Unit 9: Legal, moral, cultural and ethical issues

Marks: /43   Time: 60 minutes

1 Explain how the measures of the Data Protection Act are designed to protect the privacy of data.

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2 Companies have responsibilities with regard to the welfare of their employees.
  (a) State **four** legal responsibilities companies have with regard to the data they hold about their employees.

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(b) Discuss how computers have changed the way in which people work and the impact this may have on their wellbeing.

The quality of written communication will be assessed in your answer to this question.

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3 Computers are becoming more portable and are replacing more traditional means of communication. Applications allowing social interaction are widely available.

Discuss the effects of these trends on society.

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4 In the recent past, the running of a home was a full-time occupation. The advent of computers and computer technology has meant that some of the jobs needing to be done have been simplified and some have been removed.

Describe the use of computer technology in the home and the way that its use has altered the jobs that need to be done and the lives of the people concerned.

The quality of written communication will be assessed in your answer to this question.

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5 Discuss the effects on the confidentiality of data when it is held on computer systems and steps which can be taken to protect the confidentiality of the data.

(The quality of written communication will be assessed in your answer to this question.)

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Unit 9: Legal, moral, cultural and ethical issues

Question			Answer	Marks	Guidance
1			• Customer has the right to see the data and to ask for it to be corrected if wrong so that they are not responsible for incorrect data • Data must be lawfully collected so that customer rights are not flouted • Data can only be accessed by/changed by authorised people so that malicious alterations are not made • Authorised people must be notified to the DPR so that they are accountable • Data is only used for the specified purpose so that junk mail is not encouraged • Data collected should not be excessive so that irrelevant data is not stored • Data should be accurate and up to date so that customers are not held responsible for goods they have not bought • Data should not be kept longer than necessary so that customers can leave an organisation • Data should be protected by adequate security measures so that people with malicious intent cannot gain access • Data should not be transferred out of the EU so that data remains subject to DPA. (1 per bullet, max 7)	7	Not just 'Cannot pass on or sell data' Accept Access to DPR if not satisfied with responses from company
2	a		**Four from:** ☐ Ensure only relevant data is held about them [1] ☐ It is kept up to date [1] ☐ It is accurate [1] ☐ Must not be held longer than necessary. [1] ☐ Employees are given access to their data [1] ☐ Data must be kept securely [1] ☐ Data must not be passed on to 3rd parties without permission. ☐ Data must not be passed outside the EU [1]	4	

			Answer	Marks	Guidance

2	b		**Mark band 6-8. High level response.**
			Candidate has discussed how computers have changed people's work patterns and related these points to the impact it has on their well being.
			Candidate has used appropriate technical terminology throughout.
			There are no spelling errors or errors of grammar.
			Mark band 3-5. Medium level response.
			Candidate has described how computers have changed people's work patterns and how computers affect workers' wellbeing but not linked the two.
			
			Candidate has used some technical terminology in the response. There may be spelling errors or grammatical errors, but they are not obtrusive.
			Mark band 0-2. Low level response.
			Candidates have made some points about how computers affect work patterns or wellbeing.
			There will be a lack of cohesion in the response.
			Candidate will fail to use correct technical terms in the response.
			Spelling and grammatical errors affect the readability of the response.
			
			Points may include:
			   - Computers have reduced the monotony of some jobs….
			   - …Meaning people find their work more challenging and rewarding.
			   - They allow workers to collaborate with colleagues across the world…
			   - …Meaning people can enjoy sharing ideas.
			   - They have meant having strong ICT skills a fundamental part of many jobs…
			   - ..Which can put pressure on people to acquire/keep up to date these skills.
			   - They have allowed people to work more flexibly including working from home…
			   - …meaning they can have a better work/life balance…
			   - but can lead to them feeling isolated.
			   - … and potentially feeling pressured into working outside of normal hours.
				8	

