

ISO/IEC 27018:2019 (E)

Information technology — Security techniques — Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors

Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Overview
4.1	Structure of this document
4.2	Control categories
5	Information security policies
5.1	Management direction for information security
5.1.1	Policies for information security
5.1.2	Review of the policies for information security
6	Organization of information security
6.1	Internal organization
6.1.1	Information security roles and responsibilities
6.1.2	Segregation of duties
6.1.3	Contact with authorities
6.1.4	Contact with special interest groups
6.1.5	Information security in project management
6.2	Mobile devices and teleworking
7	Human resource security
7.1	Prior to employment
7.2	During employment
7.2.1	Management responsibilities
7.2.2	Information security awareness, education and training
7.2.3	Disciplinary process
7.3	Termination and change of employment
8	Asset management
9	Access control
9.1	Business requirements of access control
9.2	User access management
9.2.1	User registration and de-registration
9.2.2	User access provisioning
9.2.3	Management of privileged access rights
9.2.4	Management of secret authentication information of users
9.2.5	Review of user access rights
9.2.6	Removal or adjustment of access rights
9.3	User responsibilities
9.3.1	Use of secret authentication information
9.4	System and application access control
9.4.1	Information access restriction
9.4.2	Secure log-on procedures

- 9.4.3 Password management system
- 9.4.4 Use of privileged utility programs
- 9.4.5 Access control to program source code
- 10 Cryptography
 - 10.1 Cryptographic controls
 - 10.1.1 Policy on the use of cryptographic controls
 - 10.1.2 Key management
- 11 Physical and environmental security
 - 11.1 Secure areas
 - 11.2 Equipment
 - 11.2.1 Equipment siting and protection
 - 11.2.2 Supporting utilities
 - 11.2.3 Cabling security
 - 11.2.4 Equipment maintenance
 - 11.2.5 Removal of assets
 - 11.2.6 Security of equipment and assets off-premises
 - 11.2.7 Secure disposal or re-use of equipment
 - 11.2.8 Unattended user equipment
 - 11.2.9 Clear desk and clear screen policy
- 12 Operations security
 - 12.1 Operational procedures and responsibilities
 - 12.1.1 Documented operating procedures
 - 12.1.2 Change management
 - 12.1.3 Capacity management
 - 12.1.4 Separation of development, testing and operational environments
 - 12.2 Protection from malware
 - 12.3 Backup
 - 12.3.1 Information backup
 - 12.4 Logging and monitoring
 - 12.4.1 Event logging
 - 12.4.2 Protection of log information
 - 12.4.3 Administrator and operator logs
 - 12.4.4 Clock synchronization
 - 12.5 Control of operational software
 - 12.6 Technical vulnerability management
 - 12.7 Information systems audit considerations
- 13 Communications security
 - 13.1 Network security management
 - 13.2 Information transfer
 - 13.2.1 Information transfer policies and procedures
 - 13.2.2 Agreements on information transfer
 - 13.2.3 Electronic messaging
 - 13.2.4 Confidentiality or non-disclosure agreements
- 14 System acquisition, development and maintenance
- 15 Supplier relationships
- 16 Information security incident management
 - 16.1 Management of information security incidents and improvements
 - 16.1.1 Responsibilities and procedures
 - 16.1.2 Reporting information security events
 - 16.1.3 Reporting information security weaknesses
 - 16.1.4 Assessment of and decision on information security events
 - 16.1.5 Response to information security incidents
 - 16.1.6 Learning from information security incidents
 - 16.1.7 Collection of evidence
- 17 Information security aspects of business continuity management

18 Compliance

- 18.1 Compliance with legal and contractual requirements**
- 18.2 Information security reviews**
 - 18.2.1 Independent review of information security**
 - 18.2.2 Compliance with security policies and standards**
 - 18.2.3 Technical compliance review**

Annex A (normative) Public cloud PII processor extended control set for PII protection

- A.1 General**
- A.2 Consent and choice**
 - A.2.1 Obligation to co-operate regarding PII principals' rights**
- A.3 Purpose legitimacy and specification**
 - A.3.1 Public cloud PII processor's purpose**
 - A.3.2 Public cloud PII processor's commercial use**
- A.4 Collection limitation**
- A.5 Data minimization**
 - A.5.1 Secure erasure of temporary files**
- A.6 Use, retention and disclosure limitation**
 - A.6.1 PII disclosure notification**
 - A.6.2 Recording of PII disclosures**
- A.7 Accuracy and quality**
- A.8 Openness, transparency and notice**
 - A.8.1 Disclosure of sub-contracted PII processing**
- A.9 Individual participation and access**
- A.10 Accountability**
 - A.10.1 Notification of a data breach involving PII**
 - A.10.2 Retention period for administrative security policies and guidelines**
 - A.10.3 PII return, transfer and disposal**
- A.11 Information security**
 - A.11.1 Confidentiality or non-disclosure agreements**
 - A.11.2 Restriction of the creation of hardcopy material**
 - A.11.3 Control and logging of data restoration**
 - A.11.4 Protecting data on storage media leaving the premises**
 - A.11.5 Use of unencrypted portable storage media and devices**
 - A.11.6 Encryption of PII transmitted over public data-transmission networks**
 - A.11.7 Secure disposal of hardcopy materials**
 - A.11.8 Unique use of user IDs**
 - A.11.9 Records of authorized users**
 - A.11.10 User ID management**
 - A.11.11 Contract measures**
 - A.11.12 Sub-contracted PII processing**
 - A.11.13 Access to data on pre-used data storage space**
- A.12 Privacy compliance**
 - A.12.1 Geographical location of PII**
 - A.12.2 Intended destination of PII**