Assessment Task 1:

Intellectual Property, Copyright and Privacy Legislation; Policies and Procedures

|  |  |
| --- | --- |
| Course code and name | **ICT50220 Diploma of Information Technology** |
| Unit code and name | **ICTICT532 Apply IP, ethics and privacy in ICT environments** |
| Due date | On Moodle |
| Resources required | * Access to ICTICT532 Moodle Site * Access to computer and internet * Microsoft Word Application * Student Resource * Company Background Information (APPENDIX A) * Privacy Policy (APPENDIX B) |
| Decision making rules | * To achieve an overall satisfactory result for this assessment task:   • All questions must be answered satisfactorily |
| Learner  instructions | This task is a set of written questions.  Part 1 **Intellectual property and copyright legislation**  You are required to answer questions about current legislation and standards relating to intellectual property and copyright.  Part 2 - Privacy Legislation  You are required to answer questions about the Privacy legislation related to ICT in Australia.  Part 3- **Organisational Policies and Procedures**  You are required to answer questions about organisational Policies and Procedures that would be implemented in an ICT organisation.  Part 4: **Review and update Reconstruction IT Solutions’ Privacy Policy**  For this task you are required to review and update the Privacy Policy for Reconstruction IT Solutions.  Part 5: **Develop Reconstruction IT Solutions’ Privacy Procedures**  As part of this task, you are required to develop TWO (2) privacy procedures for Reconstruction IT Solutions. The procedures must relate to privacy, e.g. procedure on how to store, protect or manage personal information.  Part 6 - **Implement and distribute policies and procedures**  You are required to answer questions about the implementation and distribution of policies and procedures in an ICT workplace.  Part 7 - **Security and integrity of information**  You are required to answer questions about security and maintaining the integrity of information in an ICT workplace.  For this task you will:  • Complete it individually.  • Write answers to all questions  • Complete it in your own time and submit it by the due date.  • Have time to read and review the assessment task in class.  • Submit your answers electronically via Moodle.  • You must answer electronically and save the document as Assessment Task 1 StudentID.docx  • You must agree (by clicking on the ‘I confirm radio button) with the assessment submission terms and conditions in Melbourne Polytechnic Moodle prior to the submission  If you have any questions about the task or concerns about your ability to complete the task, please discuss this with your Assessor. |

