

### Question 5

An individual accesses their personal record held by an online service and discovers that their contact phone number is incorrect and outdated. Identify the two Australian Privacy Principles that relate to ensuring the quality and allowing the correction of personal information. Describe the obligation of the organisation in this scenario. [3 marks]

[illegible]

### Question 6

An Australian-based e-commerce company decides to outsource its customer relationship management (CRM) and data storage to a server located in a foreign country. The company does not conduct a thorough assessment of the overseas provider's privacy practices. Which Australian Privacy Principle is most relevant to this scenario? Explain the company's obligation under this principle to safeguard customer data. [3 marks]

[illegible]

## Marking Guide

#	Sample Response	Response	Mark
5	APP 10: Quality of Personal Information requires reasonable steps to ensure accuracy. APP 13: Correction of Personal Information allows correction. Organisation must update the record when notified.	Identifies APP 10	1
		Identifies APP 13	1
		Explains obligation to correct information	1
6	Concerned with APP 8: Cross-border Disclosure of Personal Information. Organisation must take reasonable steps to ensure the overseas recipient complies with APPs. Requires assessing provider's privacy practices.	Identifies APP 8	1
		Explains reasonable steps requirement	1
		Explains need for assessment of overseas practices	1