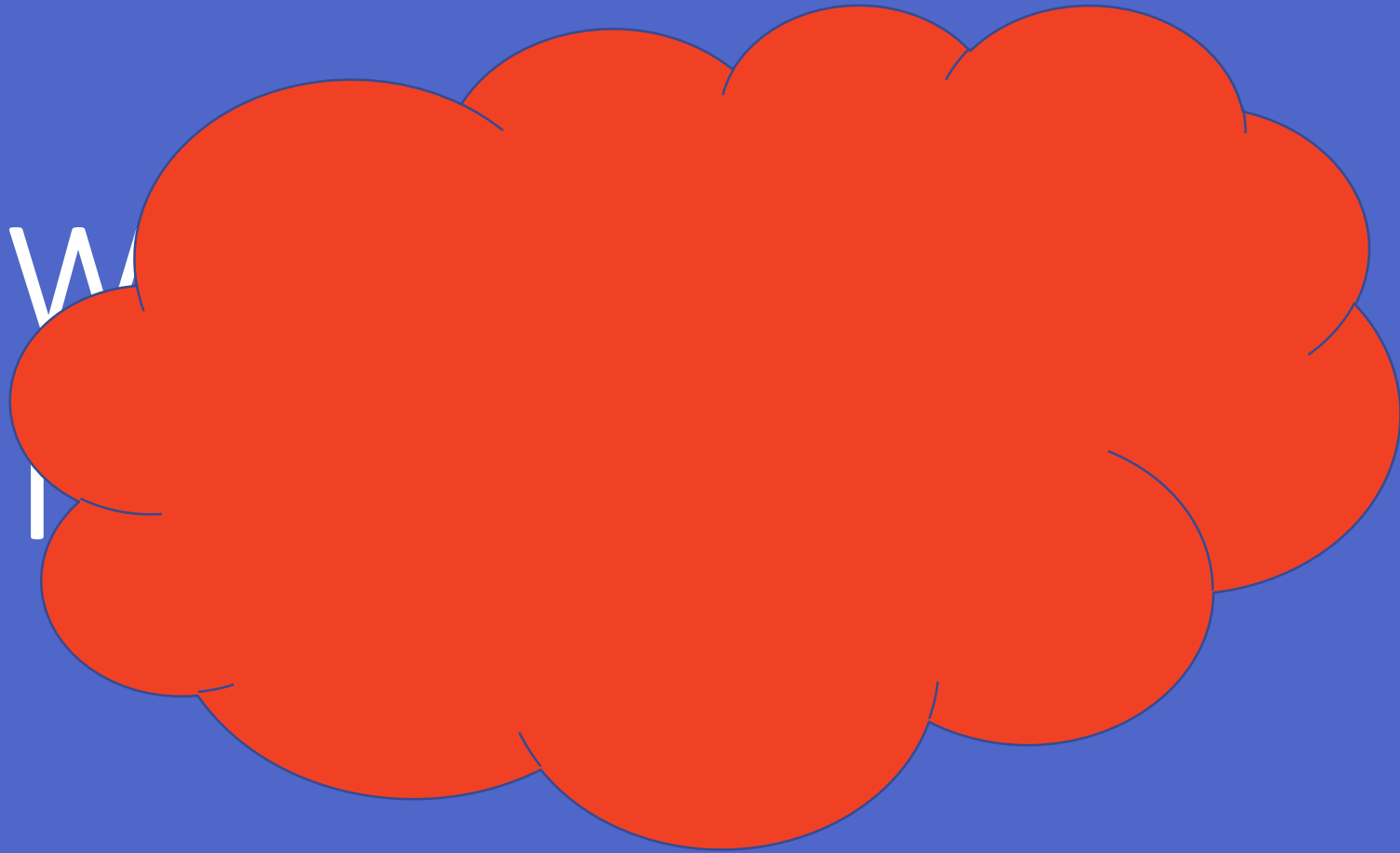
About Me

DevOps
  Elixir, JavaScript, Python, and Rust

