5 A company creates a relational database to store data about its customers.

The database, `REVIEWS`, stores data about the customers, products, complaints and staff.

The database has four tables:

CUSTOMER(<u>CustomerID</u>, CustomerFirstName, CustomerLastName, CustomerEmail)

PRODUCT(<u>ProductID</u>, ProductName, ProductDetail, Price, Rating)

COMPLAINT(<u>ComplaintID</u>, ProductID, CustomerID, ComplaintDetails, StaffID)

STAFF(<u>StaffID</u>, StaffFirstName, StaffLastName, Department, RemoteWorker)

(b) Some example data from the `STAFF` table is shown.

StaffID	**StaffFirstName**	**StaffLastName**	**Department**	**RemoteWorker**
1	Ralph	Jura	E	Yes
2	Luca	Emcee	A	Yes
3	Darwin	Acula	F	No

Write a Structured Query Language (SQL) script to define the table `STAFF`.

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(c) Products are given a rating between 1 and 10 inclusive.

Write an SQL script to return only the `ProductID`, `ProductName` and `ComplaintDetails` for all products with a rating of 5 or less. The results need to be displayed in descending order of rating.

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(d) A Database Management System (DBMS) is used to maintain and manage the database.

Describe **two** ways in which the DBMS can be used to ensure the security of the customer data.

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Question 6 starts on the next page.