

Specification of Competency Standards for the Retail Banking

Unit of Competency

Compliance and Risk Management > 4.1 Compliance

Title	Safeguard customer information to enhance security
Code	107399L3
Range	Adhere to the policies related to customer information protection. This applies to handling of all kinds of personal data of customer possessed by the bank
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand privacy requirements on personal data of customers and its implication on daily work <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Understand the regulations or ordinances governing privacy of personal data • Review the current regulations and understand the future trend in privacy regulations • Understand the policies and practices of the bank in handling customer's personal data to prevent violating the standards 2. Collect and record customer information according to the guidelines of the bank to prevent leakage <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Comply to the stated processes while interacting with account holders in order to better safeguard customer information • Comply with the requirements of laws and regulations when collect and retain information 3. Display respect to customer's privacy when handling customer personal data <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Adhere to the privacy policies and practices of the banking industry and do not disclose any bank account information to any other third party, except as permitted by law • Respect customer's privacy and take strong action to safeguard their account information, including online banking transactions • Provide customer with helpful information about privacy and information security so as to help protect themselves from identity theft, and limit direct marketing from other parties
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Demonstration of positive behavior to protect customer's privacy when handling their personal data. The collecting, recording, storing and retrieving of customer data are complied to both external regulatory requirements and internal guidelines
Remark	