

ISO 31700-1:2023-01 (E)

Consumer protection - Privacy by design for consumer goods and services - Part 1: High-level requirements

Contents		Page
Foreword		vi
Introduction		vii
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	General	8
4.1	Overview	8
4.2	Designing capabilities to enable consumers to enforce their privacy rights	9
4.2.1	Requirement	9
4.2.2	Explanation	9
4.2.3	Guidance	10
4.3	Developing capability to determine consumer privacy preferences	10
4.3.1	Requirement	10
4.3.2	Explanation	11
4.3.3	Guidance	11
4.4	Designing human computer interface (HCI) for privacy	11
4.4.1	Requirement	11
4.4.2	Explanation	12
4.4.3	Guidance	12
4.5	Assigning relevant roles and authorities	12
4.5.1	Requirement	12
4.5.2	Explanation	12
4.5.3	Guidance	12
4.6	Establishing multi-functional responsibilities	13
4.6.1	Requirement	13
4.6.2	Explanation	13
4.6.3	Guidance	13
4.7	Developing privacy knowledge, skill and ability	13
4.7.1	Requirement	13
4.7.2	Explanation	14
4.7.3	Guidance	14
4.8	Ensuring knowledge of privacy controls	14
4.8.1	Requirement	14
4.8.2	Explanation	14
4.8.3	Guidance	15
4.9	Documentation and information management	15
4.9.1	Requirement	15
4.9.2	Explanation	15
4.9.3	Guidance	16
5	Consumer communication requirements	16
5.1	Overview	16
5.2	Provision of privacy information	17
5.2.1	Requirement	17
5.2.2	Explanation	17
5.2.3	Guidance	17
5.3	Accountability for providing privacy information	18

5.3.1	Requirement	18
5.3.2	Explanation	19
5.3.3	Guidance	19
5.4	Responding to consumer inquiries and complaints	19
5.4.1	Requirement	19
5.4.2	Explanation	19
5.4.3	Guidance	19
5.5	Communicating to diverse consumer population	19
5.5.1	Requirement	19
5.5.2	Explanation	19
5.5.3	Guidance	20
5.6	Prepare data breach communications	20
5.6.1	Requirement	20
5.6.2	Explanation	20
5.6.3	Guidance	20
6	Risk management requirements	21
6.1	Overview	21
6.2	Conducting a privacy risk assessment	21
6.2.1	Requirement	21
6.2.2	Explanation	21
6.2.3	Guidance	22
6.3	Assessing privacy capabilities of third parties	22
6.3.1	Requirement	22
6.3.2	Explanation	23
6.3.3	Guidance	23
6.4	Establishing and documenting requirements for privacy controls	23
6.4.1	Requirement:	23
6.4.2	Explanation	23
6.4.3	Guidance	24
6.5	Monitoring and updating risk assessment	24
6.5.1	Requirement	24
6.5.2	Explanation	24
6.5.3	Guidance	24
6.6	Including privacy risks in cybersecurity resilience design	25
6.6.1	Requirement	25
6.6.2	Explanation	25
6.6.3	Guidance	25
7	Developing, deploying and operating designed privacy controls	25
7.1	Overview	25
7.2	Integrating the design and operation of privacy controls into the product development and management lifecycles	26
7.2.1	Requirement	26
7.2.2	Explanation	26
7.2.3	Guidance	26
7.3	Designing privacy controls	27
7.3.1	Requirement	27
7.3.2	Explanation	27
7.3.3	Guidance	27
7.4	Implementing privacy controls	27
7.4.1	Requirement	27
7.4.2	Explanation	27
7.4.3	Guidance	27
7.5	Designing privacy control testing	28
7.5.1	Requirement	28
7.5.2	Explanation	28
7.5.3	Guidance	28
7.6	Managing the transition of privacy controls	29
7.6.1	Requirement	29
7.6.2	Explanation	29
7.6.3	Guidance	29
7.7	Managing the operation of privacy controls	30
7.7.1	Requirement	30
7.7.2	Explanation	30

7.7.3	Guidance	30
7.8	Preparing for and managing a privacy breach.....	30
7.8.1	Requirement.....	30
7.8.2	Explanation.....	31
7.8.3	Guidance	31
7.9	Operating privacy controls for the processes and products upon which the product in scope depends throughout the PII lifecycle.....	31
7.9.1	Requirement.....	31
7.9.2	Explanation.....	31
7.9.3	Guidance	31
8	End of PII lifecycle requirements.....	32
8.1	Overview.....	32
8.2	Designing privacy controls for retirement and end of use.....	32
8.2.1	Requirement.....	32
8.2.2	Explanation.....	32
8.2.3	Guidance	32
	Bibliography.....	34