Question	Answer/Indicative content	Mark	Guidance
3	Points to include: -People are becoming more reliant on portable computer systems -Instant access to data -Accessible anywhere (where there is a signal) -Problems for those in society who are technologically unaware -Problem with divided society, the haves and the have nots -Social interaction apps make contacts more plentiful -No difficulty in contacting individuals or groups of individuals -Problems caused by social pressures to conform and use them -Problems caused by online bullying - Loss of traditional means of communication	8	**Mark band 6 – 8. Higher level response** Candidate has discussed the effects of portability of devices AND social interaction applications on society. The candidate has discussed BOTH the positive and negative effects of portability and social interaction applications on society. Candidate has used appropriate technical terminology throughout. There are few if any spelling errors or errors of grammar. **Mark band 3 - 5. Medium level response** Candidate has discussed effects of portability of devices OR social interaction applications on society and has discussed both the positive and negative. OR Candidate has discussed the effects of portability of devices AND social applications on society but has only discussed either the positive or negative effects but not both. Candidate has used some appropriate technical terminology in the response. There may be spelling errors or errors of grammar in the response but they are not obtrusive. **Mark band 0 - 2. Low level response** Candidate has described an effect of portability of devices or social interaction apps on society. Candidate has failed to use appropriate technical terminology. There are likely to be spelling errors and/or errors of grammar, which will disrupt the flow of the response.

Question			Answer	Marks	Guidance		
					Content		Levels of response
4			*Points to be made may include*: Technological advances in white goods: • Automatic washing machines/dishwashers/... • …leading to increased free time... • …increased leisure time/more family time/... • …chance to go to work because of time freed up, leading to... • …increased family wealth Chance to work from home: • More time spent in productive work • Chance to plan work around home life • Because of advances in communication and... • …and availability of more accessible technology More recent advances including: • Intelligent larders which know what food is in them and place automatic orders... • ...delivered by supermarket and placed in larder from outside • reduces the need for shopping • Robotic cleaners... • ...reducing the need for cleaning by hand • Microwave cookers have simplified the task of cooking together with... • ...large amounts of processed food available which does not need preparation	8			**Mark band 6 – 8. Higher level response** Candidate has described a number of areas in which computer technology has changed tasks needing to be done **and** the effects that these have had on the people concerned. Candidate has used appropriate technical terminology throughout. There are few, if any, spelling errors or errors of grammar. **Mark band 3 – 5. Medium level response** Candidate has described at least one area in which computer technology has changed tasks needing to be done **and** the effect that this has had on the people concerned. Candidate has used some appropriate technical terminology in the response. There may be spelling errors or errors of grammar in the response but they are not obtrusive. **Mark band 0 – 2. Low level response** Candidate may have described an area in which computer technology has changed tasks needing to be done or has described the effect that an area of technology has had on the people concerned, **or** has failed to address either of the areas in the question.

Question			Answer	Marks	Guidance	
					Content	**Levels of response**
			• All have reduced the number of tasks to be done... • ...the amount of time spent on those tasks which still need to be done • ...the knowledge needed to complete the tasks • The amount of socialising has been reduced eg when doing the shopping.			Candidate has failed to use appropriate technical terminology. There are likely to be spelling errors and/or errors of grammar, which will disrupt the flow of the response.

Question	Expected Answer	Mark	Additional Guidance
5	**Mark band 6-8. Higher level response** Candidate has discussed the effects on the confidentiality of data held on computers. Positive and negative points have been made. A number of measures have been given which can be taken to protect the confidentiality of the data. Candidate has linked the measures to the negative points affecting the confidentiality of the data. The candidate has used appropriate technical terminology throughout. There are no spelling errors or errors of grammar. **Mark band 3-5. Medium level response** Candidate has discussed the effects on the confidentiality of data from one viewpoint, probably negative. A number of measures will have been given which can be taken to protect the confidentiality of the data. The candidate has used some technical terminology in the response. There may be spelling errors or grammatical errors but they are not obtrusive. **Mark band 0-2. Low level response** Candidate has stated some points about confidentiality of data or measures to be taken are limited. The candidate has failed to use technical terminology in the response. Spelling errors and grammatical errors are obtrusive. Points may include: Positive points: • The data is not readable without access to a computer • The data is not stored in human readable form • Easier to log who has accessed the data Negative points: • The files of data can be easily and quickly copied • Copies of data can be placed on media or sent elsewhere electronically • Searches for specific data to steal can be made easily and quickly • Systems can be hacked and data looked at remotely • More difficult to restrict number of copies of data in circulation		

Question	Expected Answer	Mark	Additional Guidance
	Measures which can be taken: • Passwords to gain access to system • Passwords to access files • Encryption of data • Firewalls to restrict access to systems • Physical measures to restrict access • Proxy server to restrict users allowed access to individual machines on network from internet • Intrusion detection system to warn when uninvited access is attempted	**[8]**	