

WORKPLACE PRIVACY & ETHI

MODULE 4

Workplace monitoring



you better
watch what
you do

- The Divines (Back to the Wall)



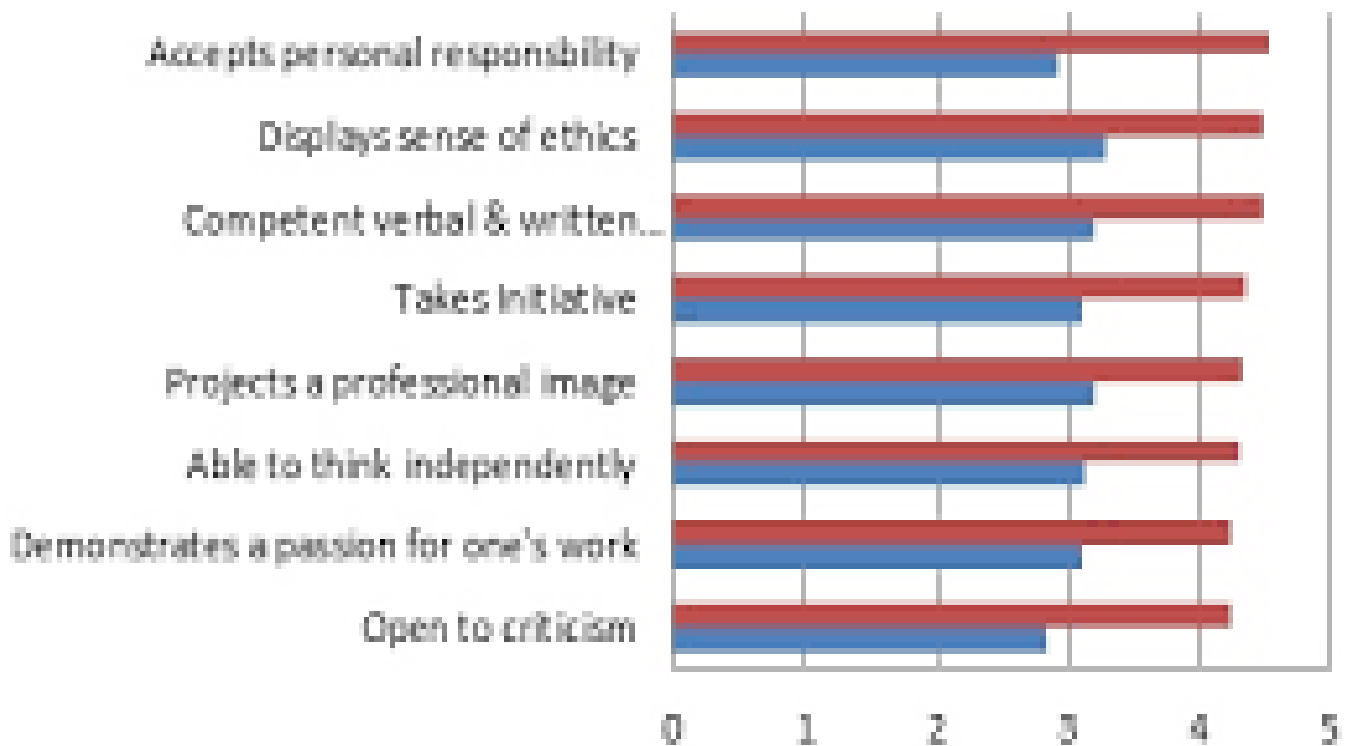
- Monitoring- routine part – e/r e/e relations
- Checks on quantity and quality
- More controversial forms- staff email, internet use, phone calls, CCTV
- Almost everything e/e do on the office system can be monitored.
- Invading e/e's privacy- norm of the workplace
- Concern over litigation

Need...

- Employee/ customer safety
- Liability & investigations-harrassments,th
- Network and system perf.:protection ag 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



Qualities Important in Professionalism



Types of WP monitoring

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 monitoring

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

Types:

- Electronic surveillance
- Spyware- user key email copies, IM copies
- Screen, data and id monitoring- pearl to





Transaction Flow



Magnetic Stripe Card



Advantages

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

Disadvantages

- Prevents efficiency too intrusive
- Expensive- equipmt,
- Drops e/rs into false of security
- Hurts morale of team
- Encourage competition among e/es than to achieve common goal

Computer crimes

- Type of fraud where computers are used
- Ex.:
 - unlawful use or access- hacking(with permission)
 - access for fraud
 - Data theft- use/ copy/damage/ alter info permission

Computer crime at workplace

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

Workplace plagiarism

Types

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

Effects

- Damage reputation and impact on e/e career
- Legal consequences copyrights violation
- Company goodwill hit
- Fairness to peers

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?

No privacy but convenience

A debate...

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

Convenient methods that kills privacy

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

Use all the above with legitimate business reasons



HOW GPS WORKS





PRIVACY

Forget it - they're watching your every move.

