



DUMPSsheet

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Question 1

Question Type: MultipleChoice

SCENARIO

Please use the following to answer the next QUESTION:

As they company's new chief executive officer, Thomas Goddard wants to be known as a leader in data protection. Goddard recently served as the chief financial officer of Hoopy.com, a pioneer in online video viewing with millions of users around the world.

Unfortunately, Hoopy is infamous within privacy protection circles for its ethically Questionable practices, including unauthorized sales of personal data to marketers. Hoopy also was the target of credit card data theft that made headlines around the world, as at least two million credit card numbers were thought to have been pilfered despite the company's claims that "appropriate" data protection safeguards were in place. The scandal affected the company's business as competitors were quick to market an increased level of protection while offering similar entertainment and media content. Within three weeks after the scandal broke, Hoopy founder and CEO Maxwell Martin, Goddard's mentor, was forced to step down.

Goddard, however, seems to have landed on his feet, securing the CEO position at your company, Medialite, which is just emerging from its start-up phase. He sold the company's board and investors on his vision of Medialite building its brand partly on the basis of industry-leading data protection standards and procedures. He may have been a key part of a lapsed or even rogue organization in matters of privacy but now he claims to be reformed and a true believer in privacy protection. In his first week on the job, he calls you into his office and explains that your primary work responsibility is to bring his vision for privacy to life. But you also detect some reservations. "We want Medialite to have absolutely the highest standards," he says. "In fact, I want us to be able to say that we are the clear industry leader in privacy and data protection. However, I also need to be a responsible steward of the company's finances. So, while I want the best solutions across the board, they also need to be cost effective."

You are told to report back in a week's time with your recommendations. Charged with this ambiguous mission, you depart the executive suite, already considering your next steps.

The CEO likes what he's seen of the company's improved privacy program, but wants additional assurance that it is fully compliant with industry standards and reflects emerging best practices. What would best help accomplish this goal?

Options:

- A-** An external audit conducted by a panel of industry experts
- B-** An internal audit team accountable to upper management
- C-** Creation of a self-certification framework based on company policies
- D-** Revision of the strategic plan to provide a system of technical controls

Answer:

D

Question 2

Question Type: MultipleChoice

SCENARIO

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You are told to report back in a week's time with your recommendations. Charged with this ambiguous mission, you depart the executive suite, already considering your next steps.

You are charged with making sure that privacy safeguards are in place for new products and initiatives. What is the best way to do this?

Options:

- A- Hold a meeting with stakeholders to create an interdepartmental protocol for new initiatives
- B- Institute Privacy by Design principles and practices across the organization
- C- Develop a plan for introducing privacy protections into the product development stage
- D- Conduct a gap analysis after deployment of new products, then mend any gaps that are revealed

Answer:

C

Question 3

Question Type: MultipleChoice

Under which circumstances would people who work in human resources be considered a secondary audience for privacy metrics?

Options:

- A- They do not receive training on privacy issues

- B- They do not interface with the financial office
- C- They do not have privacy policy as their main task
- D- They do not have frequent interactions with the public

Answer:

C

Question 4

Question Type: MultipleChoice

In a sample metric template, what does "target" mean?

Options:

- A- The suggested volume of data to collect
- B- The percentage of completion
- C- The threshold for a satisfactory rating
- D- The frequency at which the data is sampled

Answer:

A

Question 5

Question Type: MultipleChoice

SCENARIO

Please use the following to answer the next QUESTION:

You lead the privacy office for a company that handles information from individuals living in several countries

throughout Europe and the Americas. You begin that morning's privacy review when a contracts officer sends you a message asking for a phone call. The message lacks clarity and detail, but you presume that data was lost.

When you contact the contracts officer, he tells you that he received a letter in the mail from a vendor stating that the vendor improperly shared information about your customers. He called the vendor and confirmed that your company recently surveyed exactly 2000 individuals about their most recent healthcare experience and sent those surveys to the vendor to transcribe it into a database, but the vendor forgot to encrypt the database as promised in the contract. As a result, the vendor has lost control of the data.

The vendor is extremely apologetic and offers to take responsibility for sending out the notifications. They tell you they set aside 2000 stamped postcards because that should reduce the time it takes to get the notice in the mail. One side is limited to their logo, but the other side is blank and they will accept whatever you want to write. You put their offer on hold and begin to develop the text around the

space constraints. You are content to let the vendor's logo be associated with the notification.

The notification explains that your company recently hired a vendor to store information about their most recent experience at St. Sebastian Hospital's Clinic for Infectious Diseases. The vendor did not encrypt the information and no longer has control of it. All 2000 affected individuals are invited to sign-up for email notifications about their information. They simply need to go to your company's website and watch a quick advertisement, then provide their name, email address, and month and year of birth.

