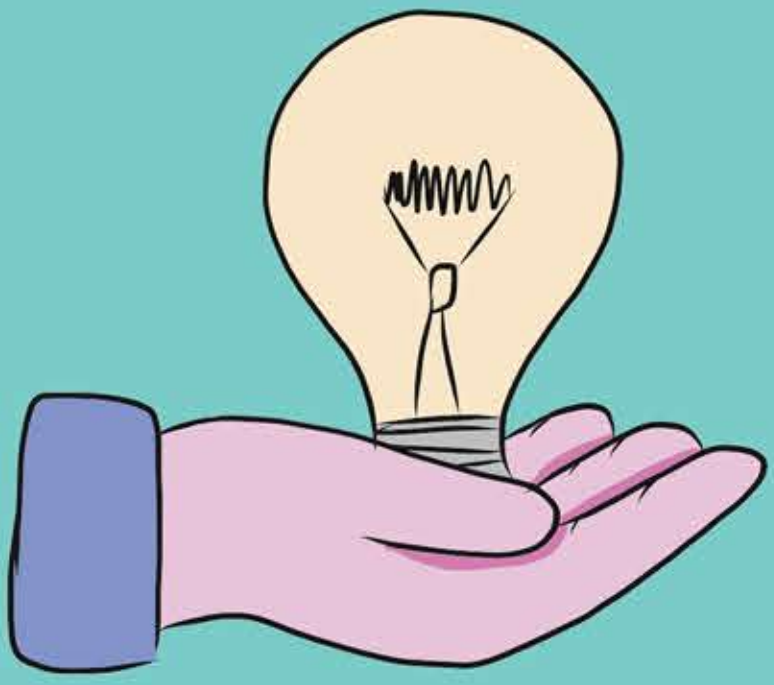




# MY DATA SPACES



CREATE NEW DATA SPACE



CHECK THE PROVIDER'S  
REPUTATION



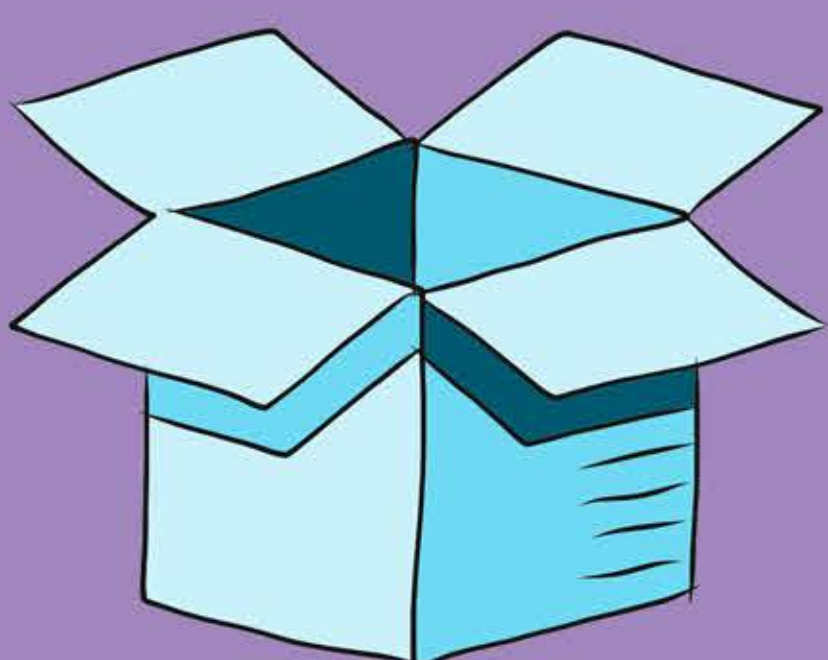
[MY FINANCES]



