Maintain the confidentiality and security of online data regarding retail customers

Overview

This standard is about taking personal responsibility for maintaining the confidentiality and security of information held online regarding your retail organisation's 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 the retail organisation's relevant policies relating to data protection and confidentiality.

This standard is for all team members who handle customer information in any format.

When you have competed this standard you will be able to demonstrate your understanding of and ability to:

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**Performance criteria**

You must be able to:

1. keep documents, computers or electronic equipment containing online data and information secure
2. check that information is not changed in any unauthorised way
3. encrypt all data entered electronically where required
4. check that any parties seeking information have the authority to receive it, following your retail organisation's procedures
5. provide information to third parties only where they have satisfied relevant security checks, in line with your retail organisation's procedures
6. share relevant information only with those who need to use the information
7. check your authority to release any information to others, and that when required, it is sent securely
8. make a record of only that information that needs to be recorded, according to your retail organisation's requirements
9. keep all records of confidential information away from public display
10. protect confidentiality by making sure that information is destroyed properly when it is no longer required
11. seek guidance about maintaining the security of online data when required
12. maintain your retail organisation's requirements relating to the confidentiality and security of data
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Knowledge and understanding

You need to know and understand:

1. the relevant legal and your retail organisation's requirements relating to maintaining the confidentiality and security of online data
2. how information should be recorded, shared and transmitted, and their impact for your area of responsibility
3. your retail organisation's policies and guidelines for the retention, protection and disposal of information, including that information that may be recorded
4. the reasons why different items of retail customer information are required
5. the customers' rights to see the data held about them by your retail organisation, and how to respond to any requests by customers to see such data
6. your retail organisation's guidelines regarding your use of social media in relation to maintaining retail customer confidentiality
7. why maintaining the protection of information is important to everyone in your retail organisation and others outside your retail organisation
8. the potential implications of an information security incident to you, your retail organisation and others outside your retail organisation
9. how to protect information held electronically, including the use of encryption and passwords
10. the security checks required by your retail organisation before releasing information to a third party by telephone and online
11. the actions to take where a retail customer or other third party is unable to satisfy the required security checks when seeking information by telephone and online
12. the methods of sending information securely according to the value and sensitivity of information and the level of protection that it needs
13. your retail organisation's procedures to arrange for computer media to be made unreadable, ahead of such media being disposed of properly
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