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1	**How** does computer technology assist disabled individuals? **Explain** with examples.	5
2	Privacy is commonly defined by some core aspects. **Identify** and briefly **explain** these core concepts of privacy, and for each concept, provide a relevant real-world case (or example) where that specific aspect of privacy is violated.	5
3	You are currently serving as the Director of Customer Experience for "QuickBank", which is a leading online-only financial institution known for its innovative digital banking solutions and customer-centric approach. Your project goal is to significantly reduce the average customer call wait times, enhance overall operational efficiency, and improve the resolution rate for various types of customer complaints by implementing a state-of-the-art AI-powered chatbot system. This initiative aims to leverage advanced artificial intelligence technologies to better understand customer needs, provide timely responses, and deliver a smoother, more satisfying customer experience. The project involves analyzing both existing customer data, such as service history, call logs, and complaint categories, as well as new, more sensitive data gathered through voice recordings, sentiment analysis, and interaction keywords.	
	Explain the principles of data collection and use. For each principle, briefly describe its meaning and provide one practical step the organization can take to ensure compliance.	5

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