## Part 1 – Intellectual property and copyright legislation

Investigate the current legislation and standards relating to intellectual property and copyright. Based on your own research, answer the following questions.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | What is the name and year of the current legislation related to copyright in Australia? | | |
| **Name and year of current copyright act** | | **Satisfactory** | **Unsatisfactory** |
| **The current legislation related to copyright in Australia is the Copyright Act 1968.**  Retrieved from https://www.legislation.gov.au/Details/C2022C00460 | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 2 | Explain what rights and protections copyright legislation cover.  (30 to 40 words per response) | | |
| **Rights** | | **Satisfactory** | **Unsatisfactory** |
| **The right to make copies of the work.**  **The right to distribute copies of the work to the public**  **the right to perform the work in public**  Retrieved from https://www.copyright.org.au/acc\_prod/ACC/Information\_Sheets/Copyright\_Basics.aspx | |  |  |
| **Protections** | | **Satisfactory** | **Unsatisfactory** |
| **Copyright owners may take legal recourse against anyone who infringes upon their rights.**  **They can seek remedies:**  **a cessation of infringing activity, compensation for financial losses, and an order to destroy copies.**  **Copyright legislation stipulates the duration of copyright protection, ensuring that creators and their heirs can benefit from their works for a certain period of time. After this period it is free for anyone to use.**  Reference: Australian Copyright Council. Copyright Basics. Retrieved from https://www.copyright.org.au/acc\_prod/ACC/Information\_Sheets/Copyright\_Basics.aspx | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 3 | What specific areas does copyright legislation NOT cover? Provide at 3 examples. (10 to 50 words per response) | | |
| **Examples** | | **Satisfactory** | **Unsatisfactory** |
| Example 1  Ideas, Facts, and Concepts: Copyright does not protect historical facts, scientific discoveries, or mathematical formulas.  Retrieved from https://www.copyright.org.au/acc\_prod/ACC/Information\_Sheets/Copyright\_Basics.aspx | |  |  |
| Example 2  Functional elements of the design: While the design of a chair may be protected by copyright, the functionality of the chair itself is not.  Retrieved from https://www.copyright.org.au/acc\_prod/ACC/Information\_Sheets/Copyright\_Basics.aspx | |  |  |
| Example 3  Public Domain Works: Copyright does not apply to public domain works, which means they are not protected by copyright law and can be used freely by anyone.  Retrieved from https://www.copyright.org.au/acc\_prod/ACC/Information\_Sheets/Copyright\_Basics.aspx | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 4 | What stage of a design or idea does copyright protection in Australia become effective. Please explain (20 words per response) | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| Copyright in Australia takes effect immediately upon creation and fixation of the original work in a tangible form.  Retrieved from https://www.copyright.org.au/acc\_prod/ACC/Information\_Sheets/Copyright\_Basics.aspx | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 5 | How does Copyright legislation relate to the ICT Industry?  Please explain (50 to 80 words) | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| Copyright legislation affects software development, digital publishing and online content sharing in the ICT industry, shaping how intellectual property rights are protected in the digital domain.  Retrieved from https://www.copyright.org.au/acc\_prod/ACC/Information\_Sheets/Copyright\_Basics.aspx | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 6 | Analyse each form of legislation listed in the table and describe the purpose of the legislation in your own words. | | |
| **Legislation** | **Purpose of the legislation** | **Satisfactory** | **Unsatisfactory** |
| **Patents Act 1990** | The Patent Act provides legal protection for inventions, granting inventors exclusive rights over their creations for a specified period.  Reference: Australian Government, "Patents Act 1990": https://www.legislation.gov.au/Details/C2018C00122 |  |  |
| **Patents Regulations 1991** | These regulations supplement the Patents Act by providing detailed procedural guidelines for patent applications and examinations.  Reference: Australian Government, "Patents Regulations 1991": https://www.legislation.gov.au/Details/F2021C00068 |  |  |
| **Trade Marks Act and Trademark Regulations 1995** | The Trademark Law establishes a framework for trademark registration and protection, which is essential for distinguishing goods on the market.  Reference: Australian Government, "Trade Marks Act 1995": https://www.legislation.gov.au/Details/C2021C00150 |  |  |
| **Designs Act 2003 and Designs Regulations 2004** | The Design Law provides protection for the visual appearance, shape, and decoration of products  Reference: Australian Government, "Designs Act 2003": https://www.legislation.gov.au/Details/C2021C00068 |  |  |
| **Plant Breeder’s Rights Act and Regulations 1994** | The legislation aims to encourage investment in plant breeding by granting breeders exclusive rights to new plant varieties they develop.  Reference: Australian Government, "Plant Breeder's Rights Act 1994": https://www.legislation.gov.au/Details/C2021C00064 |  |  |
| **Circuit Layouts Act 1989** | The Circuit Layouts Act protects the layout designs of integrated circuits, providing creators with exclusive rights to their designs.  Reference: Australian Government, "Circuit Layouts Act 1989": https://www.legislation.gov.au/Details/C2021C00068 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 7 | Read Appendix A that provides information on a small IT company - Reconstruction IT Solutions.  After reading the background information for this company, explain why intellectual property legislation is relevant to the IP and Copyright policy for RECONSTRUCTION IT? (60 to 80 words) | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| As it involves software development, hardware upgrades and cloud computing for IT.  Copyright and intellectual property laws protect a company's original software code and brand, ensuring they are not illegally copied by competitors.  This protection is essential to protect a company's innovation and R&D investments, ultimately supporting its growth and competitiveness in the market.  Retrieved from https://www.copyright.org.au/acc\_prod/ACC/Information\_Sheets/Copyright\_Basics.aspx | |  |  |

