2. Code TCSCR413A 3. Range This UCG applies to all procedures and actions for handling all kinds of personal data of customers possessed by the company. At all time the company policies relating to customer information protection of will be strictly adhered to. 4. Level 4 5. Credit 5 6. Completency 6.1 6. Level 9 7. Assessment Performance Requirement 6. Completency 6.1 6. Setting Fully understand the ultimate importance for personal data and index of data to identify the impact of privacy regulation on daily work. 9. Fully understand and alert of the policies and practices of the company in handling customer's personal data to prevent standards violation 9. Grasp the key factor that today's customers also have high expectation about the protection of other personal data and ORM activities should include security protection as an important element 9. Comply to the stated interaction processes with account holders in order to better safeguard customer information to enhance security 9. Comply to the stated interaction processes with account holders in order to better safeguard tast on processes with account holders in order to better safeguard customer information to any third perises. Streng value and and and information protect server streng valuations then collect and retain information processes with account information to any third perises. Streng value and the protection and and account information in any third perises. Streng value and informa	1. Title	Safeguard customer information to enhance security
customer possessed by the company. At all time the company policies relating to customer information protection will be strictly addred to. 4. Level 4. 5. Credit 5 6. Competency 6.1 Possess the knowledge in the subject area Performance Requirement 6. Competency 6.1 Possess the knowledge in the subject area Fully understand the ultimate importance for personal data protection of today, and those related to ICT company customers are of no exception 9. Understand the regulations or ordinances governing privacy of personal data to identify the impact of privacy regulation on daily work Fully understand and alert of the policies and practices of the company in handling customer's personal data and CRM activities should include security protection as an important element 6.2. Safeguard customer Be aware of the constantly changing attitude and development towards personal data and privacy protection, thus the company's related practices should be reviewed periodically e able to: 6.2. Safeguard customer Comply with the requirements of laws and regulations when collect and retain information privacy ragulations 6.2. Safeguard activities should increation processes with account holders in order to better safeguard customer information 7. Assessment Criteria Comply with the requirements of laws and regulations when collect and retain information, and easure all protection features are inplemented 7. Assessment Criteria The integrated outcome requirements of this		
4. Level 4 5. Credit 5 6. Competency 6.1 Possess the knowledge in the subject area Fully understand the ultimate importance for personal data protection of today, and those related to ICT company customers are of no exception • Understand the regulations or ordinances governing privacy of personal data to identify the impact of privacy regulation on daily work • Fully understand and alert of the policies and practices of the company in handling customer's personal data to prevent standards violation • Gas ap the key factor that today's customers also have high expectation about the protection of their personal data, and CRM activities should include security protection as an important element • Be aware of the constantly changing attitude and development towards personal data and privacy protection, thus the company's related practices should be reviewed periodically Be able to: • Comply with the requirements of laws and regulations when collect and regularitoning, protect and administer customer records and accounts • Adhere strictly to the company's privacy policies and practices, such as not disclosing any customer account information to any third parties, except as permitted by law • Respect trustomers' privacy and take all necessary actions to safeguard dustomer privacy and and account information. • Provide customer's privacy and account information about the protection features are implemented 6.3 Exhibit • Take initiative steps to constantly observe and review the most customer records and account information about the protection features are implemented 7. Assessment	3. Range	customers possessed by the company. At all time the company policies relating to
6. Competency 6.1 Possess the knowledge in the subject area Performance Requirement Importance for personal data protection of today, and those related to ICT company customers are of no exception 0.1 Possess the subject area • Fully understand the regulations or ordinances governing privacy of personal data to identify the impact of privacy regulation on daily work 0.1 Company in handling customer's personal data to prevent standards violation 0.3 Garage the key factor that today's customer also have high expectation about the protection of their personal data, and CRM activities should include security protection as an important element 0.2 Safeguard • Be aware of the constantly changing attitude and development towards personal data and privacy protection, thus the company's related practices should be reviewed periodically 6.2 Safeguard • Comply to the stated interaction processes with account holders in order to better safeguard customer information 0.customer • Comply to the stated interaction processes with account holders in order to better safeguard customer information 0.2 Safeguard • Adhree strictly to the company's privacy policies and practices, such as not disclosing any customer account information to any third parties, except as permitted by law 6.3 Exhibit • Respect customers' privacy and take all necessary actions to safeguard their personal and account information and customer priorivacy and scentrity protection, and exceptore grounds for improv	4. Level	