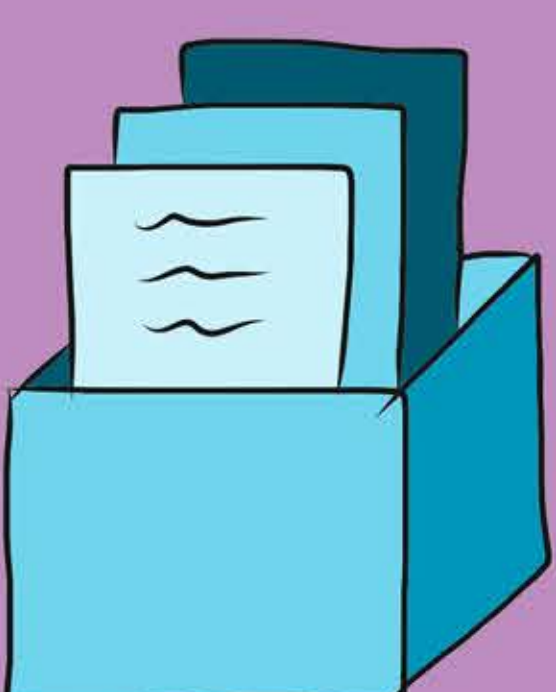
RESOLVE MY  
DISSATISFACTIONS



[MY HEALTH]



MY DATA BOX



ADMINISTRATION OF MY  
DATA SPACES



## CHECK THE PROVIDER'S REPUTATION



Every good online service should have features which make you feel it's safe to buy from the provider.

We call such features customer (your) door codes

What are they?





# MY DATA SPACES

SELECT WHAT YOU PREFER:



Features which give you a bigger say  
in controlling your data



Features which enable you to efficiently  
resolve your disatisfactions with the provider



[BLANK]

[BLANK]

Your selection will automatically apply to all  
providers until you change it in your profile.

CONFIRM SELECTION



# MY DATA SPACES

SELECT WHAT YOU PREFER:



RESOLUTION OF YOUR  
DISSATISFACTIONS



LANGUAGE



COUNTRY



DIRECT NEGOTIATION



ODR PROVIDER



Your selection will automatically apply to all shops until you change it in your profile.

CONFIRM SELECTION





RESULTS



[BLANK]

[BLANK]

ACCESS TO NEGOTIATION

(name of provider / URL)

(name of ODR / URL)

LANGUAGE: English only

COUNTRY OF ODR: Manchester, UK only

MEDIATION

FEE: 20 EUR

MY SCORE: ...

OPEN SCORE: ...

TREND: ...

RECOMMENDATION: .....

GREEN LIGHT

RED LIGHT

BACK



# MY DATA SPACES

## CHECK THE PROVIDER'S REPUTATION



Thank you!

These terms will apply automatically to all your orders with (...*name of provider*) unless you request otherwise.

Your specific CDC:  
(x27VW)



Please print this code on your first order with (...*name of provider*).

It needs to be made within the next (...14) days.

*[Interconnection with providers' CRMs and Transaction systems]*

MORE INFO





# MY DATA SPACES

## CHECK THE PROVIDER'S REPUTATION



(...name of provider) has to confirm these terms on your all subsequent orders.

An e-mail has been sent to:

.....

inviting them to implement  
[BLANK] and [BLANK] options.

DONE



# MY DATA SPACES

RESOLVE MY DISSATISFACTIONS



SPAM ELIMINATOR

NEGOTIATE WITH THE PROVIDER

FILE COMPLAINT TO ODR INSTITUTION





# MY DATA SPACES

## SPAM ELIMINATOR



IDENTIFY SPAM

WARN THE PROVIDER

FILE COMPLAINT WITH THE  
AUTHORITY

REQUEST SPECIFIC ENFORCEMENT  
VIA DATA SPACES

CONFIRM SELECTION



# MY DATA SPACES

## WHERE TO FILE YOUR COMPLAINT?



... name of ODR 1...

... info on ODR 1 ...

... name of ODR 2...

... info on ODR 2 ...

You can file your complaint to the  
(name of ODR) at the following  
URL: .....

## FILE COMPLAINT





## FILE COMPLAINT



*[Complaint form of the selected ODR]*



## FILE COMPLAINT



Great!

