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Information technology — Online privacy notices and consent

*Technologies de l'information — Déclarations de confidentialité en
ligne et les consentements*



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Foreword

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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*.

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.

Introduction

The wider availability of communication infrastructures like home broadband connections and the global internet, the growth in the use of smartphones and other devices (e.g., wearables) that collect details of individuals' activities, and improvements in information processing capability have enabled much wider-ranging collection and analysis of personal information. Such technological improvements provide a better prospect for more convenient consumer life, new business opportunities, more attractive services and more added value. On the other hand, consumers are becoming increasingly "privacy aware" and are questioning the privacy impact of the collection and use of personally identifiable information (PII) by online services. This criticism is often due to the lack of a clear explanation of how their PII is processed, stored, maintained and managed.

This document specifies controls and associated additional information for organizations:

- to provide the basis for presenting clear, easily understood information to individuals whose PII is collected, about how the organization processes their PII (e.g., when providing services to consumers or under an employment relationship) and
- to obtain consent from the PII principals in a fair, demonstrable, transparent, unambiguous and revocable (withdrawable) manner.

This document provides details on the implementation of two privacy principles from ISO/IEC 29100 (i.e., Principle 1: Consent and choice, Principle 7: Openness, transparency and notice).

Information technology — Online privacy notices and consent

1 Scope

This document specifies controls which shape the content and the structure of online privacy notices as well as the process of asking for consent to collect and process personally identifiable information (PII) from PII principals.

This document is applicable in any online context where a PII controller or any other entity processing PII informs PII principals of processing.

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*