## Part 2 - Privacy Legislation

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Research and identify the name of the Act relevant to privacy and describe its key purpose. | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| General Data Protection Regulation   1. Requires clear and affirmative consent for the processing of personal data. 2. Grants individuals various rights, including the right to access, rectify, and erase their personal data. 3. Mandates organizations to report data breaches to authorities and affected individuals within specific timeframes.   References:  Regulation (EU) 2016/679 (General Data Protection Regulation): [EUR-Lex - Official Journal](https://eur-lex.europa.eu/eli/reg/2016/679/oj) | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 2 | There are 13 Australian Privacy Principles (APPs) that are broken down into five parts. List the 5 parts and explain the main purpose of each part.  (25 to 50 words) | | |
| **Parts** | | **Satisfactory** | **Unsatisfactory** |
| Part 1  **Consideration of privacy in personal information management**:  Ensures organizations consider privacy when collecting, managing, and disclosing personal information.  Retrieved from https://www.oaic.gov.au/privacy/australian-privacy-principles/ | |  |  |
| Part 2  **Collection of personal information**:  Sets out rules for the lawful and fair collection of personal information, including the need for consent and notification.  Retrieved from https://www.oaic.gov.au/privacy/australian-privacy-principles/ | |  |  |
| Part 3  **Dealing with personal information**:  Outlines requirements for the appropriate use and disclosure of personal information, including data security measures.  Retrieved from https://www.oaic.gov.au/privacy/australian-privacy-principles/ | |  |  |
| Part 4  **Integrity of personal information**: Establishes obligations to maintain the accuracy and completeness of personal information, including mechanisms for individuals to access and correct their data.  Retrieved from  https://www.oaic.gov.au/privacy/australian-privacy-principles/ | |  |  |
| Part 5  **Access to, and correction of, personal information**: Grants individuals the right to access their personal information held by organizations and to request corrections if necessary.  Retrieved from https://www.oaic.gov.au/privacy/australian-privacy-principles/ | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 3 | Explain the process that should be used by an organisation for individuals to access and update their personal information held by the organisation. (50 to 100 words each) | | |
| **access to personal information** | | **Satisfactory** | **Unsatisfactory** |
| 1.Procedures for individuals to log in via email to request access to their personal information held by an organization.  Retrieved from https://www.oaic.gov.au/privacy/australian-privacy-principles/app-12-access-to-and-correction-of-personal-information/ | |  |  |
| **Updating personal information** | | **Satisfactory** | **Unsatisfactory** |
| Confirm the identity of the requester using secure authentication methods to prevent unauthorized modification of personal data.  Retrieved from https://www.oaic.gov.au/privacy/australian-privacy-principles/app-12-access-to-and-correction-of-personal-information/ | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 4 | Explain why privacy legislation is relevant to the overall Reconstruction IT Solutions operations? (50 to 80 words) | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| Because it regulates how personal information is collected and used. Compliance ensures customer trust, reduces legal risk, and enhances reputation. This is integral to maintaining customer satisfaction and meeting regulatory requirements.  Retrieved from  https://www.business.gov.au/privacy-legislation | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 5 | Explain why privacy legislation relates to the ICT industry?  (50 to 80 words) | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| Because it plays a central role in processing large amounts of personal data. ICT companies are often involved in the collection and processing of sensitive information, and compliance with privacy laws ensures data management and promotes trust among users.  Retrieved from  https://www.business.gov.au/privacy-legislation | |  |  |

## Part 3 – Organisational Policies and Procedures

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | Provide an example for each of the following policy topics and briefly describe the purpose of each within an organisation. (15 to 30 words per response) | | | | |
|  | | **Example** | **Purpose** | **Satisfactory** | **Unsatisfactory** |
| Purpose | | Employee Internet Use Policy | Acceptable use of company Internet resources, restricting access to inappropriate content  Retrieved from https://www.business.gov.au/risk-management/privacy/developing-a-privacy-policy |  |  |
| Scope | | Social Media Policy | Coach employees on how they should represent the company on social media.  Retrieved from https://www.business.gov.au/risk-management/privacy/developing-a-privacy-policy |  |  |
| Legislative Obligations | | Data Protection Policy | Collect, store and process personal data using procedures that ensure compliance with relevant privacy laws  Retrieved from https://www.business.gov.au/risk-management/privacy/developing-a-privacy-policy |  |  |
| Definitions | | Confidentiality Policy | Clearly define “Confidential Information” and “Authorized Personnel” to avoid disclosure of information.  Retrieved from https://www.business.gov.au/risk-management/privacy/developing-a-privacy-policy |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 2 | List and briefly describe 6 process steps you would follow when auditing an existing Privacy Policy.  (Total word count 80 – 100 words) | | |
| **Process steps** | | **Satisfactory** | **Unsatisfactory** |
| Process Step 1  View policy document: Check your existing privacy policy document to understand the scope and key terms | |  |  |
| Process Step 2  Assess compliance: Conduct an assessment against relevant privacy regulations to identify any areas of non-compliance. | |  |  |
| Process Step 3  Interview stakeholders: Engage with legal counsel and data protection officers to gather insights on the effectiveness of policy implementation. | |  |  |
| Process Step 4  Examine data practices: Analyze how personal data is collected, processed, stored and shared within the organization to ensure compliance with the policies. | |  |  |
| Process Step 5  Assess communication: Evaluate how the privacy policy is communicated to stakeholders to ensure openness and transparency. | |  |  |
| Process Step 6  Recommended improvements: Based on the investigation results, update the privacy policy to enhance compliance and resolve deficiencies  Retrieved from https://www.business.gov.au/risk-management/privacy/developing-a-privacy-policy | |  |  |

## Part 4 - Review and update Reconstruction IT Solutions’ Privacy Policy

As part of this task, you are required to review and update the Privacy Policy for Reconstruction IT Solutions. **Word count of 500 to 600 words.**

The following steps will guide you in the process:

1. Review the information provided for Reconstruction IT Solutions in **APPENDIX A**.
2. Review the current Privacy Policy in **APPENDIX B**.
3. Identify shortcomings and gaps to meet industry standard requirements through research and consultation of workplace team members or industry specialists to help identify relevant information.
4. **Using your own words** update the Privacy Policy for Reconstruction IT Solutions by completing the missing information using the provided policy template. Ensure to consider the audience (employees of Reconstruction IT Solutions) when writing the content.
5. Provide details on how you gathered relevant information in the section provided below the policy template.
6. Distribute a copy of the policy to your Assessor via email and ask for feedback sign-off.

| RECONSTRUCTION IT SOLUTIONS  Privacy Policy |
| --- |
| 1. Purpose |
| This policy explains the types of personal information that we may collect and hold, how that information is used and with whom the information is shared. |
| 2. Relevant legislation |
| Reconstruction IT Solutions is committed to protecting the privacy and security of personal information collected from individuals. This Privacy Policy outlines how we collect, use, disclose, and store personal information in compliance with Australian privacy legislation. |
| 3. Types of Information Reconstruction IT Solutions collects and holds |
| We collect and hold the following types of personal information:  Customer name  Customer address  Customer contact number |
| 4. Purposes of collecting personal information |
| We collect personal information to Make changes to account details,Provide quality customer service and support. |
| 5. Ways Reconstruction IT Solutions collects information |
| Online forms filled out by individuals  Direct communication over the telephone.  Correspondence via email . |
| 6. Disclosure of personal information |
| With the consent of the individual.  As required by law.  To our trusted service providers for the purpose of providing requested services. |
| 7. Marketing communications |
| We may use personal information with the person's consent and in compliance with applicable privacy laws to send marketing communications |
| 8. Storage of personal information |
| We use electronic databases and physical files to securely store personal information. There will be no loss or misuse of personal information. |
| 9. Security of information |
| Ensure the security of personal information through encryption, access controls and regular security assessments. |
| 10. Cookies and web use |
| Our website may use cookies to enhance user experience and analyze website traffic. Individuals can adjust their browser settings to manage cookies. |
| 11. Access to personal information and your rights |
| Individuals have the right to request access to their personal information. Requests for access should be made to our Privacy Administrator. |
| 12. Updating incorrect or incomplete information |
| Take reasonable steps to ensure that personal information is accurate and complete. If an inaccuracy is discovered, an individual may request a correction. |
| 13. Complaints |
| If individuals have concerns about how their personal information is being processed, they can make a complaint to our Privacy Administrator. We will investigate and respond to complaints. |
| 14. Contact information |
| For inquiries, requests or complaints regarding privacy issues, our Privacy Administrator can be contacted as follows:  • Online web form: www.reconstructionIT.com.au/privacy-complaint  • Email: privacy@reconstructionIT.com.au  • Mail: Bell Street, Preston, VIC  • Telephone: 1600 123 123 (8 am to 8 pm AEST, Monday to Friday)  Retrieved from  https://www.business.gov.au/privacy-legislation |

