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WORKPLACE PRIVACY & ETHI

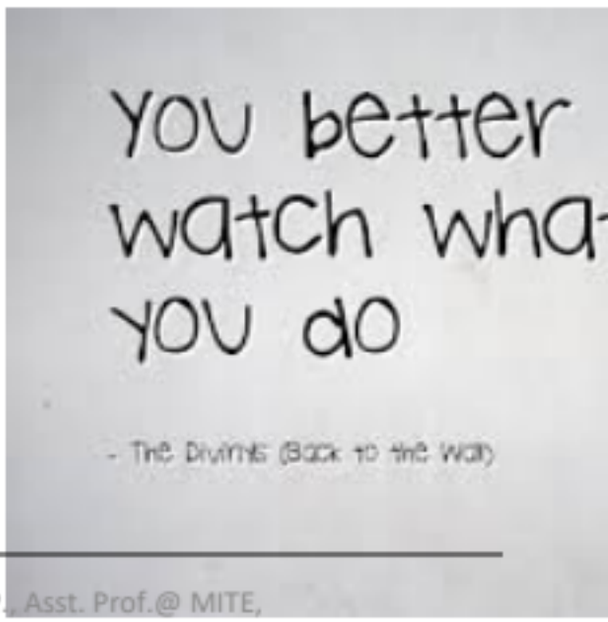
MODULE 4

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Workplace monitoring





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- Monitoring- routine part – e/r e/e relatio
- Checks on quantity and quality
- More controversial forms- staff email, int use, phone calls, CCTV
- Almost everything e/e do on the office sy can be monitored.
- Invading e/e's privacy- norm of the work
- Concern over litigation

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Need…

- Employee/ customer safety
- Liability & investigations-harrassments,t
- Network and system perf.:protection a virus, avoiding network slowdown etc
- e/r ‘s right to know- what is going on
- To check procedures are followed
- To prevent/detect crime
- In the interest of national security



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Types of WP monitoring

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Hardware monitoring

- Audio surveillance- misuse of phones/ leak info/ legal needs/training needs
- Video surveillance-misuse of property/work perf check
- Magstripe cards- integrated to e/e ids
- Infrared badges

Software monitor

- Not yet regulated by
- Used w/o e/e aware

Types:

- Electronic surveillan
- Spyware- user key email copies, IM cop
- Screen, data and ic monitoring- pearl to

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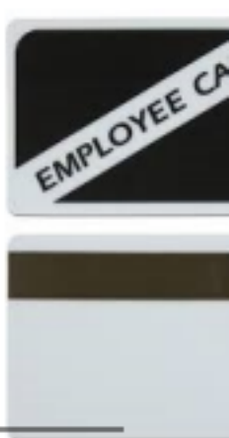






Magnetic Stripe Card





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Advantages

- Reduce mistakes
- Supporting strengths
- e/e safety
- Violation of policies prevented
- Unbiased perf evaluation

Disadvantages

- Prevents efficienc too intrusive
- Expensive- equipmt/
- Drops e/rs into fals of security
- Hurts morale of tear
- Encourage com among e/es than t achieve common go

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Computer crimes

- Type of fraud where computers are used
- Ex.:

- unlawful use or access- hacking(wi permission)
- access for fraud
- Data theft- use/ copy/damage/ alter info permission

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Computer crime at workplac

- Methods/types:
- Software theft-unlicensed copying
- Hardware theft- microprocessors, lap hard disk drives etc
- How to prevent?
- e/r based: firewalls, training, audits, etc
- e/e based: rewards fr reporting, agreements, virus protection prgms etc

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Workplace plagiarism

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Types

- Using others' images
- Taking credit fr an idea
- Failing to list a source
- Stealing blog content
- Reproducing an e-book

Effects

- Damage reputation r
  impact on e/e caree
- Legal conseq
  copyrights violation
- Company goodwill h
- Fairness to peers

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Employee privacy and ethics (i

- e/e privacy- freedom for the e/e s unauthorised intrusion from e/rs
- A controversial and legal issue
- e/rs-allowed to monitor their e/ communications within reasonable limits
- Other pvt spaces- lockers/ drawers- should not violate worker's privacy.
- Tough task-to decide how much monitor necessary?

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No privacy but convenience

A debate…

- Would you like to have complete privacy workplace but accept the risk of pot abuse/ other problems??
- Are you ready to give away ur privacy fo benefit of avoiding any problems?