Your complaint has been filed with  
(name of the selected ODR)

Check your **Data Box** regularly  
for updates regarding your  
complaint.

DONE





## FILE COMPLAINT



You need to go to..

*(URL of the selected ODR)*

and file your complaint

from there, because .....

*(name of the selected ODR)*

has not yet implemented

Open ODR. An email has been

sent to *(name of the selected ODR)*

to implement Open ODR.

DONE



FILE COMPLAINT

*appears when vendor does not provide ODR option*



What is your issue?

text box...

What do you propose?

text box...

Attach documents (if any)?

browse files...





## FILE COMPLAINT



Thank you!

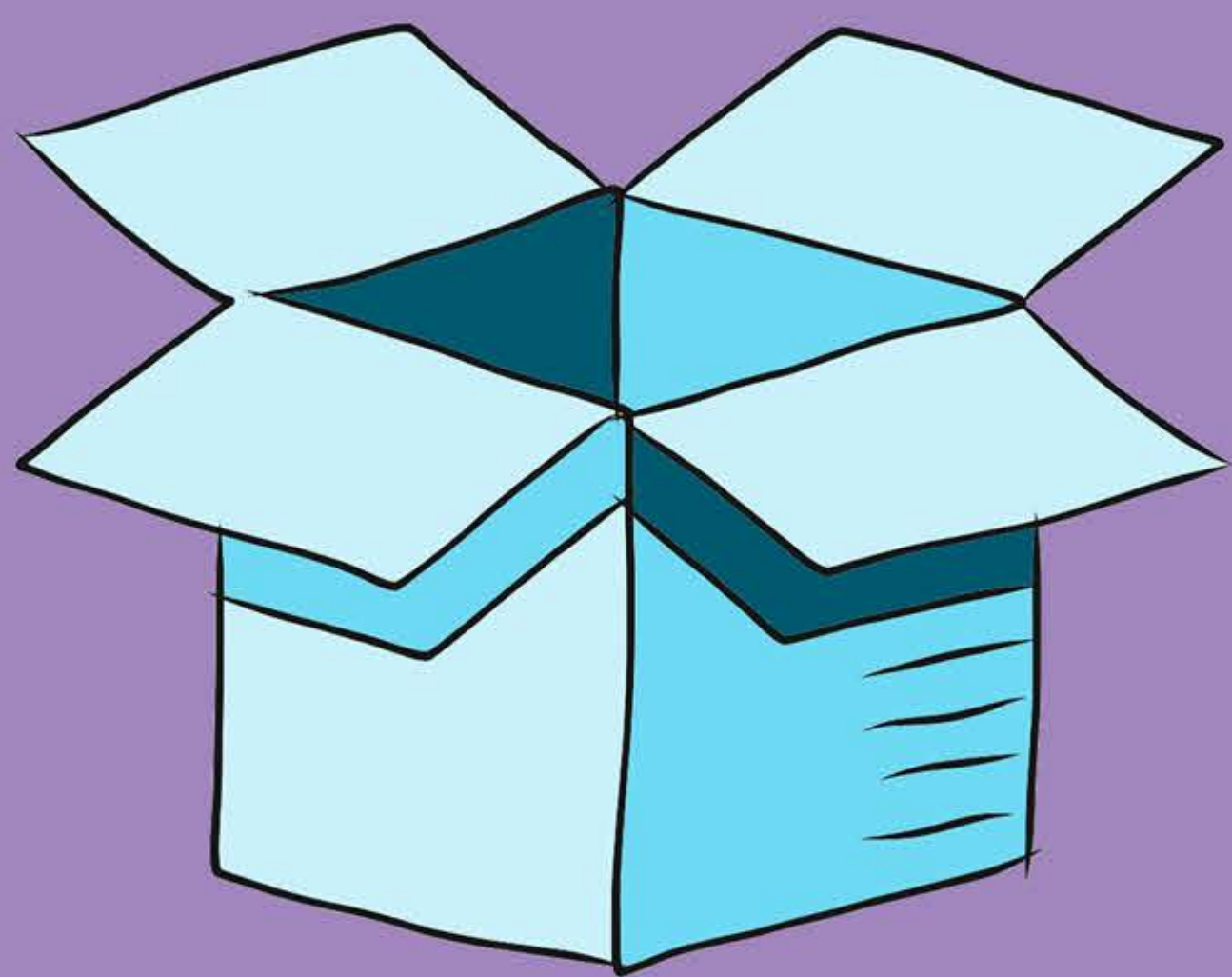
Your complaint has been sent to  
(name of provider).

