



COURSES

Doing business electronically: Electronic Commerce and Recordkeeping

Agents Identity and Trust

[Click here to start](#)

Table of Contents

[Doing business electronically: Electronic Commerce and Recordkeeping](#)

[AgentsIdentity and trust](#)

[Trust is the expectation that arises within a community, of regular, honest, and cooperative behavior, based on commonly shared norms, on the other part of other members of that community. Those norms can be about deep "value" questions like the nature of God or justice, but they also encompass secular norms like professional standards and codes of behavior. That is, we trust a doctor not to do us deliberate injury because we expect him or her to live by the Hippocratic oath and the standards of the medical profession'. Trust: the Social Virtues and the Creation of Prosperity, Francis Fukuyama, Penguin Group, London, 1995 P. 26.](#)

[Legal and social relationships](#)

[Identity and trust in records](#)

[A trustworthy record is one that is both an accurate statement of facts and a genuine manifestation of those facts. Record trustworthiness thus has two qualitative dimensions: reliability and authenticity. Reliability means that the record is capable of standing for the facts to which it attests, while authenticity means that the record is what it claims to be.' Heather MacNeil, 'Trusting Records: The Evolution of Legal, Historical, and Diplomatic Methods of Assessing the Trustworthiness of Records, from Antiquity to the Digital Age', PhD Dissertation The University of British Columbia, October, 1998](#)

[E-commerce environment and trust](#)

[E-commerce environment and trust](#)

[Identity and trust in records: the privacy issue](#)

[Proposed legislation in Australia re private sector](#)

Author: Livia Iacovino

Email: barbara.reed@recordkeeping.com.au

Home Page:

<http://www.recordkeeping.com.au/courses.html>



COURSES

Doing business electronically: Electronic Commerce and Recordkeeping

Agents Identity and trust

Livia Iacovino, Monash University

1701/00

Agents: identity and trust



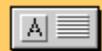
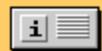
Slide 1 of 10



Agents

Identity and trust

- **Presentation covers:**
 - **Social/cultural understanding of identity and trust**
 - **Legal and social relationships and trust**
 - **Identity and trust in records**
 - **Identity and trust in e-commerce**
 - **Identity and trust in records: the privacy issue**



1701/00

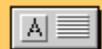
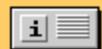
Agents: identity and trust

Slide 2 of 10



COURSES

- **‘Trust is the expectation that arises within a community, of regular, honest, and cooperative behavior, based on commonly shared norms, on the other part of other members of that community. Those norms can be about deep “value” questions like the nature of God or justice, but they also encompass secular norms like professional standards and codes of behavior. That is, we trust a doctor not to do us deliberate injury because we expect him or her to live by the Hippocratic oath and the standards of the medical profession’. *Trust: the Social Virtues and the Creation of Prosperity*, Francis Fukuyama, Penguin Group, London, 1995 P. 26.**



1701/00

Agents: identity and trust

Slide 3 of 10



Legal and social relationships

- **A tool for understanding how pre-existing trust operates in business transactions**
- **Founded on trust, e.g the doctor-patient relationship. When trust breaks down parties resort to legal remedies**
- **Issues arising from the lack of a pre-existing legal relationship between two parties transacting on the Net.**



1701/00

Agents: identity and trust

Slide 4 of 10



Identity and trust in records

- **External trust elements**
- **Internal trust elements**



1701/00

Agents: identity and trust

Slide 5 of 10



- **‘A trustworthy record is one that is both an accurate statement of facts and a genuine manifestation of those facts. Record trustworthiness thus has two qualitative dimensions: reliability and authenticity. Reliability means that the record is capable of standing for the facts to which it attests, while authenticity means that the record is what it claims to be.’**

Heather MacNeil, ‘Trusting Records: The Evolution of Legal, Historical, and Diplomatic Methods of Assessing the Trustworthiness of Records, from Antiquity to the Digital Age’, PhD Dissertation The University of British Columbia, October, 1998

1701/00

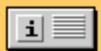
Agents: identity and trust





E-commerce environment and trust

- **Can electronic records enhance authenticity and the degree of reliability of records because they capture more of the context of creation?**
- **Will social protocols that make us trust a record still be required in addition to technological solutions?**



1701/00

Agents: identity and trust

Slide 7 of 10



E-commerce environment and trust

- **Does trust depend on whether we believe individuals can be socially engineered or do they respond only to deterrent factors?**
- **How does e-commerce provide authentication?**



1701/00

Agents: identity and trust

Slide 8 of 10



Identity and trust in records: the privacy issue

- **Personal information is at risk when it is transmitted either in the form of:**
 - Identification of parties to the transaction
 - Record/data subject information
 - Third parties holding information about the above



1701/00

Agents: identity and trust

Slide 9 of 10



Proposed legislation in Australia re private sector

- **principles of added relevance to e-commerce:**
 - **Option to remain anonymous when entering transactions (NPP 8)**
 - **Transfers of personal information out of Australia (NPP9)**



1701/00

Agents: identity and trust

Slide 10 of 10