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About Me
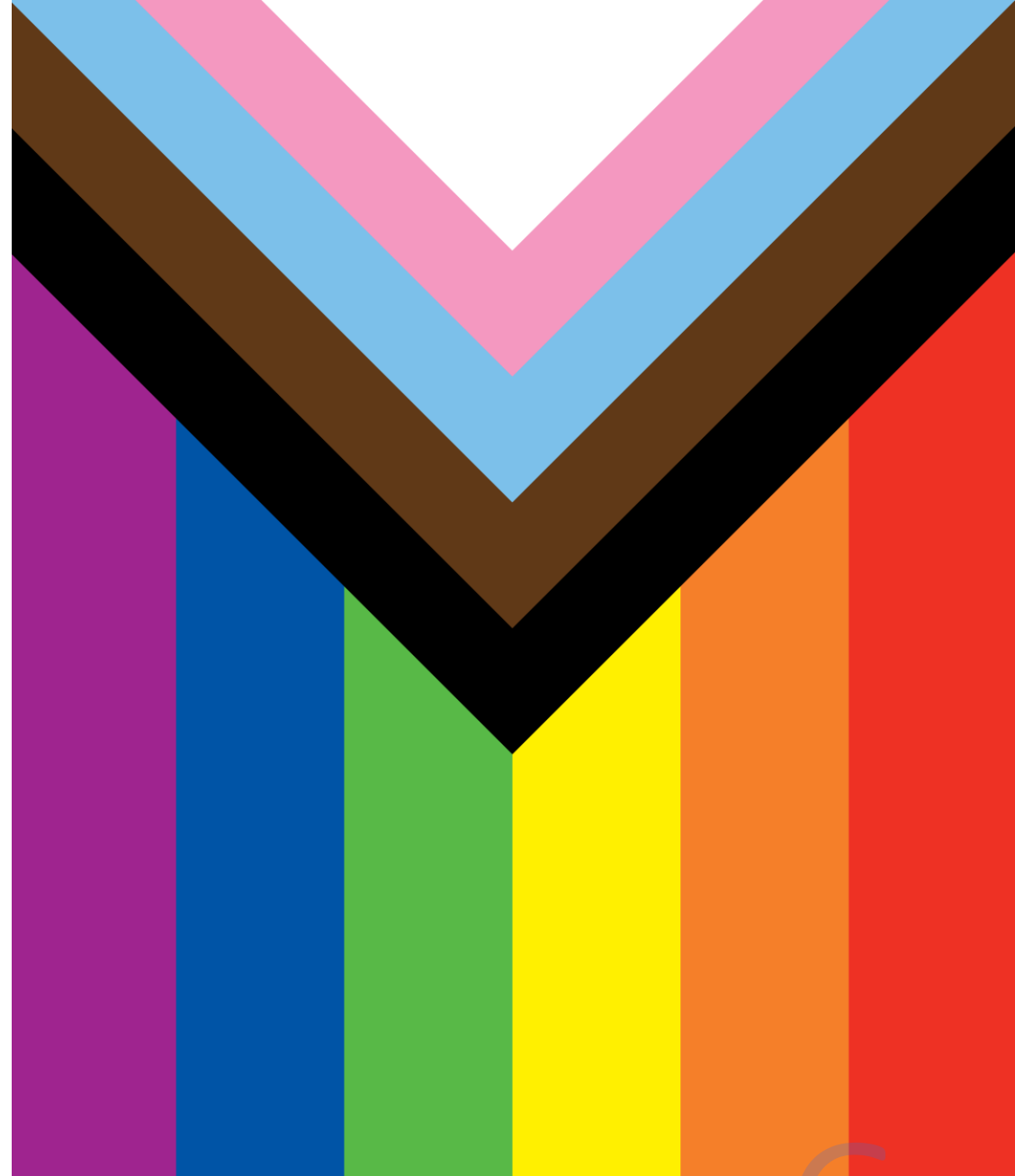
Outline