We hope ...  
will contact you soon.

DONE



MY DATA BOX



SEND INVITATIONS TO COMMUNICATE

ALL MESSAGES

SEND MESSAGE

MESSAGE FORMS

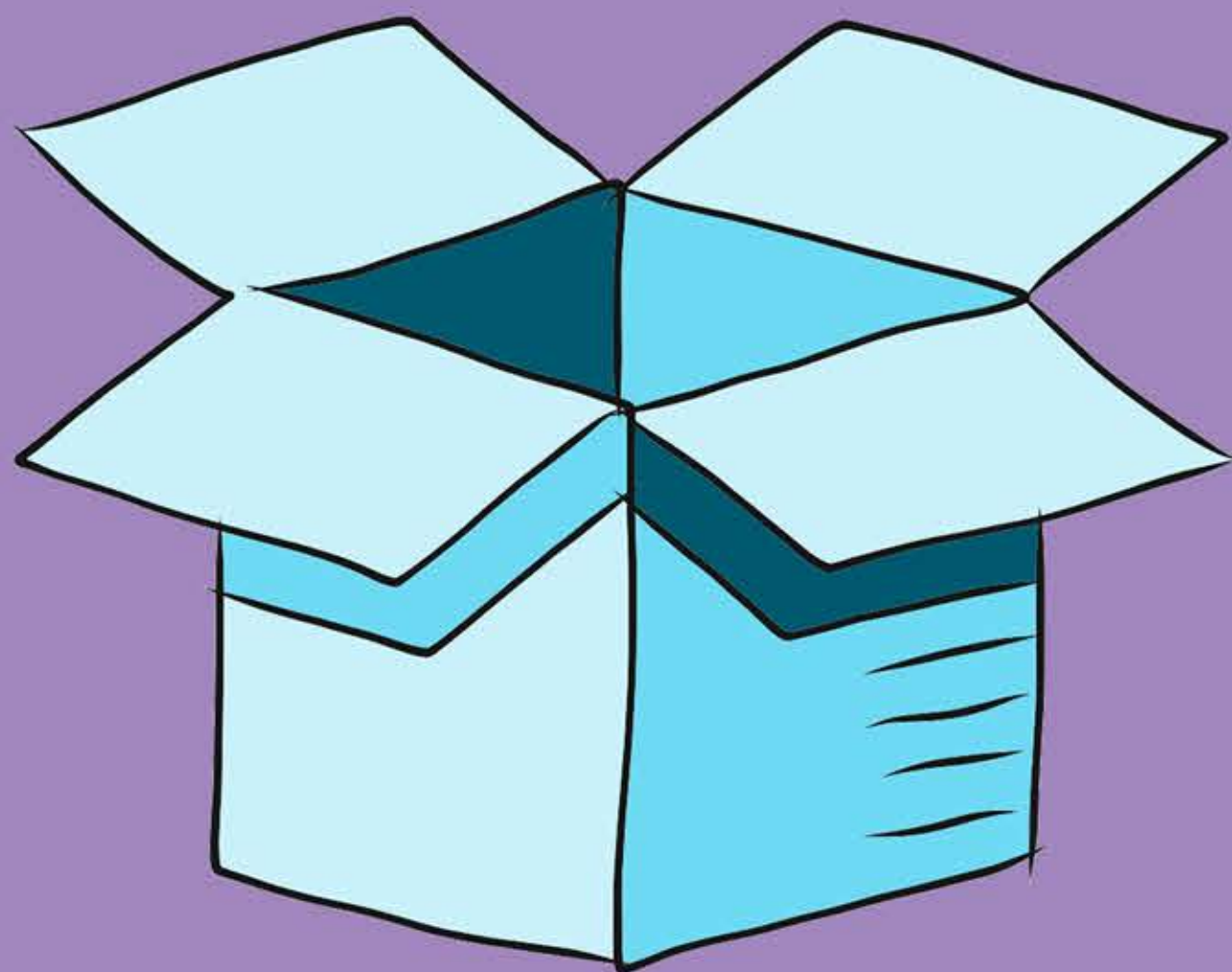
MY DOCUMENTS

ARCHIVE



# MY DATA SPACES

## SEND INVITATIONS TO COMMUNICATE



SEND ME YOUR SELECTED  
PROMOTIONS



send by email



