
**Cloud computing — Service level
agreement (SLA) framework —**

Part 4:
**Components of security and of
protection of PII**

*Informatique en nuage — Cadre de travail de l'accord du niveau de
service —*

Partie 4: Éléments de sécurité et de protection des PII





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Contents

	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Symbols and abbreviated terms	1
5 Relationship with other parts of the cloud computing SLA framework	2
5.1 General	2
5.2 Conformance	2
6 Overview	3
6.1 General	3
6.2 Structure of this document	3
7 Information security components	4
7.1 Information security policy component	4
7.1.1 Description	4
7.1.2 Cloud service qualitative objectives	4
7.1.3 Guidance	4
7.2 Organization of information security component	4
7.2.1 Description	4
7.2.2 Cloud service qualitative objectives	4
7.2.3 Guidance	4
7.3 Asset management component	4
7.3.1 Description	4
7.3.2 Cloud service level objectives	5
7.3.3 Cloud service qualitative objectives	5
7.3.4 Guidance	5
7.4 Access control component	5
7.4.1 Description	5
7.4.2 Cloud service level objectives	5
7.4.3 Cloud service qualitative objectives	6
7.4.4 Guidance	6
7.5 Cryptography component	7
7.5.1 Description	7
7.5.2 Cloud service qualitative objectives	7
7.5.3 Guidance	7
7.6 Physical and environmental security component	8
7.6.1 Description	8
7.6.2 Cloud service qualitative objectives	8
7.6.3 Guidance	8
7.7 Operations security component	9
7.7.1 Description	9
7.7.2 Cloud service level objectives	9
7.7.3 Cloud service qualitative objectives	9
7.7.4 Guidance	10
7.8 Communications security component	10
7.8.1 Description	10
7.8.2 Cloud service qualitative objectives	10
7.8.3 Guidance	10
7.9 Systems acquisition, development and maintenance component	10
7.9.1 Description	10
7.9.2 Cloud service qualitative objectives	11
7.9.3 Guidance	11

7.10	Supplier relationships component	11
7.10.1	Description	11
7.10.2	Cloud service qualitative objectives	11
7.10.3	Guidance	12
7.11	Information security incident management component	12
7.11.1	Description	12
7.11.2	Cloud service level objectives	12
7.11.3	Cloud service qualitative objectives	12
7.11.4	Guidance	12
7.12	Business continuity management component	12
7.12.1	Description	12
7.12.2	Cloud service qualitative objectives	12
7.12.3	Guidance	13
7.13	Compliance component	13
7.13.1	Description	13
7.13.2	Cloud service qualitative objectives	13
7.13.3	Guidance	13
8	Protection of personally identifiable information component	13
8.1	Consent and choice component	13
8.1.1	Description	13
8.1.2	Cloud service qualitative objectives	13
8.1.3	Guidance	14
8.2	Purpose legitimacy and specification component	14
8.2.1	Description	14
8.2.2	Cloud service qualitative objectives	14
8.2.3	Guidance	14
8.3	Data minimization component	14
8.3.1	Description	14
8.3.2	Cloud service level objectives	15
8.3.3	Cloud service qualitative objectives	15
8.3.4	Guidance	15
8.4	Use, retention and disclosure limitation component	15
8.4.1	Description	15
8.4.2	Cloud service qualitative objectives	15
8.4.3	Guidance	15
8.5	Accuracy and quality component	16
8.5.1	Description	16
8.5.2	Cloud service qualitative objectives	16
8.5.3	Guidance	16
8.6	Openness, transparency and notice component	16
8.6.1	Description	16
8.6.2	Cloud service qualitative objectives	16
8.6.3	Guidance	17
8.7	Individual participation and access component	17
8.7.1	Description	17
8.7.2	Cloud service qualitative objectives	17
8.7.3	Guidance	17
8.8	Accountability component	17
8.8.1	Description	17
8.8.2	Cloud service level objectives	18
8.8.3	Cloud service qualitative objectives	18
8.8.4	Guidance	18
8.9	Protection of PII compliance component	18
8.9.1	Description	18
8.9.2	Cloud service qualitative objectives	18
8.9.3	Guidance	19
	Bibliography	20

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).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 27, *IT Security techniques*.

A list of all parts in the ISO/IEC 19086 series can be found in the ISO website.