**STAY AN EXTRA
IN THE OFFICE
ONE CAR**

**ARRIVE 9:00
EVERYONE
THEIR MIN**



Defending e/e privacy right

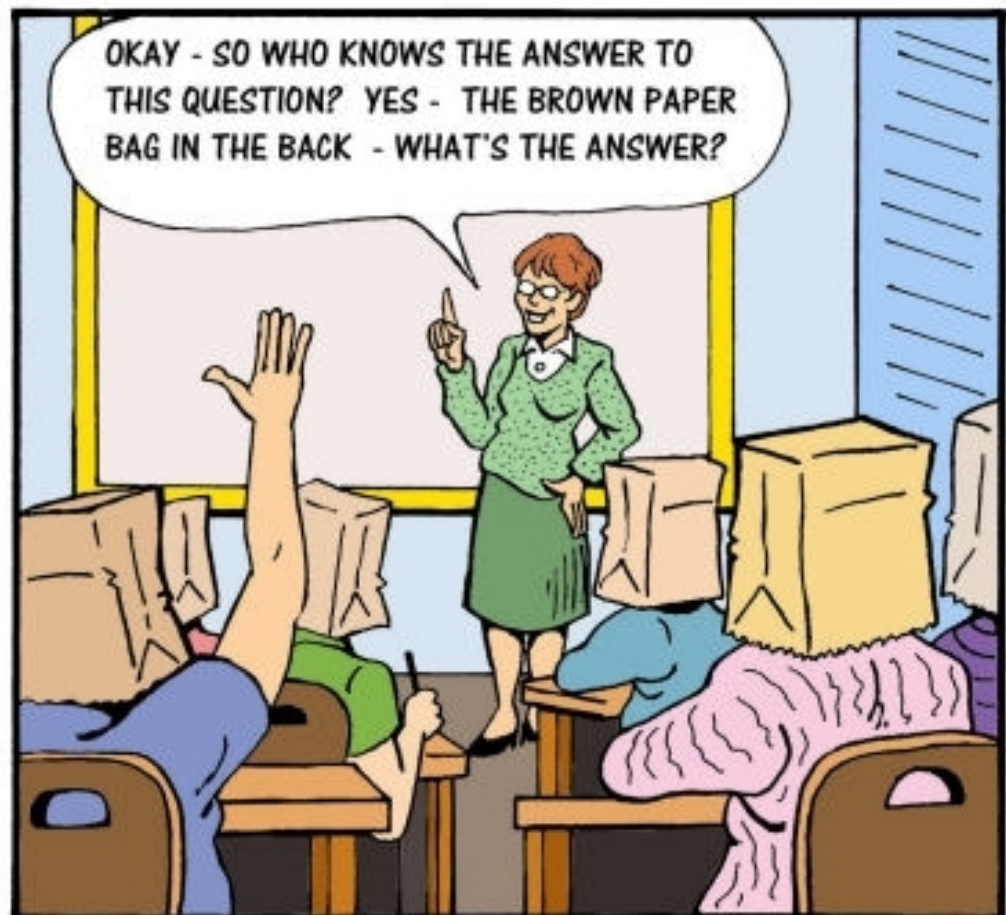
- e/r not to intrude e/e personal life, ch background, habits etc
- Without considering the e/e s interest r be disclose/discussed in public
- Ex.: pvt msgs in inbox, checking purses/w in public
- When e/e not trusted he/she would no l see any incentive in being produ /efficient.

Processes where privacy can be breached...

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

Privacy Pitfalls

More at PrivacyPitfalls.com



Guidelines(imp)

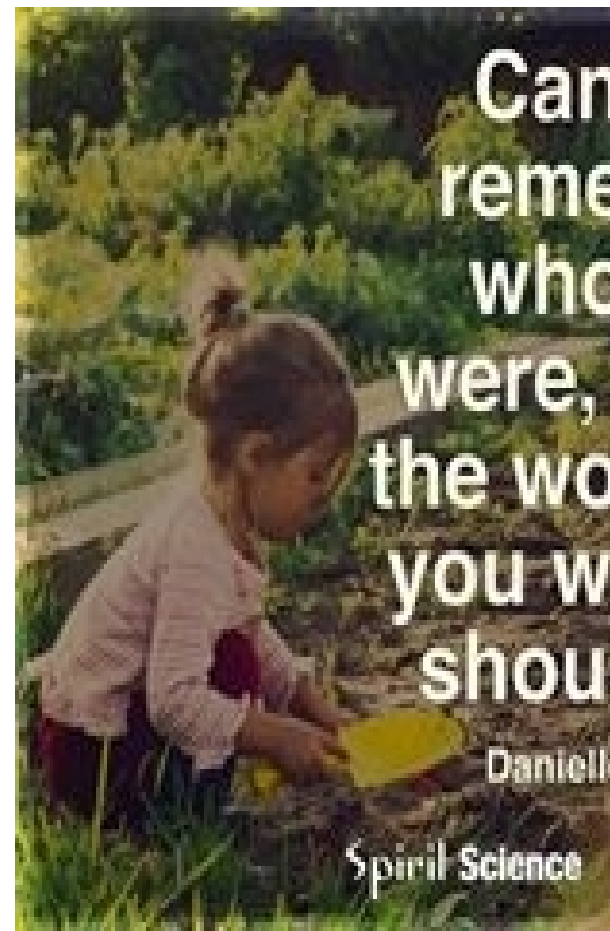
- Let there be a clear policy- taking consent and making them aware of what is pvt and what is not
 - Only on legal grounds-no other utility or monitoring tools
 - Do not have unnecessary harsh policies- reduce attrition.
 - No electronic harassment – offensive emails, jokes take enough care
 - Use of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



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

The elements of Invasion of Privacy







life is short.
work somewhere
awesome.

The more women in the
workplace, the less drama
you will have...



Said no one ever...

www.CreativeHumor.com

QUALITY
means doing it
right when
no one is looking.

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