



Answer **all** the questions.

**Section A**

1 Customers of The Dependable Banking Group (Dependable) have reported attempts to gain unauthorised access to their accounts.

(a) Identify and describe **two** different methods a hacker could use to gain unauthorised access to customer data.

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[6]

(b) Identify **two** items of data that would be useful to a hacker who wanted to access Humphrey’s account by telephone banking.

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[2]

(c) One possible outcome of a cyber security attack is the total loss of data.

Describe **one** impact on Humphrey if all data held about him by his bank was lost.

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[2]

The cyber security team produces a cyber security incident report after investigating the attempted attacks.

- (d) Explain why the attack on Humphrey’s account is more likely to have been done by an individual rather than a government.

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When a customer reports an attempted attack, a set procedure is followed.

- (e) Explain why each of the responses below are important to the customer.

- (i) Each member of the research team knows their role.

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- (ii) The person completing the report knows which procedure to follow when carrying out the research.

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- (iii) Liaising with them throughout the process.

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2 Humphrey has received a copy of the Data Protection policy from the cyber security team at Dependable.

(a) The Data Protection policy states that data confidentiality is the first priority.

(i) Describe what is meant by the term **data confidentiality**.

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(ii) Explain how a breach in data confidentiality could lead to a third party being able to pose as Humphrey.

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Humphrey has also received an advice pack from the cyber security team.

(b) The advice pack states that Humphrey should encrypt any personal data he holds on his personal computer.

Explain how encryption would protect Humphrey's personal data.

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- (c) Humphrey has received an email asking him to confirm his personal details before the mortgage funds are transferred to his account.

Explain **two** methods that Humphrey could use to check that this email is genuine.

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[4]















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