 6.1 Possess the knowledge in the subject area 6.1 Possess the not subject area 6.1 Possess the subject area 6.2 Safeguard customers and alter of the policies and practices of the company in handling customer's personal data to green the subject on of the personal data of the policies and practices of the company in handling customer's personal data, and CRM activities should include security protection as an important element 6.2 Safeguard customer 6.2 Safeguard customer 6.2 Safeguard customer 6.3 Exhibit professionalism 7. Assessment Criteria 7. Assessment Criteria 7. Assessment Criteria 7. Assessment Criteria 	5. Credit	5
 6.2 Safeguard customer information to enhance security Be able to: Persistently review the most current regulations and outline the future trend in privacy regulations Comply to the stated interaction processes with account holders in order to better safeguard customer information Comply with the requirements of laws and regulations when collect and retain information, protect and administer customer records and accounts Adhere strictly to the company's privacy policies and practices, such as not disclosing any customer account information to any third parties, except as permitted by law Respect customers' privacy and take all necessary actions to safeguard their personal and account information about privacy and information security so as to help protect themselves from theft, and limit direct marketing from other parties Take initiative steps to constantly observe and review the most recent development in privacy and escurity protection, and explore grounds for improving own company standards Maintain database systems to store customer personal and account information Always snure that all related staff members contribute their greatest effort in protecting and safeguarding customer information Always maintain an optimal balance between all related technological, political, social and legal issues 7. Assessment Criteria The integrated outcome requirements of this UoC are the abilities to: i. gain the appreciation of customers through data protection as an element of CRM 		 6.1 Possess the knowledge in the subject area Fully understand the ultimate importance for personal data protection of today, and those related to ICT company customers are of no exception Understand the regulations or ordinances governing privacy of personal data to identify the impact of privacy regulation on daily work Fully understand and alert of the policies and practices of the company in handling customer's personal data to prevent standards violation Grasp the key factor that today's customers also have high expectation about the protection of their personal data, and CRM activities should include security protection as an important element Be aware of the constantly changing attitude and development towards personal data and privacy protection, thus the
 6.3 Exhibit professionalism Always ensure that all related staff members contribute their greatest effort in protecting and safeguarding customer information Always treat the interests of customers, including their stored information with the company, with the highest priority Always maintain an optimal balance between all related technological, political, social and legal issues 7. Assessment Criteria The integrated outcome requirements of this UoC are the abilities to: successfully safeguard all customer information in implementing the company's customer protection policies and procedures gain the appreciation of customers through data protection as an element of CRM 		 6.2 Safeguard customer information to enhance security Be able to: Persistently review the most current regulations and outline the future trend in privacy regulations Comply to the stated interaction processes with account holders in order to better safeguard customer information Comply with the requirements of laws and regulations when collect and retain information, protect and administer customer records and accounts Adhere strictly to the company's privacy policies and practices, such as not disclosing any customer account information to any third parties, except as permitted by law Respect customers' privacy and take all necessary actions to safeguard their personal and account information Provide customers with helpful information about privacy and information security so as to help protect themselves from theft, and limit direct marketing from other parties Take initiative steps to constantly observe and review the most recent development in privacy and security protection, and explore grounds for improving own company standards Maintain database systems to store customer personal and
Criteriai. successfully safeguard all customer information in implementing the company's customer protection policies and procedures ii. gain the appreciation of customers through data protection as an element of CRM		 6.3 Exhibit professionalism 6.3 Exhibit professionalism Always ensure that all related staff members contribute their greatest effort in protecting and safeguarding customer information Always treat the interests of customers, including their stored information with the company, with the highest priority Always maintain an optimal balance between all related
		i. successfully safeguard all customer information in implementing the company's customer protection policies and procedures
	Remark	

Functional Area: Customer Relationship Management (Customer Satisfaction Management)