Names

Emails

Gender

Changes & Deletion

7

Names

A newsletter

First Name

Last Name

A newsletter
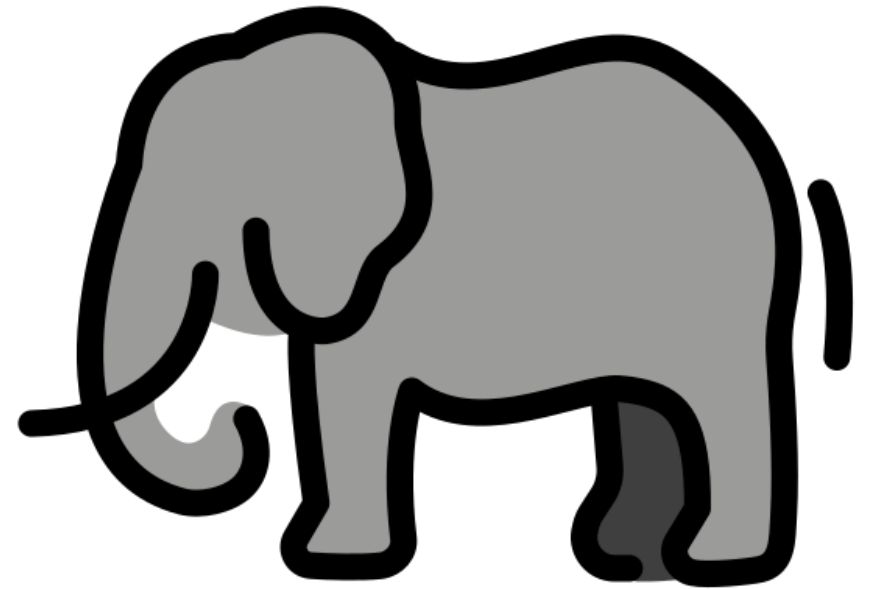
First Name

Last Name

Names

Name

Clíodhna

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

Ní

11

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

13

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

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Names – Recap

First Name

Last Name

Names

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

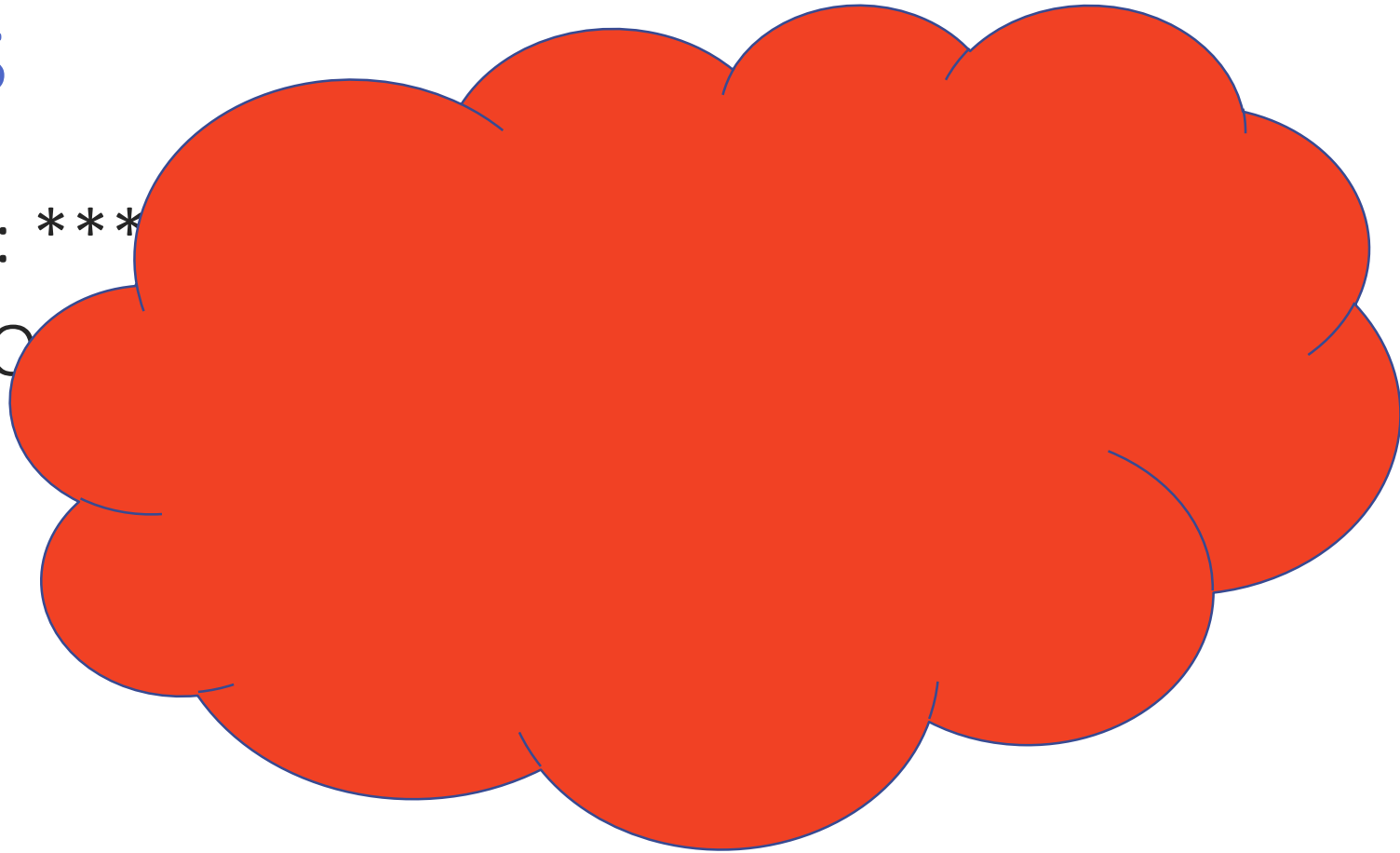The first 'word' in a name is not necessarily someone's given name