send via my date spaces



COMMUNICATE WITH ME VIA MY  
DATA SPACES



CANCEL/ CHANGE MY INVITATIONS



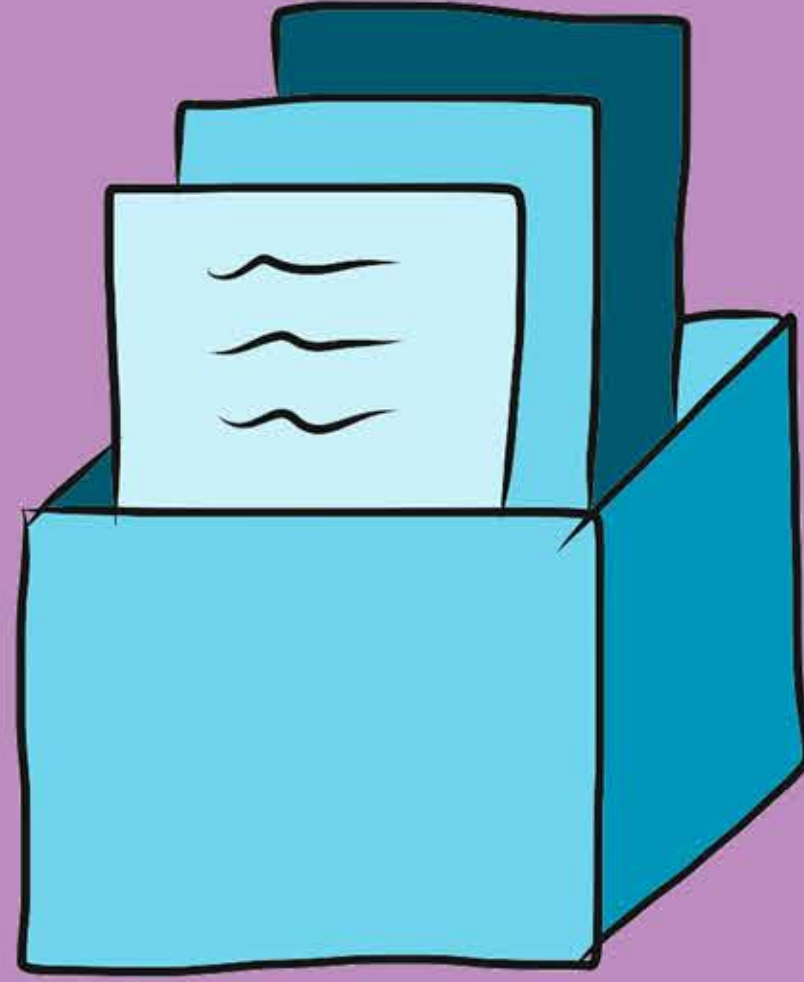
CONFIRM YOUR SELECTION





# MY DATA SPACES

## ADMINISTRATION OF MY DATA SPACES



[MY TERMS]

INVITED PROVIDERS

MY PREFERENCES

MY ID

[BLANK]

MY DATA SPACES