

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 5. Internal Control and Compliance
(Key Function – 5.1 Compliance Management)

Title	Safeguard customer information to ensure security
Code	109330L3
Range	Adherence to the policies and legal requirements 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 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the regulations or ordinances governing privacy of personal data and its implication on daily work; • Possess knowledge in the past and future development trend of personal data protection and apply it to review the current privacy regulations; • Understand the policies and practices of the bank in handling customer’s personal data to prevent violating the standards. <p>2. Applications</p> <p>Be able to:</p> <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 collecting and retaining information to prevent leakage; • Adhere to the privacy policies and practices of the banking industry and comply to the rule of not disclosing any bank account information to other third party, except as permitted by law. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • 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 in order 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 behaviour to protect customer’s privacy when handling their personal data. The collecting, recording, storing and retrieving of customer data are complied with both external regulatory requirements and internal guidelines.
Remark	