

**Question 18** (10 marks)

- (a) What are the advantages of keeping an electronic diary? 2

All data sorted can't be physically  
picked up like a paper. easy to  
update. place reminder with a  
certain date, time & tone to reinforce  
reminder.

- (b) Why should you maintain version control when producing documents? 3

so that all data is kept together,  
certain files in certain folders,  
which makes it easier for the  
employees & employees of the business.

**Question 18 continues on page 10**

- (c) How should a business comply with the *Privacy Act 1988* (Cth) when handling client information?

By keeping all client information confidential, in certain folders, with reference numbers & security codes. Not giving out information of any sort. Having a number of security questions & answers. By doing so it creates a safer & a happier workplace for both staff & customers.

End of Question 18