

A4-Exhibit A

New York Institute of Technology

Assignment A4: Legal/Ethics Implications at H&S Trucking
Repair Ltd.

STRATEGIC LEADERSHIP CAPSTONE (MGMT 650)

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COMPANY OVERVIEW: -

For our case study we chose **H & S Truck & Trailer Repair Ltd.** This company engaged in truck repair, ICBC claim & Motor Vehicle inspection. From our team one member has a personal working experience with this company. H & S Truck & Trailer has different department to control the different activities in the company. This is mid sized based company which provides repair and inspections services to all Canadian and USA based organization which are involved in trucking business.

Database:

As there are different departments need different types of information so they are using TRS (A & A Solutions) Software to maintain the centralization of database. This commercial database contains first, information about customer personal data (name, address, Home Phone number, cell number, credit card information) and their company information and as well as truck information (Truck model, Make, VIN Number, year, Registration Number, Plate Number). Second, Supplier information included their business number, address, Phone number, parts number, price, Fax number, and GST number. Third, It contains employee personal information address, phone number, social insurance number, email address & home address.

How information system used by H & S Truck Trailer

Repair Ltd: - As, we discussed above data base all collected information are very sensitive & Confidential because whenever any customer come to H & S Truck and trailer company they always sign contract with customers in which they declared they will not share their personal information with third party but they will share vehicle information with their suppliers. Because if they need to order some part for particular truck then they have to give Truck Number, VIN number. To make insure with their supplier do not share truck information with third party they assign code to each customer and PO Number. While they sign contract with a customer they also take a customer credit card information and sign legal agreement with their customer in which they declared they would not charge until their customers will not give permission. And also they insure their customer not to share with third party, as we know this agreement very important to maintain relationship and trust. H & S

Truck and Trailer Ltd company takes customer credit card information. Because some times customer want to pay installments and as we told they also work for US based company, for another state. For they're convenient they can pay by visa over the phone and can maintain the due dates.

Information system that are used for strategic planning and strategic leadership:

As we know, today advanced technology world, information system is one major and powerful source to build a strong relation between customer supplier and itself in the organization. To run a successful business in today's market we need an effective and relevant information system to develop a business strategy in future. Because, every organization has main focus to make vision and goal. Information system helps to develop a strategic plan to clarify the organization vision, mission and what action we need to take to achieve these. When we collect the customer that that helps to survey about customer needs and their interest. With the information system, we can access the customer, employee information and can find what type of relationship between them. As from our research about H&S we found they use information to keep track inspection expiry of customer trucks so they can remind their customer about their inspection expiry that also help them to maintain a strong relationship with their customers.

As we know leadership has main responsibilities to make decisions and set of actions to achieve this goal made by plans. Leadership use information system to develop a long term plans for organization better future. Major task performed by leadership by using information systems are:

1. Develop a focus on vision, mission and goal, which is made by strategic plans.
2. Develop a effective team by recruiting process

H & S Truck and Trailer Repair Ltd Ethical for their

database: - As we know it is very important to every organization to keep their data very secure and confidential. As from our research about H & S truck & trailer repair ltd, they use TRS software, which is very efficient and reliable software. They also have one administrated who can maintain the data base and can put the limit on the data base so that

another users can't retrieve the information and use that information if it is not necessarily. Their computers are highly protected with updated antivirus. Every user has own user name, password and own authorities. H & S shares customer's truck information's only with third party after signing agreement with customer. If customer is not agree then they allow customer bring their own part and have customer to install that part& S also contains a information about supplier supplied parts and their part number as well as price information. This information is very confidential and they don't share there this information with any other supplier but they use when they need to beat the market price.

In H&S Organizations have database of their employees and suppliers in their system to make business more reliable. But all the companies also have database of their customers to serve them better way. They stored customer name, address, sometimes and their credit card detail and license number according to company policies. Companies use privacy protection to build customer trust and loyalty. But some organizations struggle with even understanding what kind of data they currently gathering and risk of having this information. They do not understand how much information they have and who access to it, company could be placing its self at risk.

Ethical issues

Collecting personal data

Consumers are becoming more concerned about their personal information and information about their purchase behavior. Customers do not want that organizations collect their personal information when they use the service of the company or purchased something from them. Consumers want to know how much of their personal information company have in their systems.

Customer Privacy

Sometimes when customer purchase something company get their personal information in their systems. Sometimes, companies sell customer information to other marketing organizations. this will make conflict between company and its customers.

Legal Issues

Data should not collect without permission

According to the legal aspects, companies only store non sensitive data in their system. They cannot save personal sensitive information

without customer's permission. Moreover if they have that kind of customer information, they need to provide specific protection to that data.

Data should not be shared with third party

Those companies, which retain customer information in their records, they may not be able to share customer information to third party. They can only share under some given conditions by government. If the protection is providing according to the government rules then legal action will be taken against those companies.

How much data company retained

When anybody is doing shopping in store or an Internet, companies store their personal information in their system. This personal information may include customers name, address, credit card or debit card number and sometimes social insurance number (SIM). Every company has different reason to retain customer's personal data. But when they store their information they need to be clear the purpose for which they hold personal information and ensure that they can use that information only for original purpose only. They also need to specify that they will provide data protection to their personal information fairly and lawfully.

In our company H&S Truck & trailer Repair Ltd, they are using TRS software to collect database of customers, employees and suppliers of the company. They are collecting customer's credit card info, their personal and vehicle information.

Customers are coming after some intervals to time for their vehicle inspection. So, company easily gets information about previous inspection and other repairs by accessing their account information. It is also make easier to make invoices of their account. They also save the credit card information with customers account by ensuring that this information will not shared with any other company or with third person. Some of the customers want to pay their dues in equal monthly installments. So, it becomes easier for company to take installment from their account directly.

H&S also retain employee's information like SIN number, which facilitates company to make salary slips of their employees and also make and check the schedule of every employee. They also save the

supplier information to collect all the information about account payable and inventory. It also shows all the account information of different suppliers and how much they already paid and how much remaining balance of every supplier.

Security concern and preventive mechanism

According to the recent studies, security is the one of the biggest challenge in all the companies. Security threats can be from inside and outside but they affect business operations, customer satisfaction and also company's profitability. At the time of getting personal information from customer they signed with the company's term and conditions of company. H&S also assure customers to make their information confidential. They are clear that their company is responsible for ensuring information security. They have enough right physical and technical security, backed up robust policies and procedures. They have well trained staff to prove their security.

Recommendations on collecting Database

H&S Ltd. Already have enough security to handle database of customers, employees and suppliers. A&A solutions also provide the security and backup database system in their TRS software, which is used by H&S. There are some recommendations to give more security to the database.

Amount of data storage

Company need to hold personal data of individual that is sufficient for the purpose for that it is collected. Where the sensitive personal data is concerned, it is particularly important to make sure retain only minimum amount of information that is needed.

More physical security

Company need to provide limited physical control to access database information to prevent unauthorized access. Only authorized people in company should know the login information to access data.

Period of retaining data

Company need to specify minimum and maximum amount of time to keep data in their database. They need to update, achieve and securely delete the information if it goes out of date. Because after some time, it is increased the risk that information go out of date and it may no longer need to retain that personal information and company must make sure it held securely.

Access personal data

Company have to give authorization to individuals to know what information company has processed in their system, the reasons to it being processed and whether it will shared with any other organization or people. Company also gives copy of information comprising the data to individual whose information is saved.