Digital Citizenship

IC3 Digital Literacy Certification, Global Standard 6 (GS6)

2 objectives · Certiport IC3 Digital Literacy GS6

Personally identifiable information (PII) is any information that can identify a person, alone or combined with other data. At an advanced level you are trusted with other people's data, so you protect it online and at work, handle any account details you learn responsibly and never share someone's information without their permission.

Every objective and its key skills

2.1 Understand how to protect others' personally identifiable information

PII includes names, addresses, phone numbers, email addresses, ID numbers, photos, location data and account numbers; health and financial data are especially sensitive.

Access customer and colleague data only when your job requires it (need to know), and only through approved systems.

2.2 Explain best practices for digital citizenship

Install operating system and app updates promptly; they fix security weaknesses and add features.

Dangerous, illegal or harmful behaviour includes threats of violence, harassment, bullying, fraud, self-harm content and the exploitation of children.

Common pitfalls

- Information does not have to include a name to be PII; a combination such as postcode, birth date and job title can identify someone.
- Sharing harmful content 'to warn others' spreads it further; report it instead.

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