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Convenient methods that kills priv

- Digital footprints- to track what e/e s do; de records, travel logs, expense repo productivity reporting etc
- Electronic toll collection tags- to recor passing time in vehicle without stopping the
- Cell phones- monthly bill cn be reviewed
- Even location from where the calls were r made could b traced- transmission towers e
- GPS- should not track e/e s location after hours-unfair to do so. (global positioning sy

Use all the above with legitimate business rea

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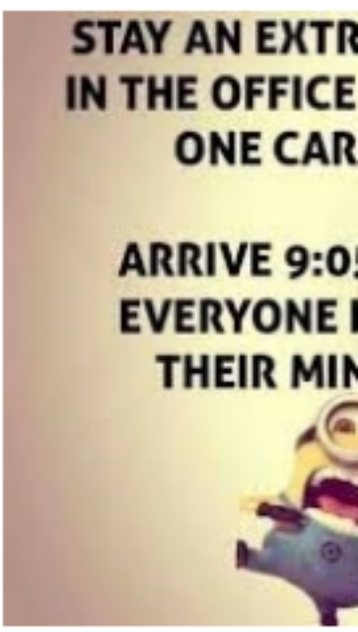




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Defending e/e privacy right

- e/r not to intrude e/e personal life, ch background, habits etc
- Without considering the e/e s interest r be disclose/discussed in public
- Ex.: pvt msgs in inbox, checking purses/w in public
- When e/e not trusted he/she would no l see any incentive in being produ /efficient.

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Processes where privacy can b breached…

- During hiring- confidential info like pay, background etc- if relevant but to be confidential in co records
- During perf evaluation- to check work habi client mgt to find causes for poor perf etc
- During electronic surveillance- necessary to a check on the work space activities
- Electronically stored e/e data- getting acc wrong people- personal and professiona must be kept confidential.

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Guidelines(imp)

- Let there be a clear policy- taking consent and
  them aware of what is pvt and what is not
- Only on legal grounds-no other utility
  monitoring tools
- Do not have unnecessary harsh policies- re
  attrition.
- No electronic harrassment – offensive emai
  jokes take enough care
- Use of internet only for business
- Use of all electronic tools for business or profe
  purpose
- In-house privacy controller- for large orgtns
  hired – rep for data protection and use of techn
  orgtn

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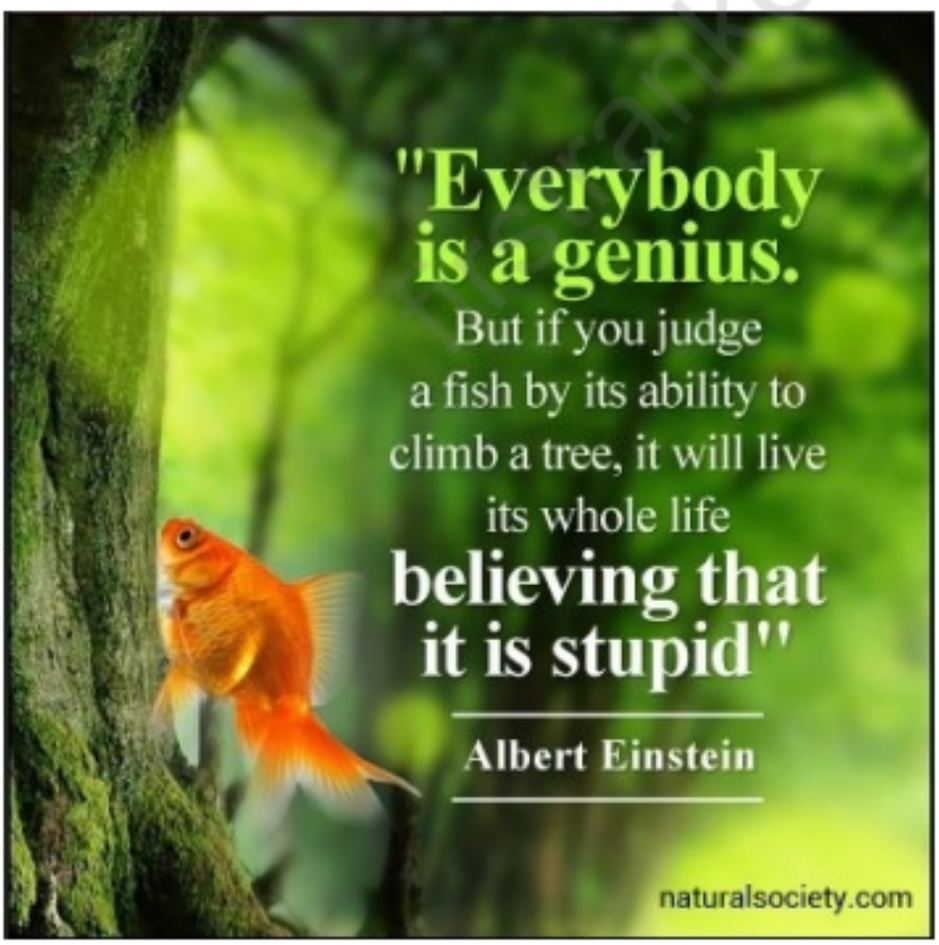


"Johnson, I think you misunderstood our Casual Fridays dress code."



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QUALITY

means doing it

right when

no one is looking.

Henry Ford

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