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Information security, cybersecurity and privacy protection — Privacy information management systems — Requirements and guidance

Sécurité de l'information, cybersécurité et protection de la vie privée — Systèmes de management de la protection de la vie privée — Exigences et recommandations

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 27, *Information security, cybersecurity and privacy protection*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/CLC/JTC 13, *Cybersecurity and data protection*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This second edition cancels and replaces the first edition (ISO/IEC 27701:2019), which has been technically revised.

The main changes are as follows:

— the document has been redrafted as a stand-alone management system standard.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

0.1 General

Almost every organization processes personally identifiable information (PII). Further, the quantity and types of PII processed are increasing, as are the number of situations where an organization needs to cooperate with other organizations regarding the processing of PII. Protection of privacy in the context of the processing of PII is a societal need, as well as the topic of dedicated legal requirements worldwide.

This document includes mapping to:

— the privacy framework and principles defined in ISO/IEC 29100;

— ISO/IEC 27018;

— ISO/IEC 29151;

— the EU General Data Protection Regulation.

NOTE These mappings can be interpreted to take into account local legal requirements.

This document can be used by PII controllers (including those that are joint PII controllers) and PII processors (including those using subcontracted PII processors and those processing PII as subcontractors to PII processors).

By complying with the requirements in this document, an organization can generate evidence of how it handles the processing of PII. Such evidence can be used to facilitate agreements with business partners where the processing of PII is mutually relevant. This can also assist in relationships with other interested parties. The use of this document can provide independent verification of this evidence.

0.2 Compatibility with other management system standards

This document applies the framework developed by ISO to improve alignment among its management system standards.

This document enables an organization to align or integrate its privacy information management system (PIMS) with the requirements of other management system standards, and in particular with the information security management system specified in ISO/IEC 27001.

Information security, cybersecurity and privacy protection — Privacy information management systems — Requirements and guidance

1 Scope

This document specifies requirements for establishing, implementing, maintaining and continually improving a privacy information management system (PIMS).

Guidance is also provided to assist in the implementation of the requirements in this document.

This document is intended for personally identifiable information (PII) controllers and PII processors holding responsibility and accountability for PII processing.

This document is applicable to all types and sizes of organizations, including public and private companies, government entities and not-for-profit organizations.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 29100, *Information technology — Security techniques — Privacy framework*

3 Terms, definitions and abbreviations

For the purposes of this document, the terms and definitions given in ISO/IEC 29100 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.6)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: If the organization is part of a larger entity, the term "organization" refers only to the part of the larger entity that is within the scope of the *privacy informationmanagement system* (3.23).

3.2
interested party
person or *organization* (3.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity