**Reflective Activity 1**

Question

Read Stahl et al (2016) and Bott (2018) Chapter 1.

In the Stahl et al (2016) paper, the authors state that “many of the authors involved in researching the ethics of computing remain wedded to their disciplinary traditions and fail to provide actionable advice to relevant stakeholders.”

Consider yourself as a relevant stakeholder, a Computing professional working for a company of your choice. Examine how one or more of the ethical issues mentioned affect your role in the company and what actions you would need to/can take. You should justify your stance by also reviewing any papers included in this study or other relevant literature. Your discussion should also highlight the impact your actions would have on applicable legal, social and professional issues. Please note that there is no right or wrong answer here, this exercise is to help you evaluate the legal, social ethical and professional issues that affect computing professionals in industry.

There is no strict word limit here but try to limit your submission to 2/3 pages (approximately 1000 words). You should **include this in your e-portfolio**, and you can submit it to your tutor for formative feedback. (If you wish to do that, please email them the link to the specific part of your GitHub e-portfolio.)

Answer

As for the ethical consideration of Privacy if I was an IT professional in a Bank I would need to ensure all privacy needs are being met of clients data. Banks hold data about financial information, personal details such as name and address etc. Clients trust banks by default, which places a significant obligation on banks to be trustworthy to comply with regulations and defend their clients' confidential data. (Stahl, Timmermans and Mittelstadt, 2016)

Several data breaches have occurred on customers data which impacts customers psychologically and it also harms the organisations reputation. For example a data breach accoured on LLyods banking in the UK in 2018 where 40,000 customers data was stolen. Therefore it is important to ensure that customers data is protected (Borner, 2018)

Keeping the clients informed is one of the simplest methods to secure their data. It is becoming increasingly important to actively give education and raise awareness about how banks gather and handle consumer data. Moreover Anonymization and security architectures are two technical solutions that can assist in preventing illegal access of personal data. Voice biometrics can aid in the detection of complex fraud attacks. Banks can ensure that the account owner is the one who is accessing online banking by identifying them based on their voice. Adopting a layered cyber security approach to cybersecurity helps make system breaches complex cyber attackers would have to overcome numerous levels of security protection to gain. By using these tactics, I would be adhering to the Data Protection Act and GDPR. (Pelteret and Ophoff, 2016)

References

Borner, P (2018). *Lloyds Bank replacing credit cards following cyber-attacks - The Data Privacy Group*. [online] The Data Privacy Group. Available at: <https://thedataprivacygroup.com/blog/lloyds-bank-replacing-debit-cards-following-cyber-attacks/#:~:text=Lloyds%20Banking%20Group%20is%20reissuing,February%20and%2023%20June%202018.> [Accessed 2 April 2022].

Pelteret, M. and Ophoff, J., (2016). A Review of Information Privacy and Its Importance to Consumers and Organizations. *Informing Science: The International Journal of an Emerging Transdiscipline*, 19, pp.277-301.

Stahl, B., Timmermans, J. and Mittelstadt, B., (2016). *The Ethics of Computing*.