Names can be long

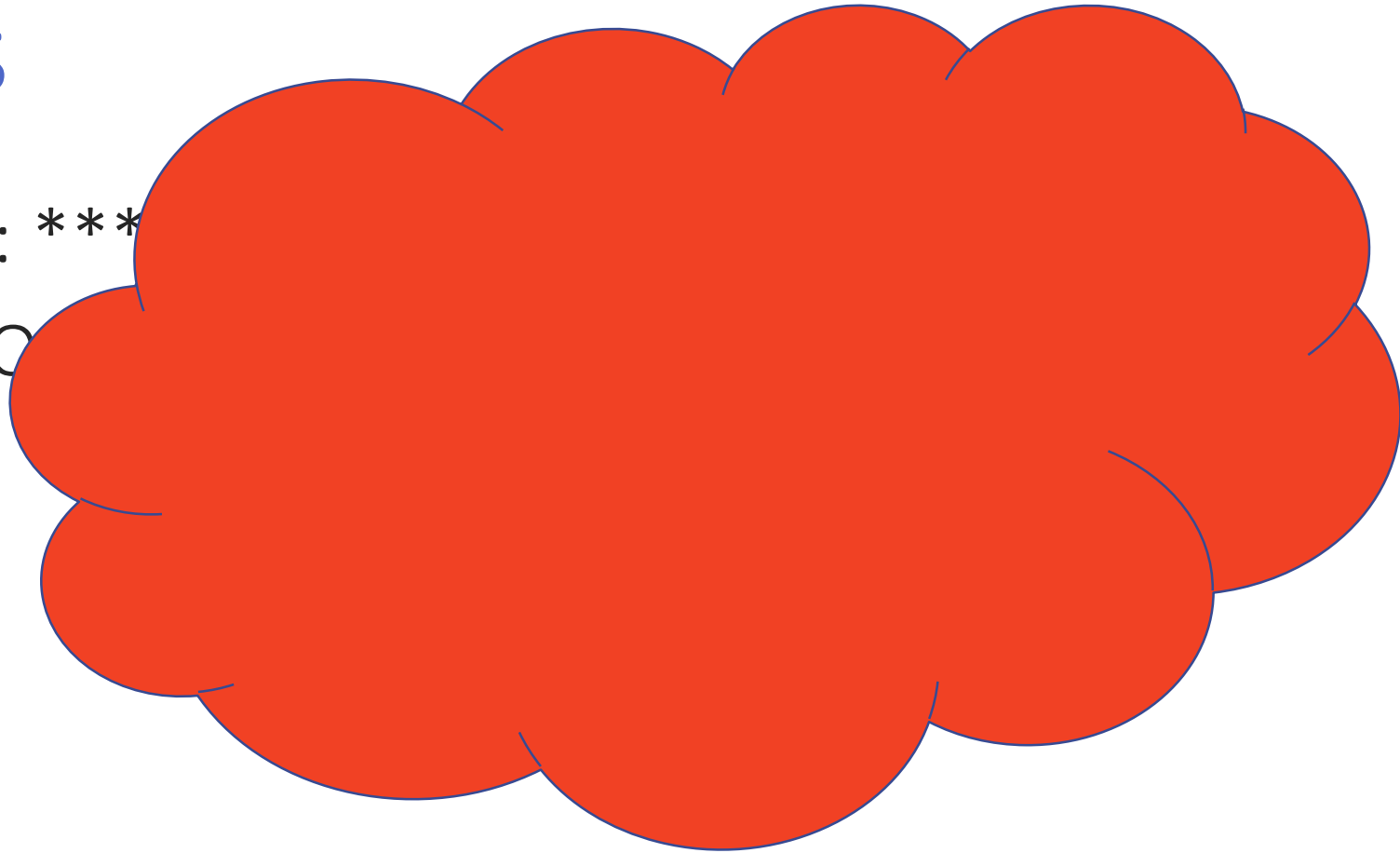https://www.w3.org/International/questions/qa-personal-names

