



Social, Legal, Ethical and Professional Issues - Assignment 2

Privacy and Surveillance

1. Research the ethical implications of privacy and surveillance in the digital age. They should focus on current controversies and case studies related to privacy and surveillance, and present your findings in a 2 page pdf document.
2. Victoria works for a Medical Insurance Company. She supervises the claims department and her brief is to improve efficiency there – each unit must process a minimum number of claims per day. In order to achieve this goal, she installs a software system which monitors:
 - The number of claims processed by each clerk.
 - Number of keystrokes done by each clerk.
 - Log information on when each clerk is on or off his/her post. The system allows her to watch all the above information in real-time on her screen. She can also see all emails sent by each clerk regardless of whether the email is business-related or not.

Activity: Should she use this system and if so should each of the clerks be informed?

Do you think any limitations should be placed on companies employing such systems? Discuss.