



BOARD OF STUDIES
NEW SOUTH WALES

(Q24)

a)

Contains perishable items	Delivery distance	Order value	delivery charge
Yes	—	—	—
No	> 10km	> \$100	No
No	> 10km	≤ \$100	Yes
No	≤ 10km	No	No

b) The importance of user documentation for this online store

includes the facts that there will be users for this store that is customers. These customers will need to document themselves when they enter the on-line store. This will allow the store to know who their frequent customers are.

c) An ethical issue would be the selling of customers preferences to other companies. Many businesses sell customer preferences and this is usually when the customer is not notified. This is unethical because ~~a~~ a customer is entitled to ~~a~~^a right to their own information. and where the information is going because they are usually bombarded with advertising from companies they've never even bought anything from.

Another ethical issue is the privacy of the customer although this is similar to the first issue it deals with privacy issues on a more financial level. A right to customers is to have their financial information (credit) details,

secure. The supermarket should go about researching into how to protect their customers data. They could take upon data security methods such as firewall, encryption, passwords and so forth. To avoid hackers getting easy access into supermarket files which would result the supermarket with a loss of customers.