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Names

Full Name: ***

Greeting: O

Names

Full Name: ***

Greeting: O

21

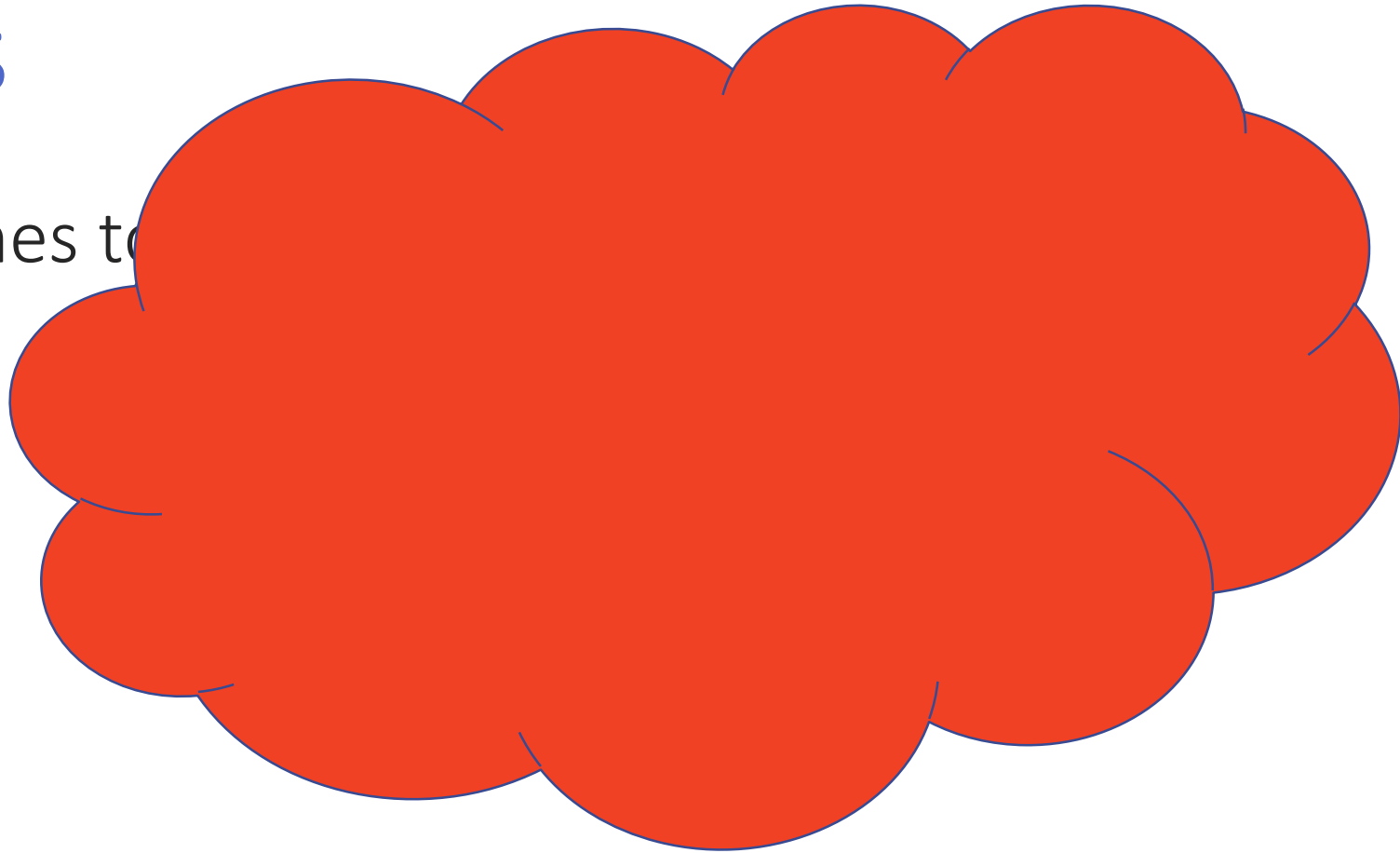# Names – Summary

Full name/Given name

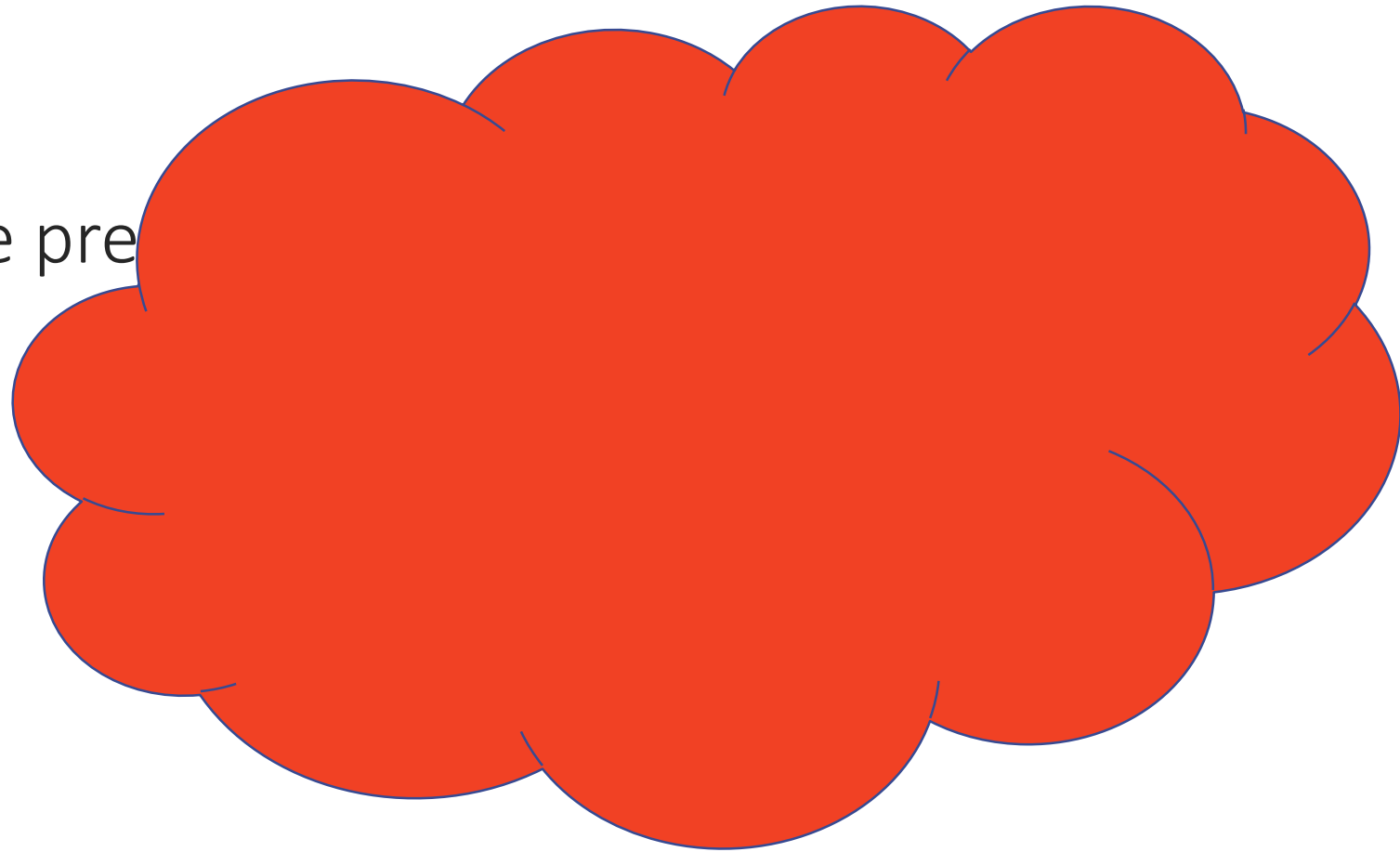Unicode all the way down

No length limits

22

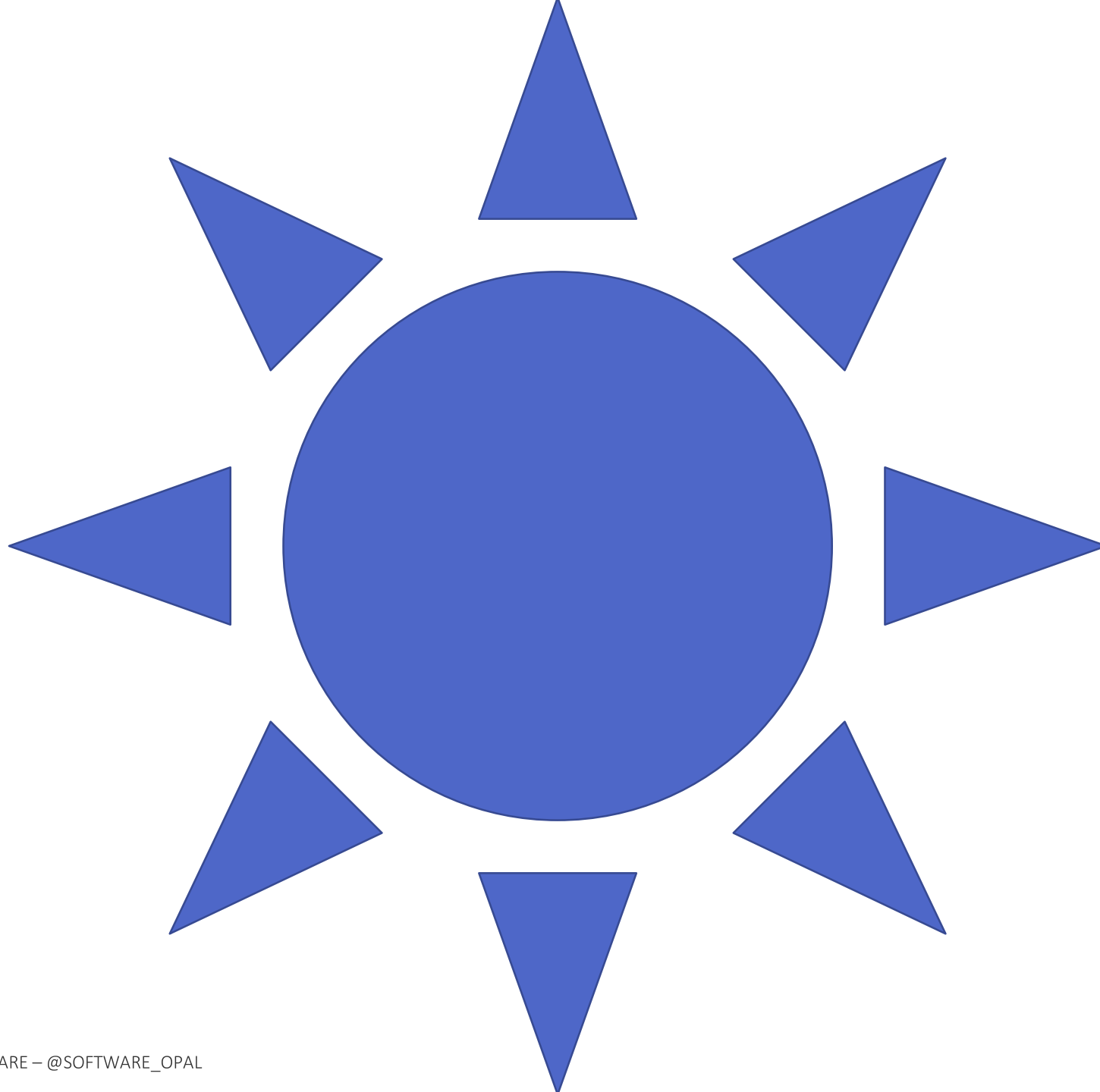# A multitude of names

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Names

Many names t

24

TODO: See pre

Email

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Newsletter

Name – ~~First & Last~~ – Greeting

Email

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Validating Emails

SIMPLE

Does it have an '@'

Similarity to well known email providers:
Think gnail vs gmail

COMPLEX

Look for MX records

Ask the SMTP server if the username is valid

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Newsletter

Name

    Avoid separating names into first & last

