



City Hall of Iasi

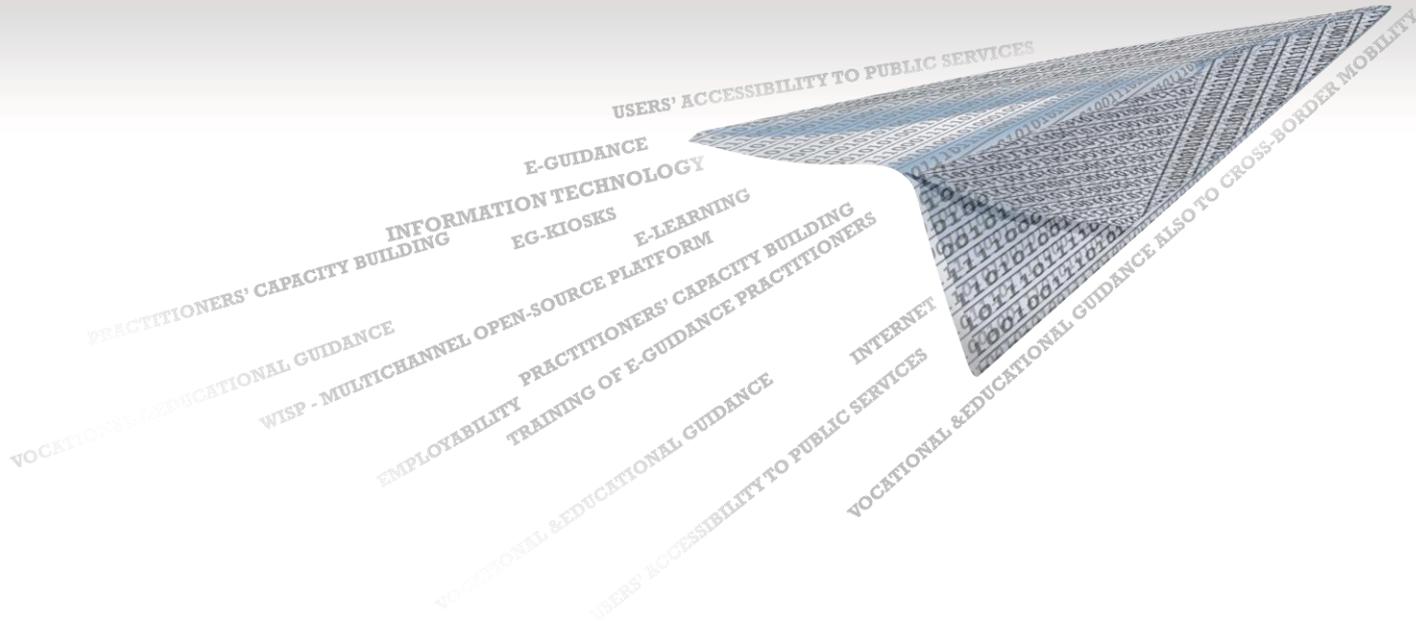


Information and training in terms of ethics and privacy towards e-guidance beneficiaries

Date: 15.09.2009
Author: Cristina Nucuta

The content of this document reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein

 Project CIP n. 224971 co-funded under the ICT Policy Support Programme (ICT PSP) as part of the Competitiveness and Framework Programme by the EU Community” (http://ec.europa.eu/ict_psp)



Ethics in e-guidance



Possible risks in e-guidance using ICT tools

- inadequate guidance support for individuals using e-guidance resources
- problems with distance guidance
- the validity of career assessments and information available on the Internet.



Inadequate Guidance Support for Individuals Using e-Guidance Resources

- Reading Disabilities
- Limited Verbal Ability
- Limited Knowledge, Confidence, and Motivation
- Negative Career Thoughts



Recommendations

- include links to qualified and credentialed practitioners.
- indicate the circumstances when self-help is inappropriate and when assistance is likely needed from a guidance practitioner.
- If the client does not understand the results => refer the client to a qualified career practitioner in one's geographical area.



Problems with distance guidance

- Informed Consent
- Emergency Situations
- Client Suitability for the Nature of Distance Guidance
- Limited Practitioner Awareness of Multicultural Issues
- Limited Client Access to the Internet
- Limited Practitioner Awareness of Local Circumstances that may Impact the Client
- Lack of Clarity About Practitioner Credentials



