
Overview

This standard is about taking personal responsibility for protecting information held online regarding your organisation's retail customers. This includes managing requests for information from customers about their transactions and/or accounts, whether in person, online or by email or telephone and also from third parties, such as suppliers or partnered companies, for which permission may be required before passing on particular information.

It also includes protecting sensitive information within the workplace, with all actions being in line with relevant policies relating to data protection and confidentiality.

**Performance
criteria**

- You must be able to:
- P1 keep documents, computers or electronic equipment containing sensitive information secure
 - P2 check that information is not changed in any unauthorised way
 - P3 encrypt all data entered electronically where required
 - P4 check that any parties seeking information have the authority to receive it, following organisational procedures
 - P5 provide information to the third parties only where they have satisfied relevant security checks, in line with your organisation's procedures
 - P6 share relevant information only with those who need to use the information
 - P7 check that you have the authority to release any information to others, and that when required, it is sent securely
 - P8 make a record of only that information that needs to be recorded, according to organisational requirements
 - P9 keep all records of confidential information away from public display
 - P10 protect confidentiality by making sure that information is destroyed properly when it is no longer required
 - P11 seek guidance about maintaining the security of data when required
 - P12 maintain your organisation's requirements relating to the confidentiality and security of data

Knowledge and understanding

You need to know and understand:

- K1 legal and organisational requirements relating to maintaining the confidentiality and security of data, including how information should be recorded, shared and transmitted, and their impact for your area of operations
- K2 your organisation's policies and guidelines for the retention, protection and disposal of information, including that information which may be recorded
- K3 the reasons why the different items of customer information are required
- K4 customers' rights to see the data held about them by your organisation, and how to respond to any requests by customers to see such data
- K5 your organisation's guidelines regarding your use of social media in relation to maintaining customer confidentiality
- K6 why protecting information is important to you, your organisation and others outside your organisation
- K7 the potential implications of an information security incident to you, your organisation and others outside your organisation
- K8 how to protect information held electronically, including the use of encryption and passwords
- K9 the security checks required by your organisation before releasing information to a third party by telephone and online
- K10 the actions to take where a customer or other third party is unable to satisfy the required security checks when seeking information by telephone and online
- K11 methods of sending information securely according to the value and sensitivity of information and the level of protection that it needs
- K12 your organisation's procedures to arrange for computer media to be made unreadable, ahead of such media being disposed of properly

PPLMCR18 SQA Unit Code H8N8 04

Maintain the confidentiality and security of online data regarding retail customers



Developed by People 1st

Version number 1

Date approved November 2013

Indicative review date November 2016

Validity Current

Status Original

Originating organisation People 1st

Original URN PPLMCR18

Relevant occupations Retail and commercial enterprise; retailing and wholesaling

Suite Multi-channel retailing

Key words online; on-line; customer; web; information; internet; web-based retail; multi-channel; data; confidentiality; security; social media; data protection; legal