SmartSuite

Framework / Privacy / ISO Management Systems

ISO/IEC 29100:2011 – Privacy Framework

ISO/IEC 29100 is a privacy framework that helps organizations establish governance, principles, and controls to protect personal data.

What it is

ISO/IEC 29100 is an international privacy framework that helps organizations establish and manage privacy controls to protect personal data and address regulatory compliance obligations. The framework provides a structured approach to identifying, managing, and mitigating privacy risks across business processes and technology systems.

Published by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC), ISO/IEC 29100 is utilized by a broad range of organizations managing personal information, including those subject to global privacy regulations. It defines key privacy principles, establishes terminology, and outlines privacy governance practices that support risk management, data protection, and compliance oversight.

At a glance

PUBLISHER International Organization for Standardization (ISO)	TYPE Standard	VERSION 2011
EFFECTIVE 2011	DOMAIN Privacy	FAMILY ISO Management Systems
REGION International	ADOPTION MODEL Regulatory Compliance	IMPLEMENTATION COMPLEXITY Moderate

Source: https://www.iso.org/standard/85938.html

Why it matters

- **Strengthen privacy governance** Establish clear organizational accountability and oversight for privacy-related processes and procedures across business functions.
- **Enhance regulatory alignment** Support compliance with international privacy laws and regulations by standardizing privacy concepts and requirements organization-wide.
- **Protect personal data assets** Enable consistent implementation of privacy controls that reduce unauthorized access, disclosure, and misuse of sensitive information.
- **Increase audit readiness** Facilitate documentation and measurement of privacy program activities in support of regulatory audits and external assessments.

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How SmartSuite supports ISO 29100

Privacy Principles to Requirements Mapping

Translate privacy principles into concrete requirements and operational controls.

Data Inventory and Purpose Documentation

Document data categories, purposes, retention, and sharing with traceability.

Privacy by Design Workflows

Track approvals, reviews, and checkpoints in product and process changes.

Vendor and Data Sharing Governance

Manage data sharing agreements, safeguards, and periodic reviews.

Request Handling and Escalations

Run access/correction/deletion workflows with consistent tracking and evidence.

Governance Reporting

Report privacy posture, open actions, and accountability across teams.

Common framework mappings

GDPR | ISO 27001:2022 | ISO 27002:2022 | ISO 27018 | ISO 27701 | NIST Privacy Framework v1.0

Official resources

ISO/IEC 29100:2011 Privacy Framework

Defines privacy principles and guidelines for managing personal information and privacy controls.

iso.org/standard/45123.html

Frequently asked questions

What is ISO/IEC 29100 used for?

ISO/IEC 29100 is a privacy framework designed to help organizations establish, implement, and manage privacy controls to protect personally identifiable information (PII). It supports compliance with regulatory and contractual requirements by providing foundational privacy principles and guidance for managing privacy risks.

Is ISO/IEC 29100 mandatory or certifiable?

ISO/IEC 29100 is not a mandatory or certifiable standard; it serves as a guidance framework. Organizations can use it to inform their privacy programs and align with recognized best practices, but there is no formal certification process specific to ISO/IEC 29100.

What is the scope of ISO/IEC 29100?

The scope of ISO/IEC 29100 covers the governance and management of privacy for the processing of PII throughout its lifecycle. It applies to any organization that collects, processes, or manages PII, regardless of size, industry, or geographic location.

What are the key concepts and artifacts required by ISO/IEC 29100?

Key concepts of ISO/IEC 29100 include privacy principles, defined organizational roles (such as PII controllers and processors), and a lifecycle approach to PII processing. Artifacts commonly required include data inventories, privacy impact assessments, defined policies, and records of consent.

How does the privacy governance model of ISO/IEC 29100 work?

ISO/IEC 29100 structures privacy governance around high-level privacy principles and risk management. Organizations are expected to define responsibilities, document measures for PII protection, and embed privacy controls into their business processes and technology systems.

How does ISO/IEC 29100 relate to other frameworks like ISO/IEC 27001?

ISO/IEC 29100 complements frameworks such as ISO/IEC 27001 by focusing specifically on privacy and data protection, whereas ISO/IEC 27001 addresses broader information security management. Organizations often integrate ISO/IEC 29100 principles into their information security management systems to ensure consistent privacy and security practices.

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What are the ongoing compliance requirements under ISO/IEC 29100?

Ongoing compliance with ISO/IEC 29100 involves regularly reviewing and updating privacy policies, conducting impact assessments, monitoring PII processing, and ensuring that controls remain effective amidst changing legal and business requirements. Periodic training and awareness activities are also recommended.

How would SmartSuite support ISO/IEC 29100?

SmartSuite supports ISO/IEC 29100 implementation by enabling organizations to map privacy principles to operational controls, manage risk registers, and collect evidence of compliance. The platform facilitates policy governance, remediation workflows, and audit readiness through integrated dashboards and reporting tools for continuous privacy management.

License included / downloadable: No ISO/IEC 29100 requires purchase from the ISO catalog. License not included with platform

Full framework page and mappings: smartsuite.com/frameworks/iso-iec-29100-privacy-framework

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