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| **Qualification Details** | | | |
| **Training Package Code & Title** | **ICT - Information and Communications Technology (Release 3.1)** | | |
| **Qualification National Code & Title** | | **State code:** | |
| **ICT40415 Certificate IV in Information Technology Networking** | | **AWG1** | |
| **ICT41015 Certificate Iv In Computer Systems Technology** | | **AVZ7** | |
| **ICT40115 Certificate Iv In Information Technology** | | **AWB5** | |
| **ICT40415 Certificate IV in Information Technology Networking** | | **AWG1** | |
| **ICT50715 Diploma of Software Development** | | **AWE6** | |
| **ICT40515 Certificate IV in Programming** | | **AWF2** | |
| **Cluster** | | | |
| **N/A** | | | |
| **Units of Competency (UoC) detailed in this cluster:** | | | |
| **Unit National Code and Title** | | | **State Code:** |
| **ICTICT418 Contribute to copyright, ethics and privacy in an IT environment** | | | **AUU49** |

*Students to sign this document when submitting an assessment*

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| **Assessment description** | AT 2.3 – Portfolio of Written work on Privacy | | |
| **Assessment date** |  | | |
| **Student Name** |  | | |
| **Student ID** |  | | |
| **Student Declaration** | I have read and understand the details of the assessment.  I have been informed of the conditions of the assessment and the appeals process.  I agree to participate in this assessment.  I certify that the attached is my own work. | | |
| **Assessors Name** |  | | |
| **Date Due:** | Session 10 | **Date Submitted:** |  |

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| **STUDENT FEEDBACK** | | | | | | |
| **Assessment Decision** | Attempt 1 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| Attempt 2 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| Attempt 3 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| **Assessor Name** |  | | | | | |
| **Assessor Signature** |  | | | **Date:** | |  |
| **Feedback to student** | | | | | | |
| Feedback will be given to you in class or via Blackboard Learning Resource | | | | | | |
| **Feedback from student** | | | | | | |
|  | | | | | | |
| **Student signature** | |  | | **Date:** | |  |

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| **INSTRUCTIONS** | |
| **TO THE ASSESSOR** | | |
| Type of Assessment | Portfolio | |
| Submission of Assessment | Week 10 | |
| Location of Assessment | Classroom or at home | |
| Conditions | This is an individual activity. Students may complete the tasks in class or at home and submit electronically via Blackboard. Students must prepare and deliver a presentation face-to-face. | |
| Elements and Criteria | UoC elements:   * Protect intellectual property * Contribute to copyright policy * Protect rights of stakeholders * Contribute to privacy policy * Maintain privacy policy * Contribute to creation of ethics code * Maintain ethics code | |
| **TO THE STUDENT** | | |
| Purpose of Assessment | Demonstrate competency all of the elements being covered and questions being asked in the assessment, these must be addressed and answered to the satisfaction of the assessor.  Complete the following assessment in class or online, no plagiarism allowed and no copying from other students otherwise a resit will be required.   * Arrange with your Lecturer for the date and time of your Presentation. | |
| Allowable materials | Weekly Readings, Class notes, Weekly Activities | |
| Required resources | Computer with:   * Computer operating system; * Internet Access; * Word processing software; * Access to Blackboard; | |
| Assessment Presentation and Submission | Read through and answer the following questions in each of the three sections. The resources to assist you answer the questions are located within each of the course sections and associated resources.   * Please provide detailed answers for your response to each question. * Create a series of PowerPoint slides for your Presentation. * Questions can be answered into the Word template located on Blackboard.   All questions and activities should be attempted.  Use of research tools and peers in formulating answers are acceptable – but work submitted must be your own work.  For further details and links to the worksheets see the Blackboard course created for this unit.  Final session worksheets are to be uploaded to the appropriate area in the Blackboard course created for this unit.  If you are marked as NYS (Not Yet Satisfactory) on your first attempt you will be provided with another opportunity to re-attempt the assessment at the discretion of the lecturer. | |
| Portfolio contents | This portfolio consists of three (3) questions:  Q9 Compare Privacy Policies – Evaluation  Q10 Create a Privacy Policy – Research and Presentation (PPT)  Q11 Update and Review Privacy Policy – Case Study | |

Your assessor will use the following checklists to assess your understanding of the issues and participation and communications skills for this competency.

*Continue to the next page*

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| **Did the candidate satisfactorily answer the following questions:** | | **Satisfactory**  **Y/N** | **Assessor Comments** | |
| **Ethics – (E4, 5)** | |  |  | |
| Q9 Compare Privacy Policies | |  |  | |
| Q10 Create a Privacy Policy (Presentation) | |  |  | |
| Q11 Update and Review Privacy Policy | |  |  | |
| **Did the candidate demonstrate the following skills** | | **Satisfactory**  **Y/N** | **Assessor Comments:**  *(This section must contain lecturer’s notes/comments)* | |
| Prepare and deliver a presentation about own Privacy Policy. | |  |  | |
| Prepare and deliver a presentation about own Privacy Policy. | |  |  | |
| Contents of the presentation are communicated clearly using non-technical language and appropriate tone. | |  |  | |
| Listens to questions and provides clear and relevant answers in regards to the following:   * How the Privacy Policy is introduced to the workers and other stakeholders. * What could be done to ensure compliance with the Privacy Policies?   What could be done to ensure the Privacy Policy are up to date and relevant. | |  |  | |
| Provided an example of the questions that could be used in an interview with the stakeholders to ensure the services they are receiving are consistent, appropriate and align with the organisation’s Privacy Policy. | |  |  | |
| **Student Name:** |  | | **Date Observed:** |  |