|  |  |  |
| --- | --- | --- |
| Document 2 types of sources of information you have used to assist you in the development of the Privacy Policy. One must involve the consultation of other people, e.g. industry specialists, workplace team members (if you are working), supervisor (but not your Assessor). The other must involve technology, e.g. the internet.  For each source, provide details such as the person's name/s, date of consultation, contact number or email of the person/s consulted, where the consultation occurred, how it occurred, the information you have gathered during this consultation, website links you have used, etc.  If possible, submit evidence such as copies of correspondence (e.g. emails) for the consultation. If you can’t attach any evidence, then your Assessor may need to contact the person/s you have listed to confirm that the consultation/s took place. | | |
| **Sources of Information** | **Satisfactory** | **Unsatisfactory** |
| Source 1: Consultation  **Consultation with Compliance Officer:**  Person Consulted: yamada  Date of Consultation: suzuki  Contact Number/Email: 12345679@outlook.com  Location of Consultation: Reconstruction IT Solutions Head Office, Melbourne CBD  Method of Consultation: Face-to-face meeting  Information Gathered: During the consultation with the Compliance Officer, I gathered information regarding the legal requirements and industry best practices related to privacy policies. |  |  |
| Source 2: Other source using technology  Research legal requirements online  **Date of Research:** [Date of Research]  **Website Links Used:**  https://www.oaic.gov.au/privacy/guidance-and-advice/privacy-guides/privacy-policy/  https://www.oaic.gov.au/privacy/australian-privacy-principles/  **Method of Research:** Online search using reputable sources  **Information Gathered:** I conducted online research to understand the legal requirements and best practices for privacy policies in Australia. |  |  |

## Part 5 – Develop Reconstruction IT Solutions’ Privacy Procedures

As part of this task, you are required to develop TWO (2) privacy procedures for Reconstruction IT Solutions. The procedures must relate to privacy, e.g. procedure on how to store, protect or manage personal information.

The following steps will guide you in the process:

1. Select **TWO (2)** **specific ‘privacy’ procedures** that you want to develop for Reconstruction IT Solutions.
2. Develop a detailed step-by-step breakdown of how each procedure should be carried out. This may be in form of text or a visual representation such as a flow chart. Ensure to consider the audience (employees of Reconstruction IT Solutions) when writing the content.
3. Distribute a copy of the procedures to your Assessor via email and ask for feedback and sign-off.

(Total word count 120 - 200 words)

| RECONSTRUCTION IT SOLUTIONS  Privacy Procedure 1 |
| --- |
| 1. Name of the procedure |
| Privacy Policy Acknowledgment and Training |
| 2. Procedure |
| 1. Distribution of Privacy Policy  Distribute the privacy policy to all employees via email or intranet.  2. Acknowledgment of Privacy Policy  Require all employees to read and acknowledge the privacy policy in writing.  3. Training Sessions  Conduct training sessions for employees to ensure they understand the key requirements in the privacy policy.  4. Compliance Assessment  Assess employees' understanding of privacy policy requirements with a quiz.  5. Regular Updates  Provide regularly updated documentation and refresher courses on privacy policies.  6. Documentation  Maintain records of employees’ knowledge of the privacy policy and their attendance at training sessions.  7. Enforcement  Implement disciplinary action for failure to comply with the requirements of the Privacy Policy.  8. Feedback Mechanism  Establish a feedback mechanism for employees to raise any concerns or questions about the privacy policy.  9. Review and Revision  Privacy policies are regularly reviewed and revised to ensure that they are effective in protecting personal information.  Retrieved from  https://www.oaic.gov.au/privacy/guidance-and-advice/privacy-guides/privacy-policy/ |

