

Working Draft: This is our effort to compile the previous discussions and proposed text with regard to debugging/product improvement within the Tracking Protection Group. We apologize for any missed text or viewpoints or for including any issues unrelated to debugging.

Debugging/ Product Improvement

Tracking Compliance and Scope Editor's Draft April 29, 2013

<http://www.w3.org/2011/tracking-protection/drafts/tracking-compliance.html#debugging>

6.2.2.7 Debugging

Information may be collected, retained and used for identifying and repairing errors that impair existing intended functionality.

David Wainberg's Proposed Text March 18, 2013:

<http://lists.w3.org/Archives/Public/public-tracking/2013Mar/0174.html>

Non-normative

This provision includes use of data by service providers from across multiple clients simultaneously for the limited purpose of system debugging.

David Wainberg's Proposed Text Oct. 24, 2012

<http://lists.w3.org/Archives/Public/public-tracking/2012Oct/0466.html>

Parties may collect and use data in any way to the extent reasonably necessary for the detection and mitigation of system bugs.

Ian Fette non-normative example of graduated response to debugging Oct. 24, 2012:

<http://www.w3.org/2011/tracking-protection/track/actions/279>

An example of a graduated response to debugging would be to narrow the scope of users or transactions that exhibit a bug in the behaviour of the system, and then collect log data from only those users or transactions that are closely related to that particular bug in the system. For instance, if you noticed that users of UserAgentA version X were unable to complete purchases on your website, you might log and retain data relating specifically to users of UserAgentA version X when they are in the checkout flow of your website, but not increase retention of logs from users of UserAgentA version X as relates to other activity on your website, or from users of UserAgentB or users of UserAgentX version Y if only version X exhibited the problematic behaviour.

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Nick Doty's Proposed Text Oct. 17, 2012

<http://lists.w3.org/Archives/Public/public-tracking/2012Oct/0300.html>

Operators MAY retain data related to a communication in a third-party context to use for identifying and repairing bugs in functionality. As described in the general requirements [reference to Minimization section], for this permitted use services MAY collect and retain data from DNT:1 users ONLY when reasonably necessary to identify and repair errors in functionality; in some cases, graduated responses (for example, collecting more data after report of a bug) may be feasible. This permitted use is intended for short-term diagnosis and repair of third-party Web functionality, not to cover broad quality assurance measurements.

Tom Lowenthal Proposed Text Oct. 3, 2012

<http://www.w3.org/2012/10/03-dnt-minutes>

"After identifying an error that impairs existing intended functionality, it is acceptable to collect additional data which may be needed to identify the cause of the error and resolve it, so long as the resolution of that error is as prompt as possible, and that the data is used only for that purpose and deleted immediately afterwards."

Nick Doty's Proposed Text Sept. 11, 2012

<http://lists.w3.org/Archives/Public/public-tracking/2012Sep/0141.html>

Operators MAY retain data related to a communication in a third-party context to use for identifying and repairing bugs in functionality. As described in the general requirements [reference to Minimization section], services MAY collect and retain data from DNT:1 users ONLY when reasonably necessary to identify and repair errors in functionality. Services SHOULD use graduated responses where feasible.

Shane Wiley Proposal Jan. 20, 2012:

<http://lists.w3.org/Archives/Public/public-tracking/2012Jan/0423.html>

"Product Improvement" to cover "customer service inquiries, debugging, and non-user specific modeling for algorithmic improvements."