### **Q9 Comparing Privacy Policies**

Review the following two websites listed below:

Dell : <http://www1.ap.dell.com/content/topics/topic.aspx/ap/policy/en/privacy?c=au&l=en&s=gen#link2>

Vodafone : <http://www.vodafone.com.au/personal/aboutvodafone/legal/privacypolicy/index.htm>

1. List and explain some of the similarities you can find in both policies. (Minimum of 4 similarities)
2. Name, date of birth and contact information.
3. Bank and credit card information
4. Employment history
5. Identification information
6. Cookies and Web Beacons
7. List and explain the differences you can find between the two. (Minimum of 4 differences)
8. Vodaphone uses services that disclose device usage information, Dell does not.
9. Vodaphone uses private information to assess financial hardship applications made while Dell does not.
10. Vodaphone uses private information to determine geographic locations to send users emergency alerts while Dell does not.
11. Vodaphone uses private data to manage network performance while Dell does not

### **Q10 Create a Privacy Policy**

1. Create a Privacy Policy for an “Online Games Store”. Use the template provided below:

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| **PRIVACY POLICY**  **INTRODUCTION**  Protecting your privacy is extremely important to Reverse-Dad Software. Handling your information is integral to the way that we do business. This privacy policy outlines and describes the way we store, use and disclose your personal information. Our privacy policy ensures that we comply with all of the obligations under the Privacy Act 1988.  **WHAT PERSONAL INFORMATION DO WE COLLECT AND STORE?**  Reverse-Dad will collect the following information:   * Personal information and metadata. This can include but is not limited to your name, date of birth, contact details and demographic information. * Information regarding products and services * Data regarding your online presence * Information required to supply information about new products and services * Survey information you have provided * Information regarding your personal interests * Geographical location data * Information regarding your working history * Third party supplied information regarding your personal habits * Information regarding your personal relationships with other users of our products * Information regarding your purchasing history * Reverse-Dad also reserves the right to access data captured through camera or microphone technology on enabled devices e.g. your webcam feed, soundbites captured through mobile device microphones, etc.   **HOW IS YOUR PERSONAL INFORMATION USED?**  Reverse-Dad software will request use of information to provide services, process purchases, enhance user experiences and assist with technical support issues. Reverse-Dad will also use information collected to influence your purchasing habits, to supply personalised political action media and engage surveillance activities for public safety related interests.  **WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO?**  Reverse-Dad will hold information that will be supplied to third parties and our affiliates for marketing purposes. Data collected by Reverse-Dad will also be supplied to relevant governing bodies for regulation compliance purposes. Your information will also be supplied to relevant governmental and corporate agencies for the purposes of collecting and securing demographic information  **HOW DO WE SECURE YOUR PERSONAL INFORMATION?**  Reverse-Dad uses patented encryption algorithms to secure your personal information within our data capture facilities. Occasionally, Reverse-Dad employees will require access to your information for any of the purposes disclosed above. Reverse-Dad has strict information privacy guidelines for our employees to follow to keep your information secure. Third parties’ organisations and our affiliates may take other precautions to secure your data when it is disclosed to them. We also run frequent checks and tests to determine the safety and security of our systems and protection algorithms.  **HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION?**  The accuracy of your private information is important to Reverse-Dad, so if you would like to access and update any of your private information, please complete section 2.a of our Access and Authority to Distribute form available from the contact us section on the Reverse-Dad website. Fees and charges may apply if deemed appropriate to the request type. |

1. Create a series of PowerPoint slides and notes so you can present your Privacy Policy to the class. Your presentation will need to be a minimum of 5 minutes in duration.
   1. Introduce yourself, your company and purpose of the presentation
   2. Discuss all sections of your Privacy Policy

Use Dell and Vodafone privacy policies as an example

### **Q11 Update and Review Privacy Policy**

The following section is based on a company called Bazaar Ceramics. You are to read ALL the background information about Bazaar Ceramics.

#### Background

Bazaar Ceramics Studio has been operating for 20 years. They started as a small collective, operating in the picturesque township of Hahndorf, South Australia - known for its quality arts and crafts.

Over the years the studio has passed through a number of transformations. In the first 7 years of its existence as a co-operative, it was well known for producing quality domestic ware and fine individually designed art pieces. When the reputation of the studio grew nationally, and production expanded to meet demand, the structure of the business changed to its present form. Kim Hayward bought the business and moved into larger premises in Stepney, Adelaide. Bazaar Ceramics now has a wide range of products to meet the needs of clients both nationally and internationally.

The owner of the Bazaar Ceramics (Kim Hayward) has become increasingly aware of the importance of the Internet as a marketing and sales tool.

Many of their competitors and industry partners now have websites and Kim has decided that in order not to be left behind, the company must develop a web presence. On the website the company’s privacy policy must be included. On the following page is Bazaar Ceramics current privacy policy.

**Bazaar Ceramics Current Privacy Policy**

***PRIVACY POLICY***

1. We will only ask you for information needed to meet your requirements.
2. If we ask you for information we will explain why we need it, if not already obvious.
3. Your personal information will never be shared outside of your dealings with Bazaar Ceramics, except when:
   * It is required for a company involved in the process of meeting your requirements e.g. a delivery company.
   * You have expressly given Bazaar Ceramics permission to do so e.g. Customer testimonials on our website;
4. Your personal details will not be given to any other business except as above.
5. We will not send you promotional material except when you have asked us to do so.
6. All customers will have access to the information Bazaar Ceramics holds on them.
7. Our in-store Gallery customers will always be able to maintain anonymity

Review Bazaar ceramics privacy policy. Compare the National Privacy Principals (NPPs) with Bazaar ceramics current privacy policy.

1. List and explain if the current Bazaar Ceramics policy align with the 13 Austrlian Privacy Principles? What is missing from their privacy policy? *(*[*https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool*](https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool)*)*

Bazaar ceramics do not include any policy pertaining to management of the security and confidentiality of private information, how individuals would be able to correct or modify private information collected about themselves, or how bazaar ceramics may adopt governmental identifying information, or disclose information to governmental agencies

1. Write a NEW privacy policy document for Bazaar ceramics management and staff. (as appropraite)

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| --- |
| **Bazaar Ceramics**  **PRIVACY POLICY**  **INTRODUCTION**  **WHAT PERSONAL INFORMATION DO WE COLLECT AND STORE?**  Bazaar ceramics will only collect and store data that is necessary to meet your requirements, this information might include   * Personal contact information * Personal identifying information * Address information * Billing information * Information regarding your purchasing history * Information for tax purposes * Employment history and education (If you decide to work with us)   **HOW IS YOUR PERSONAL INFORMATION USED?**  Your personal information will only be used to conduct business within Bazaar Ceramics scope.  **WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO?**  Bazaar Ceramics may disclose your personal information to third party affiliates, or other organisations when it is required to meet your needs. It may also disclose your personal information to governmental agencies as laws and regulations require.  Bazaar Ceramics also might seek your permission to use your personal information for the purposes of customer reviews and testimonials, however your reserve the right to decline.  **HOW DO WE SECURE YOUR PERSONAL INFORMATION?**  Your information is kept secure offsite within cloud-based servers that are maintained by a large team of professional security staff. Up to date encryption methods and protocols are used to ensure that your data is safe and only used for the purposes expressed above.  **HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION?**  Anyone wishing to modify, add, or remove their personal information will be able to via phone or secure e-mail. Personal identification will be required in both instances. |

1. Explain in a paragraph how you would introduce this privacy policy to Bazaar ceramics staff?

The privacy policy would be made available to all staff through the website and would be posted on company grounds in highly visible spaces e.g. notice boards, major thoroughfares, production floors etc. A meeting will be held for all staff so that the privacy policy can be presented to the staff with a slide by slide rundowns of the various policies and responsibilities the company, and by extension, staff will have when adhering to the policy

1. Bazaar ceramics privacy policy should regularly be reviewed. List and describe some questions you could ask the organisation to determine if the policy needs to be modified?

|  |  |
| --- | --- |
| Question you will ask | How does it help when revieweing the policy? |
| Should IT security be updated? | This question will help to determine whether or not current security measures are up to date and capable of maintaining the privacy and safety of our customers information |
| Do confidentiality guidelines need to be implemented amongst staff | If the scope of information collected increases and the collection and use of that information by employees puts the privacy of that information at risk, there may be need to implement confidentiality guidelines which employees must adhere to, with set out penalties for failing to do so |
| Do we need to disclose private information to additional entities | As business evovles and changes, private information that is collected may be requried to be disclosed to additional entities that are not defined within the current policy. |
| How are we using private information | The policy may require updates as use of private information evolves within day to day dealings of dthe company, and will need to be reflected int the privacy policy |

1. Populate the Review Schedule provided below to ensure Privacy Policy is regularly updated (review dates and sections to be reviewed) and changes are properly recorded (Feedback and Comments given after the review sessions).

|  |  |  |  |
| --- | --- | --- | --- |
| Review date | Work practice | Security Areas | Comments |
| March 2020 | Processing orders | Information collected and use of information | New taxation laws have passed that require the collection and use of personal taxation identifiers |
| August 2021 | Private information requests | Access to information via third parties | Third party organisations now require access to certain information that is collected by private entities for matters of national security |
| July 2023 | Keeping private information secure | Encryption methods used to secure personal information | Advanced AI’s have been designed to crack encryption methods commonly used by businesses to secure private information. New ways to encrypt and secure information will be necessary to defend against these new threats |

End of Portfolio Assessment AT2.3