    UTF-8 everywhere

    Don't limit length

Email

    Simple checks to catch common errors

    Don't limit characters & length

30

Gender

Community

Gender composition

Gender ⊙ Female
        ○ Male

Non-binary

TODO

Community

Gender composition

Gender   ○ Female
          ○ Male
          ○ NB

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Community

Gender composition

```
Do you consider yourself to be transgender?
() Yes
() No
() Questioning

Do you consider yourself to be gender non-conforming, gender diverse, ge
() 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
[] Demi-fluid
[] Demi-gender
[] Bigender
[] Trigender
[] Two-Spirit
[] Multigender/polygender
[] Pangender/omnigender
[] Maxigender
[] Aporagender
[] Intergender
[] Maverique
[] Gender confusion/Gender f*ck
[] Gender indifferent
[] Graygender
[] Agender/genderless
[] Demi-agender
[] Genderless
[] Gender neutral
[] Neutrois
[] Androgynous
[] Androgyne
[] Prefer not to answer
[] Self Identify: _____
```

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

35

Community

Gender composition

Please indicate any of the following under represented communities you identify with

☐ gender   ☐ age
☐ Race   ☐ Religion

☐ None   ☐ Prefer not to Say

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Community

Gender composition

gender : [ ]

(optional)

Gender – Pronouns

He, She, and They

Pronoun.is

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Gender – Pronouns

He, She, and They

Pronoun.is

Custom field

Gender – Pronouns

He, She, and They – Translations

Gender, with restrictions

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.

42

WGEA

43

Gender APIs - Don't

gender api

44

Summary

Gender as a textbox, or do the work to capture everything

Ask more direct questions instead of gender

Gender != Pronouns; ask for them separately

Store newsletter

46

Newsletter

2, Electric Boogaloo

47

Data retention

Changing

Make it simple to change

Give users options if it isn't

49

Changing Name

Personal details

If your name has changed, or is incorrect, please visit our <u>Help & Contact</u> 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

51

Changing usernames

Use IDs/UUIDs to link to users instead of usernames

52

Changing usernames

What happens to old usernames?

Changing Email

Deleting data

55

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 the RFC does

Make changing email easy; but secure it

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.

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Things I didn't cover

Security

Privacy

Passwords

Encryption(in flight & at rest)

60

Thank you

Slides, notes & references – opal.codes/lca2020