

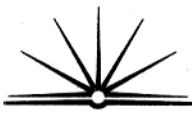
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a)

Contains Perishable items	✓	X	X	X
Delivery distance > 10	X	✓	✓	X
Delivery distance ≤ 10	X	X	X	✓
Order value > 100	X	✓	X	X
Order value ≤ 100	X	X	✓	X
Delivery Charge	✓	X	✓	X

b) User documentation is important for online storage as a user can use hypertext to interact online with the documentation and make informed choices or decide on the appropriate action. It helps the user in knowing how to interact with the documentation.

c) Two social and ethical issues associated with the new system include Privacy. They could be addressed in the online store by keeping information private. Credit card numbers need to be encrypted to make sure hackers don't gain access to a customer's private details including their address and their phone number. Privacy



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• is an issue as customers may not want their details contained on the website. Another ethical issue is who has access to the data and how is it used. When ~~customers~~ customers details are entered it is up to the business to protect ~~it~~ that information. A person in the business may enter the data into a database or give the information to another business without their consent. The business may use the data in data mining. The online store needs to provide adequate information to the customers on how the data is used.