

Specification of Competency Standards
for the Security Services Industry
Unit of Competency

Functional Area - Security Management

Title	Manage workplace monitoring and personal data privacy
Code	107639L4
Description	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish a program to manage workplace monitoring and ensure adequate protection to the personal data collected through monitoring and other activities of security services.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about workplace monitoring:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the security management plan • Understand the scope of security services • Understand the service quality and standard of security services • Understand the security policies, procedures and guidelines • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Be proficient in the requirements of the Personal Data (Privacy) Ordinance, Cap 486 • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Manage workplace monitoring and personal data privacy</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify workplace monitoring and other activities of security services whereby personal data are collected in recorded form, which may include but not limited to: <ul style="list-style-type: none"> ○ Access control ○ CCTV monitoring ○ Telephone monitoring ○ E-mail monitoring • Evaluate the needs for these activities and the associated collection and recording of personal data • Formulate adequate policies, procedures and guidelines in respect to protection of personal data collected through these activities, ensuring compliance with the requirements of the Personal Data (Privacy) Ordinance, Cap 486 • Deploy adequate manpower to ensure personal data privacy according to the policies, procedures and guidelines • Monitor the performance of the activities and associated protection for the personal data collected in order to ensure that the policies, procedures and guidelines are complied with • Ensure that all incidents pertaining to breach or leakage of personal data are properly recorded and investigated • Ensure management is informed of the incidents and the investigation outcomes • Ensure that gaps and failures identified and management decisions are followed through until the issues are resolved • Carry out periodic reviews to ensure that the policies, procedures and guidelines as well as the associated operations are effective and efficient

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Formulate adequate policies, procedures and guidelines to protect personal data collected through workplace monitoring and other activities of security services, ensuring compliance with the Personal Data (Privacy) Ordinance, Cap 486;• Ensure that the operations are effective and efficient and incidents of data leakage/breach are investigated and followed through; and• Conduct periodic reviews for continuous improvement.
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