You email the incident-response council for their buy-in before 9 a.m. If anything goes wrong in this situation, you want to diffuse the blame across your colleagues. Over the next eight hours, everyone emails their comments back and forth. The consultant who leads the incident-response team notes that it is his first day with the company, but he has been in other industries for 45 years and will do his best. One of the three lawyers on the council causes the conversation to veer off course, but it eventually gets back on track. At the end of the day, they vote to proceed with the notification you wrote and use the vendor's postcards.

Shortly after the vendor mails the postcards, you learn the data was on a server that was stolen, and make the decision to have your company offer credit monitoring services. A quick internet search finds a credit monitoring company with a convincing name: Credit Under Lock and Key (CRUDLOK). Your sales rep has never handled a contract for 2000 people, but develops a proposal in about a day which says CRUDLOK will:

1. Send an enrollment invitation to everyone the day after the contract is signed.
2. Enroll someone with just their first name and the last-4 of their national identifier.
3. Monitor each enrollee's credit for two years from the date of enrollment.
4. Send a monthly email with their credit rating and offers for credit-related services at market rates.
5. Charge your company 20% of the cost of any credit restoration.

You execute the contract and the enrollment invitations are emailed to the 2000 individuals. Three days later you sit down and document all that went well and all that could have gone better. You put it in a file to reference the next time an incident occurs.

Which of the following was done CORRECTLY during the above incident?

Options:

- A- The process by which affected individuals sign up for email notifications
- B- Your assessment of which credit monitoring company you should hire
- C- The speed at which you sat down to reflect and document the incident
- D- Finding a vendor who will offer the affected individuals additional services

Answer:

C

Question 6

Question Type: MultipleChoice

SCENARIO

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You execute the contract and the enrollment invitations are emailed to the 2000 individuals. Three days later you sit down and document all that went well and all that could have gone better. You put it in a file to reference the next time an incident occurs.

Regarding the credit monitoring, which of the following would be the greatest concern?

Options:

- A-** The vendor's representative does not have enough experience
- B-** Signing a contract with CRUDLOK which lasts longer than one year

- C- The company did not collect enough identifiers to monitor one's credit
- D- You are going to notify affected individuals via a letter followed by an email

Answer:

A

Question 7

Question Type: MultipleChoice

SCENARIO

Please use the following to answer the next QUESTION:

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What is the most concerning limitation of the incident-response council?

Options:

- A- You convened it to diffuse blame
- B- The council has an overabundance of attorneys
- C- It takes eight hours of emails to come to a decision
- D- The leader just joined the company as a consultant

Answer:

A

Question 8

Question Type: MultipleChoice

SCENARIO

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Regarding the notification, which of the following would be the greatest concern?

Options:

- A-** Informing the affected individuals that data from other individuals may have also been affected.
- B-** Collecting more personally identifiable information than necessary to provide updates to the affected individuals.

- C- Using a postcard with the logo of the vendor who make the mistake instead of your company's logo.
- D- Trusting a vendor to send out a notice when they already failed once by not encrypting the database.

Answer:

D

Question 9

Question Type: MultipleChoice

SCENARIO

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Which of the following elements of the incident did you adequately determine?

Options:

- A- The nature of the data elements impacted
- B- The likelihood the incident may lead to harm
- C- The likelihood that the information is accessible and usable
- D- The number of individuals whose information was affected

Answer:

B

Question 10

Question Type: MultipleChoice

An organization is establishing a mission statement for its privacy program. Which of the following statements would be the best to use?

Options:

- A-** This privacy program encourages cross-organizational collaboration which will stop all data breaches
- B-** Our organization was founded in 2054 to reduce the chance of a future disaster like the one that occurred ten years ago. All individuals from our area of the country should be concerned about a future disaster. However, with our privacy program, they should not be concerned about the misuse of their information.
- C-** The goal of the privacy program is to protect the privacy of all individuals who support our organization. To meet this goal, we must work to comply with all applicable privacy laws.
- D-** In the next 20 years, our privacy program should be able to eliminate 80% of our current breaches. To do this, everyone in our organization must complete our annual privacy training course and all personally identifiable information must be inventoried.

Answer:

C

Question 11

Question Type: MultipleChoice

Which is the best way to view an organization's privacy framework?

Options:

- A- As an industry benchmark that can apply to many organizations
- B- As a fixed structure that directs changes in the organization
- C- As an aspirational goal that improves the organization
- D- As a living structure that aligns to changes in the organization

Answer:

B

Question 12

Question Type: MultipleChoice

What is the function of the privacy operational life cycle?

Options:

- A-** It establishes initial plans for privacy protection and implementation
- B-** It allows the organization to respond to ever-changing privacy demands
- C-** It ensures that outdated privacy policies are retired on a set schedule
- D-** It allows privacy policies to mature to a fixed form

Answer:

A

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