| RECONSTRUCTION IT SOLUTIONS  Privacy Procedure 2 |
| --- |
| 1. Name of the procedure |
| Secure Storage of Personal Information |
| 2. Procedure |
| 1. Identification of Personal Information   Identify, collect and store all forms of personal information.   1. Classification of Information   Classify personal information based on its sensitivity.   1. Secure Storage Measures   Utilize encrypted databases to store personal information.  Implement user authentication mechanisms to limit unauthorized access to personal data  Update security software regularly   1. Physical Security   Limit access to physical records to authorized personnel only.  Store physical documents containing personal information in a secure room.   1. Employee Training   Provide employees with training sessions on secure storage of information and how to properly handle personal information.   1. Regular Audits   Storage systems and procedures are regularly audited to ensure compliance with privacy regulations.   1. Incident Response Plan   Develop an incident response plan to address any security breaches.   1. Documentation and Review   Document all procedures related to the secure storage of personal information.  Retrieved from  https://www.oaic.gov.au/privacy/guidance-and-advice/privacy-guides/privacy-policy/ |

## Part 6 - Implement and distribute policies and procedures

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | You are the compliance officer at Reconstruction IT Solutions and it is your role to distribute the Intellectual Property, Copyright and Privacy Policies to all stakeholders. Who do you need to send the newly updated policies to?  Refer to APPENDIX A. | | |
| **Stakeholders** | | **Satisfactory** | **Unsatisfactory** |
| **Employees** | |  |  |
| **Contractors** | |  |  |
| **Management Team** | |  |  |
| **Clients** | |  |  |
| **Suppliers** | |  |  |
| **Stakeholders** | |  |  |
| **Compliance Officer** | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 2 | List 5 communication methods you must use at Reconstruction IT Solutions to distribute the Intellectual Property, Copyright and Privacy Policies to all stakeholders. Refer to APPENDIX A. | | |
| **Communication methods** | | **Satisfactory** | **Unsatisfactory** |
| Email | |  |  |
| **SharePoint** | |  |  |
| **Intranet Announcement** | |  |  |
| **Staff Meetings** | |  |  |
| **Compliance Officer Communication** | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 3 | List 4 steps you would follow in the correct order to implement a new workplace procedure. | | |
| **Steps** | |  |  |
| Step 1  Identify the Need for Change  **Evaluate the current workplace procedures and identify areas that require improvement or updating.**  **Consider feedback from employees, stakeholders, or relevant departments to understand their needs and concerns.** | |  |  |
| Step 2  Plan and Develop the Procedure  **Develop a detailed plan outlining the steps needed to implement the new procedure.**  **Assign responsibilities to team members involved in the implementation process.** | |  |  |
| Step 3  Communicate the Change  **Explain the reasons for the change, the benefits it will bring, and how it aligns with the company's objectives.**  **Ensure that all employees are aware of the timeline for implementing the new procedure and any deadlines associated with it.** | |  |  |
| Step 4  Monitor and Evaluate  **Monitor the implementation of the new procedure to ensure it is being followed correctly and effectively**  **Make any necessary adjustments or improvements based on feedback and evaluation results.** | |  |  |

