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Standard**

ISO/IEC 29100

**Information technology — Security
techniques — Privacy framework**

*Technologies de l'information — Techniques de sécurité — Cadre
privé*

**Second edition
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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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*.

This second edition cancels and replaces the first edition (ISO/IEC 29100:2011), of which it constitutes a minor revision. It also incorporates the Amendment ISO/IEC 29100:2011/Amd 1:2018.

The main changes are as follows:

- [Clause 2](#) (normative references) has been added and cross-references have been updated throughout the document;
- replaced the term "secondary use" with "secondary purpose" in [Clause 3](#);
- bibliography has been updated.

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

This document provides a high-level framework for the protection of personally identifiable information (PII) within information and communication technology (ICT) systems. It is general in nature and places organizational, technical, and procedural aspects in an overall privacy framework.

The privacy framework is intended to help organizations define their privacy safeguarding requirements related to PII within an ICT environment by:

- specifying a common privacy terminology;
- defining the actors and their roles in processing PII;
- describing privacy safeguarding requirements; and
- referencing known privacy principles.

Due to the increasing number of information and communication technologies that process PII, it is important to have international information security standards that provide a common understanding for the protection of PII. This document is intended to enhance existing security standards by adding a focus relevant to the processing of PII.

The increasing commercial use and value of PII, the sharing of PII across jurisdictions, and the growing complexity of ICT systems, can make it difficult for an organization to ensure privacy and to achieve compliance with the various applicable laws. Privacy stakeholders can prevent uncertainty and distrust from arising by handling privacy matters properly and avoiding cases of PII misuse.

Use of this document will:

- aid in the design, implementation, operation, and maintenance of ICT systems that handle and protect PII;
- spur innovative solutions to enable the protection of PII within ICT systems; and
- improve organizations' privacy programs through the use of best practices.

The privacy framework provided within this document can serve as a basis for additional privacy standardization initiatives, such as for:

- a technical reference architecture;
- the implementation and use of specific privacy technologies and overall privacy management;
- privacy controls for outsourced data processes;
- privacy risk assessments; or
- specific engineering specifications.

