# Answers

Task 1

Online services (such as websites or apps) for which you are a registered member, allow you to check and update your personal details whenever you need to.

(a) Name an online service that you have signed up to or buy from, and list at least five items of personal information that they hold or are likely to hold.

It will depend which app or website students choose, but typically: username, password (possibly stored in encrypted or hashed form), full name, title, date of birth, address, email address, mobile phone number.

Possibly bank sort code, account number, credit card number

Dependent on the company, further information such as previous items bought, posts or messages made, videos watched etc.

In the unlikely event that students are not signed up to any online services, they may wish to consider information stored on school or college systems.

(b) If you are registered with any organisation, log on and check that your personal details are correct.

Students may wish to check details stored on school or college systems if they don’t have any online accounts or can’t access them for some reason. For those who have online accounts, are they able to change inaccuracies through the online system?

(c) When would you need to change or update your personal details?

Depending on the organisation, change of address, and misspellings or inaccuracies that you find, change of bank account/credit/debit card details, change of name (due to life events such as marriage).

Task 2

Since GDPR came into force in 2018, companies must be far more careful with how they handle personal data. They are required to explain how they will collect and process data in a privacy policy which will be displayed on their website.

(a) Visit a website that you often use and find their privacy policy. What are **three** items of data that are collected by the site?

A good example of a privacy policy is Google’s available here: <https://policies.google.com/privacy>

This is written in plain English and has further links where users can find out more information.

Data collected is given as: ‘basic stuff like which language you speak’; ‘more complex things like which ads you’ll find most useful’, which videos you like, unique identifiers, personal information such as name, password, phone number and payment information.

Much more than this is listed further on the site.

(b) Describe how customers benefit from having privacy policies and codes of practice for the protection of data.

Customers can see what data is collected / how it is processed so that they can decide whether to consent to use a service.

Customers will trust the company more.

Customers are shown how their data will be used so that they are aware.

Employees will understand how they are allowed to use personal data.

Task 3

When a person wants to view what information is stored about them by a business or organisation they make a subject access request.

Look up the Information Commissioner’s Office (ICO) subject access code of practice.

<https://ico.org.uk/media/for-organisations/documents/2259722/subject-access-code-of-practice.pdf>

What does the code of practice suggest as “Indicators of Good Practice” for dealing with subject access requests?

The code lists the following as indicators of good practice around subject access in an organisation:

* Training staff on how to recognise and respond to requests;
* Setting up a dedicated data protection page on the organisation’s intranet with links to subject access request policies and procedures;
* Appointing a specific person or team as responsible for handling requests;
* Appointing data protection experts or “champions” who can provide expertise and advice regarding the processing of personal data and handling requests;
* Monitoring compliance with legal obligations regarding requests, and tracking metrics on the details of those requests and how efficiently they are responded to.

Task 4

Supermarkets have a privacy policy which sets out in detail how they protect personal data, who it is shared with and the rights of people whose data they have with a loyalty scheme.

Look up the privacy policy of a supermarket.

What does a customer need to do if they want to see what data is held about them?

Supermarkets are likely to provide an email address or postal address for subject access requests. They may provide a standard form for people to use to give the necessary information of what information they need to access.

**Task 5**

(a) State **two** laws that prevent the misuse of data and computers.

Data Protection Act (2018), General Data Protection Regulations / GDPR

Computer Misuse Act (1990), Police and Criminal Justice Act (2006)

The Copyright (Computer Programs) Regulations (1992)

(b) Research **one** of these laws on the Internet and make notes about the key points of the law. If you have time, try to find a news story which illustrates how the law has been broken in real life. Once complete, report your findings to the class.

The following sites show the actual acts or regulations. Students may wish to use these original acts, the easier alternative sites listed below, or other sites that they may find from an internet search.

Data Protection Act (2018): <http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

GDPR: <https://eur-lex.europa.eu/eli/reg/2016/679/oj>

Police and Justice Act (2006): <https://www.legislation.gov.uk/ukpga/2006/48/contents>

Computer Misuse Act (1990): <https://www.legislation.gov.uk/ukpga/1990/18/contents>

Easier sites:

Data Protection Act (2018): <https://protecture.org.uk/979-2/>

GDPR: <https://www.wired.co.uk/article/what-is-gdpr-uk-eu-legislation-compliance-summary-fines-2018>

Police and Justice Act (2006): <https://wiki.openrightsgroup.org/wiki/Police_and_Justice_Act_2006>

Computer Misuse Act (1990): <https://en.wikipedia.org/wiki/Computer_Misuse_Act_1990>