**Meeting with**: Non-Commercial Users Constituency (NCUC) leadership

**Date**: 27 August 2018

**Attendees**: Goran Marby (ICANN CEO); Renata Aquino Ribeiro (NCUC Chair); David Olive (SVP, Policy Development Support); ICANN Policy support staff

**High level notes** [these are only intended to capture the high level themes raised during the discussion]:

**TOPIC 1**: **Change in NCUC leadership**

* Renata is not standing for re-election although she will continue to participate in policy activities; the NCUC elections will be held in September. Goran and ICANN organization staff are very appreciative of her leadership in overseeing the continued development of NCUC, including in outreach and increased emphasis on participation in ICANN policy work.
* The multi-stakeholder policy process needs to evolve to meet changes in the community.

**Action Item:** None at this time.

**TOPIC 2: NCUC activities following the implementation of the new NCUC bylaws**

* The NCUC is focusing increasingly on capacity building, and one of its initiatives has been its mentoring-buddy program. The FY20 budget planning process is about to begin, so the hope is that ICANN organization will continue to support capacity building programs.
* A fundamental question is, what does support of capacity building programs in order to ensure more effective policy participation mean? It is not just about funding.
* The FY20 budget planning process will move up this year, to take place approximately a month earlier than at present. It continues to be important that all parts of the community are heard on their views about priorities.
* The Fellowship program has been very useful in bringing in interested newcomers (including Renata herself). Similarly, NCUC appreciates the support that has been provided through the Additional Budget Request process for its policy writing training and other capacity building courses. NCUC welcomes recent improvements to these programs and support continued efforts to improve them to benefit the ICANN community.
* Social media outreach and providing relevant and timely policy materials is crucial for NCUC’s outreach efforts – it is important to be creative in utilizing the available budget (e.g. by putting materials on the ICANN Learn online platform).
* Goran agrees that civil society is an important part of the ICANN community, and has unique interests as well as ideas. He will be happy to take part on a call with NCUC and other civil society participants, where questions can be anonymized and he will try to answer. Renata agrees it is a good idea and notes that there is a monthly NCUC members’ call which includes discussion of “hot topics” which can be the forum for this call.

**Action Item:** David and Mary to work with Renata and NCUC leadership to arrange the call.

**TOPIC 3: Policy participation in the GNSO**

* The public comment on the recommendations from the Reconvened GNSO Policy Development Process on protection for Red Cross nameswas developed at the Stakeholder Group level, so NCUC members’ views on the topic should have been captured in the Non-Commercial Stakeholder Group (NCSG) comment.
* However, NCUC does work on other public comments where the primary pen-holder is a NCUC member (e.g. on the Nominating Committee (NomCom) review). The NomCom is an important way to bring non-commercial voices into ICANN.

**Action Item:** None at this time.

**TOPIC 4: Improving communication channels between the community groups and ICANN organization**

* ICANN organization regularly solicits community comments on numerous initiatives (e.g. via public comments and other forms of input) and believes it is important to provide the community with information that is relevant and accessible, and that will enable the community to make wise decisions.
* It is true that the information provided by the ICANN organization often seems to assume that the recipient is familiar with the topic and/or ICANN processes. Goran recognizes that this can discourage participation and feedback. It is important to think about new and possibly different ways where information can be presented to the community in the most accessible and relevant fashion, as this is important for transparency and accountability.
* Another point to note is that some of the recent privacy developments can have important consequences for transparency of the ICANN multi-stakeholder model – for instance, processing of personal information that ICANN organization collects about community travelers, location of community participants and their names. For ICANN organization, in reviewing our data processing practices, we need to balance privacy protection with the need to ensure transparency and accountability but it is likely that some of the information we used to publish previously will no longer be allowed under new privacy laws. Renata agrees with the need for balance and notes that it can nevertheless also be important to know who is claiming to represent non-commercial interests, to ensure that this is not a misrepresentation.

**Action Item:** None at this time.

**TOPIC 5: Complaints Office**

* This is an important office as it allows the community to air their concerns regarding ICANN organizational processes and practices, so that these concerns can be addresed. NCUC members should know about it as well as the scope of its role.

**Action Item:** None at this time.