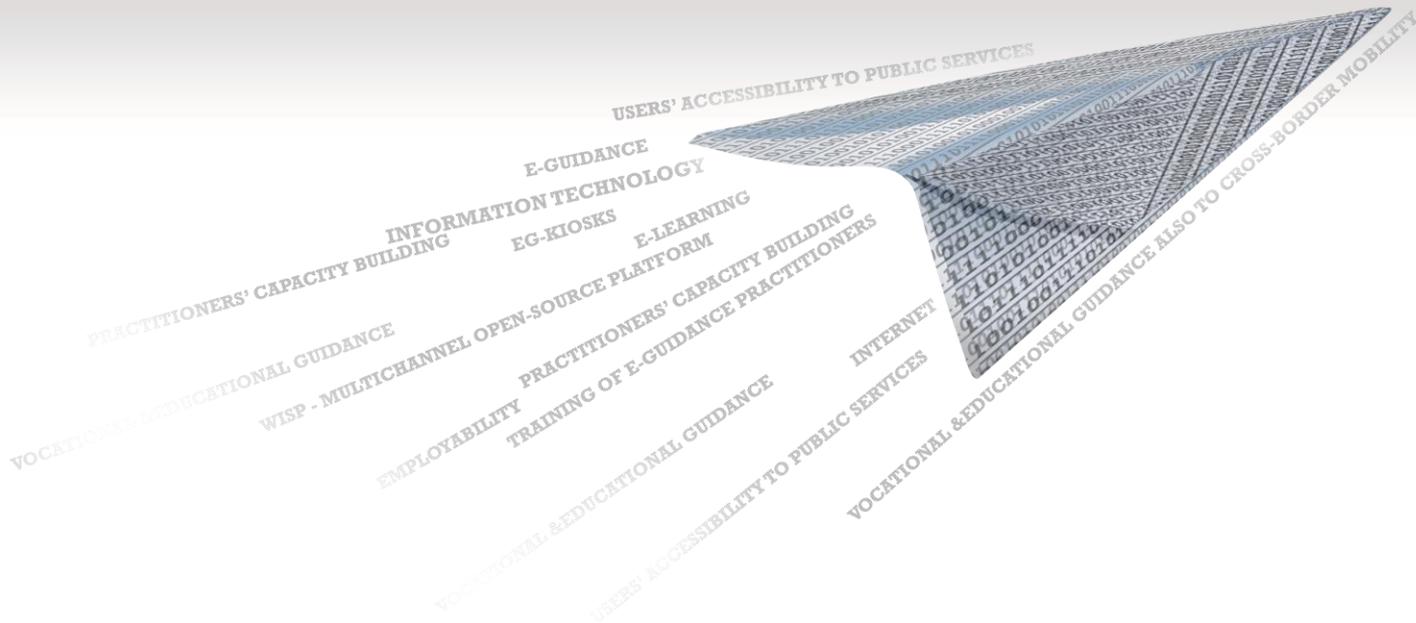
The validity of career assessments and information available on the Internet

- **Validity of Career Assessment**
 - Problems exist related to quality and confidentiality
 - little to no evidence of the reliability and validity of the assessment's measure
 - lack of evidence on the validity of self-help assessments
- **Validity of Career Information**
 - Errors may occur in the collection or processing of the original data



Recommendations

- validated for self-help use
- evidence of the quality of the assessment
- assessments originally developed in paper-and-pencil format must have been tested in computer delivery mode
- identify the intended purpose, the target audience, and the potential use of the information.
- the date of publication of the career information should be clearly indicated
- the information provided is accurate and free from distortion caused by self-serving bias, sex stereotyping, or dated resources



Personal data security and privacy



Users' personal data security

- The Directive 95/46/CE - protection of people with reference to the treatment of personal data and the free circulation of data
- The Directive 2002/58/CE - treatment of personal data and the protection of personal life in the field of telecommunications.



Definition from Directive 95/46/EC

- **Personal data** - any information relating to an identified or identifiable natural person ("data subject")
- Data are "personal data" when someone is able to link the information to a person, even if the person holding the data cannot make this link.
- The notion ***processing*** means "any operation or set of operations which is performed upon personal data, whether or not by automatic means (collection, recording, organization, storage, dissemination, erasure or destruction)"



Sensitive data

- data revealing racial or ethnic origin
- data revealing political opinions, religious or philosophical beliefs
- data revealing trade union membership
- data concerning health (including mental health) or sex life
- data relating to offences, criminal convictions or security
- measures, and data relating to administrative sanctions or judgements in civil cases



Principles of good practice

Data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with the data subject's rights
- Secure
- Not transferred to countries without adequate protection



Confidentiality issues

Confidentiality is violated when one individual gains inappropriate access to another individual's personal information that was collected during the delivery of services.

- E-mail makes it very easy to share confidential information unintentionally with the wrong party by selecting someone else's e-mail address, or the wrong e-mail address, in place of the address of the intended legitimate recipient
- As a result of the data storage capabilities of the computer, a greater amount of data can be maintained for longer periods of time in comparison with traditional storage of print records.



Security issues

Security of an individual's service delivery records can be compromised when a practitioner is careless about the safeguards used to protect personal records

- practitioners sharing, or leaving visible, passwords to computer files that include personal data
- Failure to encrypt e-mail among practitioners and between the practitioner and the individual makes it easy to read any intercepted messages
- Accessing the Internet makes it possible for unethical persons or criminals to access practitioners' computers without their knowledge.
- if the practitioner cannot guarantee that a Web site for delivering services is secure, the individual and the helping relationship is in jeopardy



Protect the health and safety of clients

Creating a safe and secure environment for using ICT tools

- An infrastructure of awareness, responsibilities, policies and procedures
- A secure ICT system
- A comprehensive internet safety education



Security policy

- How sensitive information must be handled
- How to properly maintain your ID(s) and password(s)
- How to respond to a potential security incident
- How to properly make system backups and recovery
- How to use workstations and Internet connectivity in a secure manner



Secure ICT system (I)

There are some ‘simple, everyday’ security measures such as:

- not sharing password information
- logging out of software and not leaving their computers unattended
- regular backing up of vital assessment data



Secure ICT system (II)

Firewall and virus protection

Software filters

Awareness of wireless technology issues

A clear policy on using personal devices



Informed consent

If Personal Data is being collected then the subject must be informed and their consent sought

They must be able to have their information removed at any time

Every user has to engage not to diffuse information gathered inside the portal and through communication tools



City Hall of Iasi



For more information:

www.egos-cip.eu

Thank you!