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

This document can be used by any organization or individual involved in the creation, modification or understanding of a cloud service level agreement which conforms to ISO/IEC 19086 (all parts). The cloud SLA accounts for the key characteristics of a cloud service and aims to facilitate a common understanding between cloud service providers (CSPs) and cloud service customers (CSCs).

This document builds on the foundational concepts and definitions described by ISO/IEC 19086-1.

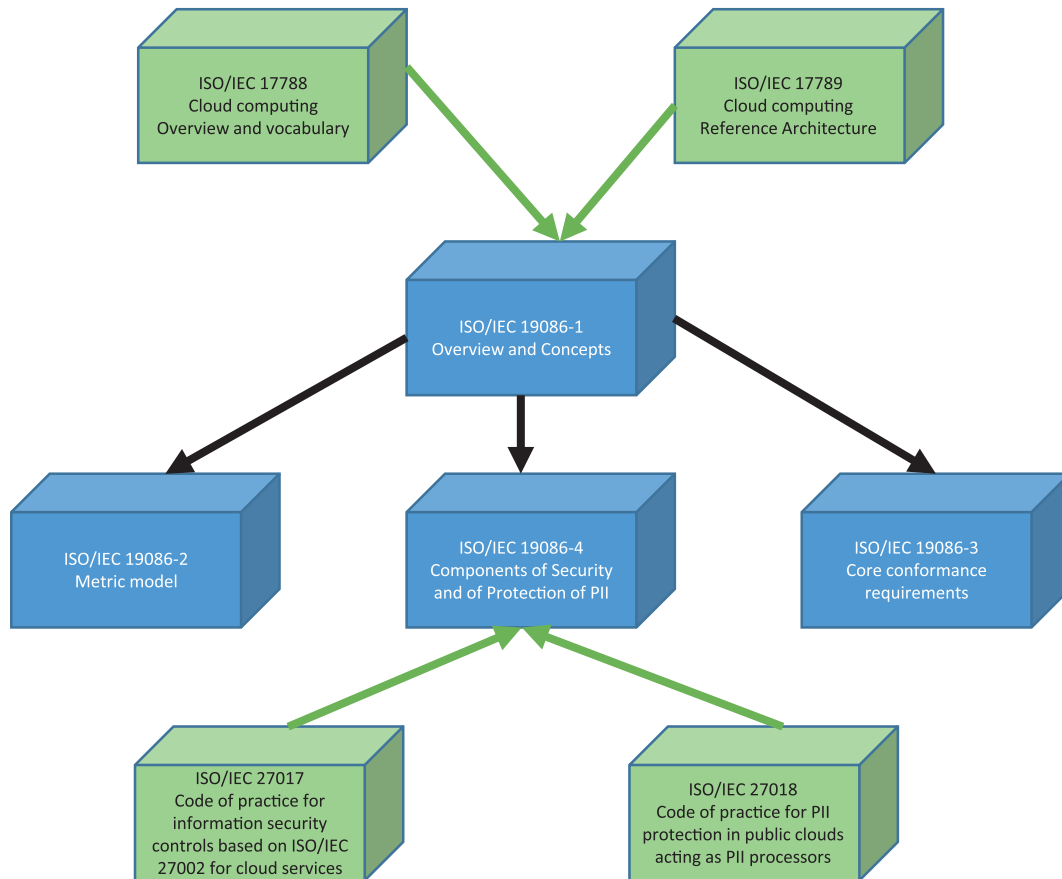


Figure 1 — Relationship of parts of ISO/IEC 19086 (all parts) and other cloud computing standards

Figure 1 presents an overview of the content of the ISO/IEC 19086 series and the relationships between the parts of ISO/IEC 19086 and other key International Standards relating to cloud computing.

Cloud computing — Service level agreement (SLA) framework —

Part 4: Components of security and of protection of PII

1 Scope

This document specifies security and protection of personally identifiable information components, SLOs and SQOs for cloud service level agreements (cloud SLA) including requirements and guidance.

This document is for the benefit and use of both CSPs and CSCs.

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 17788, *Information technology — Cloud computing — Overview and vocabulary*

ISO/IEC 19086-1, *Information technology — Cloud computing—Service level agreement (SLA) framework — Part 1: Overview and concepts*

ISO/IEC 27017, *Information technology — Security techniques — Code of practice for information security controls based on ISO/IEC 27002 for cloud services*

ISO/IEC 27018, *Information technology — Security techniques — Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors*

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