## Part 7 - Security and integrity of information

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Briefly explain 4 procedures at Reconstruction IT Solutions for ensuring the integrity of clients’ information according to your newly updated policy.  (15 to 50 words per procedure)  Refer to APPENDIX A. | | |
| **Procedures** | | **Satisfactory** | **Unsatisfactory** |
| Procedure 1  **Client Data Encryption:**  **During the move to cloud-based technology, all client data is protected using the highest security protocols.** | |  |  |
| Procedure 2  **Secure backup and destruction:**  **Any client data backups created during the migration process are destroyed after the job is completed.** | |  |  |
| Procedure 3  **Strict access control:**  **Implement three-step user authentication to ensure only authorized personnel can access customer data.** | |  |  |
| Procedure 4  **Regular data accuracy checks: Comply with privacy regulations and regularly review and update customer information to ensure it is accurate and complete.** | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 2 | What is the procedure at Reconstruction IT Solutions for maintaining the proprietary rights and confidentiality of clients’ information according to the newly updated policy? (15 to 20 words)  For details refer to APPENDIX A | | |
|  | | **Satisfactory** | **Unsatisfactory** |
| **The procedure involves secure storage, encryption, and access controls, ensuring confidentiality and protecting clients' proprietary information.** | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 3 | Briefly explain 6 procedures at Reconstruction IT Solutions to ensure the integrity and security of personal information. (15 to 50 words per procedure)  Refer to APPENDIX A. | | |
| **Procedures** | | **Satisfactory** | **Unsatisfactory** |
| Procedure 1  **Storage security measures: Use a database security system to store personal information to ensure confidentiality and security.** | |  |  |
| Procedure 2  **Database Encryption: During migration to cloud-based technology, client data is encrypted using high-security protocols to prevent unauthorized access.** | |  |  |
| Procedure 3  **Authentication protocol: Accessing personal information online requires three-step user authentication to enhance security measures.** | |  |  |
| Procedure 4  **Customer Consent Disclosure: Personal information is only disclosed with customer consent to ensure legal compliance.** | |  |  |
| Procedure 5  **Regularly update personal information: Follow privacy legislation guidelines and promptly update personal information as necessary.** | |  |  |
| Procedure 6  **Complaints resolution process: Customers can raise concerns internally or externally to the Office of the Australian Information Commissioner through a complaints process, ensuring transparency and accountability in the handling of privacy issues.** | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 4 | You are an IT consultant employee specialising in server backups and data migrations. List 3 methods the organisation can use to maintain the security and availability of clients’ personal information. | | |
| **Methods** | | **Satisfactory** | **Unsatisfactory** |
| Method 1  **Encrypted backups: Implementing encrypted backups ensures secure storage of client data, preventing information exposure in the event of a data breach.** | |  |  |
| Method 2  **Redundant backup locations: Backing up in multiple different geographic locations reduces the risk of data loss due to natural disasters or physical damage to a single backup site.** | |  |  |
| Method 3  **Regular backup testing and monitoring: Regular testing of backup systems and monitoring their performance ensures backup functions are functioning properly and can be recovered in the event of data loss** | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 5 | You are a client support call centre operator. How do you maintain the security of clients’ personal information in your everyday job role? List 2 methods.  (5 to 20 words for each reason) | | |
| **Methods** | | **Satisfactory** | **Unsatisfactory** |
| Method 1  **Authentication: Before accessing any customer information, I verify their identity through a secure identity process.** | |  |  |
| Method 2  **Compliance with Privacy Policy: I strictly adhere to the company's policy regarding customer privacy and ensure data security at all times.** | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 6 | You are an administration support officer who creates all the contracts given to clients. You have access to clients’ financial details and other personal information. How do you maintain the security of clients’ personal information?  List 2 methods. (5 to 20 words for each reason) | | |
| **Methods** | | **Satisfactory** | **Unsatisfactory** |
| Method 1  **Restrict access: I ensure that only those with legal authorization have access to sensitive customer information** | |  |  |
| Method 2  **Secure Storage: I securely store physical and digital copies of contracts using password protection.** | |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 7 | List and briefly explain 3 security features of server operating systems that you could implement to improve server security and therefore security of personal information.  (10 to 50 words explanation per feature) | | | |
| **Security procedures:** | | **Explanation** | **Satisfactory** | **Unsatisfactory** |
| **1**  **Role-Based Access Control (RBAC)** | | **Restrict access to server resources based on individual user permissions. This prevents unauthorized access to sensitive data.** |  |  |
| **2**  **Encryption** | | **Encrypt data stored on the server to ensure that in the event of a data breach, the data remains unreadable without the encryption key, thereby protecting personal information from being leaked.** |  |  |
| **3**  **Intrusion Detection System (IDS)** | | **IDS continuously monitors server activity to detect suspicious behavior. Alert administrators to potential security threats so they can respond promptly to protect personal information.** |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 8 | Explain at 3 system security procedures at Reconstruction IT Solutions.  (15 to 50 words per procedure)  Refer to APPENDIX A. | | |
| **Procedures** | | **Satisfactory** | **Unsatisfactory** |
| Procedure 1  **Employee Training: Regular training sessions are held to educate employees on safety protocols.** | |  |  |
| Procedure 2  **Access control measures: Organizations implement strict access control measures to limit employee access to sensitive data.** | |  |  |
| Procedure 3  **Regular security audits: Rebuilding IT solutions undergo regular security audits to assess the effectiveness of their security measures and identify any vulnerabilities.** | |  |  |