



**International
Standard**

ISO 32122

**Transaction assurance in
E-commerce — Guidance for
offering online dispute resolution
services**

*Assurance des transactions de commerce électronique —
Recommandations pour les offres de services de résolution de
litiges en ligne*

**First edition
2025-03**

Reference number
ISO 32122:2025(en)

Full document details: [ISO 32122-2025](#)

© ISO 2025  **Documents**
Document Sharing Hub



COPYRIGHT PROTECTED DOCUMENT

© ISO 2025

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Basic principles	2
4.1 General	2
4.2 Accessible	2
4.3 Accountable	2
4.4 Competent	2
4.5 Confidential	2
4.6 Equal	2
4.7 Fair, impartial, and neutral	3
4.8 Legal	3
4.9 Secure	3
4.10 Transparent	3
5 Technical recommendations	3
5.1 General	3
5.2 Protecting personal information and privacy	4
5.3 Anonymization of decisions	4
5.4 Records sealing	5
5.5 Security and storage of records	5
5.6 Access to records	7
6 Operational manuals	7
6.1 General	7
6.2 Communications	8
6.3 Notice	8
6.4 Response	9
6.5 Negotiation stage	9
6.6 Mediation stage	10
6.7 Decision making stage	10
6.8 Correction of decision	11
6.9 Settlement	11
6.10 Appointment of neutral	11
6.11 Resignation or replacement of neutral	12
6.12 Power of the neutral	12
6.13 Miscellaneous	12
Bibliography	14

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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 ISO 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).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 321, *Transaction assurance in E-commerce*.

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

E-commerce has drastically increased globally. Wide use of e-commerce has increased the number of related disputes, including cross-border ones.

At the time of dispute, traditional litigation or traditional in-person alternative dispute resolution (ADR) cannot substantially resolve the disputes, including cross-border ones. In other words, transaction assurance in e-commerce cannot be achieved with traditional litigation or traditional in-person ADR, including for cross-border disputes. Online dispute resolution (ODR) has been gradually and widely used for e-commerce related disputes until now.

The safety and fairness of ODR are also important considerations, regardless if the ODR service was provided by an e-commerce operator or an outsourced ODR provider in order to be able to be used in a “real world setting”, including that it should not impose high costs, delays and burdens that are disproportionate to the economic value at stake. These are important factors in the assessment of a good e-commerce operator for all the stakeholders involved in e-commerce.

This document provides guidance for offering safe, fair, accessible and effective ODR services. E-commerce operators can easily know what conditions are needed as a safe and fair ODR service, and thereby customers can find more e-commerce operators which provide the safe and fair ODR service.

This document has been developed with reference to available documentation relating to ODR service in e-commerce.

Transaction assurance in E-commerce — Guidance for offering online dispute resolution services

1 Scope

This document gives guidance on online dispute resolution (ODR) for e-commerce transactions including basic principles of ODR, technical recommendations and operational manuals to e-commerce operators (including e-commerce platform operators) which aim to develop their own ODR service and ODR providers that are outsourced by e-commerce operators.

NOTE This document is particularly useful for disputes arising out of cross-border, low-value e-commerce transactions. This document can apply to disputes arising out of both goods and service contracts.

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 32110, *Transaction assurance in E-commerce — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 32110 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

ODR provider

online dispute resolution provider

entity that administers and coordinates online dispute resolution (ODR) proceedings, including where appropriate, by administering an ODR platform

Note 1 to entry: An e-commerce operator or e-commerce platform operator can serve as an ODR provider.

3.2

ODR platform

online dispute resolution platform

online mechanism for generating, sending, receiving, storing, exchanging or otherwise processing communications

3.3

ODR system

online dispute resolution system

entity involved in implementing, hosting or providing online dispute resolution services and platforms

Note 1 to entry: An ODR system can be provided by an ODR provider or an outsourced ODR systems vendor.