



BSI Standards Publication

Sharing economy — General trustworthiness and safety requirements for digital platform

National foreword

This Published Document is the UK implementation of [ISO/TS 42501:2022](#).

The UK participation in its preparation was entrusted to Technical Committee SCP/1/4, Sustainable Resource Management.

A list of organizations represented on this committee can be obtained on request to its committee manager.

Contractual and legal considerations

This publication has been prepared in good faith, however no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by BSI in relation to the adequacy, accuracy, completeness or reasonableness of this publication. All and any such responsibility and liability is expressly disclaimed to the full extent permitted by the law.

This publication is provided as is, and is to be used at the recipient's own risk.

The recipient is advised to consider seeking professional guidance with respect to its use of this publication.

This publication is not intended to constitute a contract. Users are responsible for its correct application.

This publication is not to be regarded as a British Standard.

© The British Standards Institution 2022
Published by BSI Standards Limited 2022

ISBN 978 0 539 15972 1

ICS 03.080.01; 35.240.63

Compliance with a Published Document cannot confer immunity from legal obligations.

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 31 October 2022.

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------

Sharing economy — General trustworthiness and safety requirements for digital platforms

*Économie du partage — Fiabilité générale et exigences de sécurité
pour les plateformes numériques*





COPYRIGHT PROTECTED DOCUMENT

© ISO 2022, Published in Switzerland

All rights reserved. Unless otherwise specified, 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
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 General requirements	1
4.1 General	1
4.2 Integrity	2
4.3 Transparency	2
4.4 Accountability and authorization	2
4.5 Accessibility and inclusion	3
4.6 Respect for other affected interests	3
4.7 Competence	3
5 Transaction phases of digital platform	4
5.1 Overview	4
5.2 On-boarding	4
5.3 Information delivery/update	5
5.4 Connection	5
5.5 Transaction	5
5.6 Rating/review	6
6 Requirements for managing operations	6
6.1 Overview	6
6.2 Registration/authentication/verification	7
6.2.1 General	7
6.2.2 Communication methods	7
6.2.3 Authentication of identity and verification of credentials	7
6.2.4 Safety mechanism for minors	7
6.3 Terms of use	8
6.3.1 General	8
6.3.2 Developing terms of use	8
6.3.3 Requirements for public order and morality	8
6.3.4 Summary of terms of use	8
6.3.5 Actions in response to violation of terms of use	8
6.3.6 Changes to terms of use	8
6.3.7 Limiting/Suspending/terminating the use of digital platform	9
6.4 Complaint handling and dispute resolution	9
6.4.1 General	9
6.4.2 Rights, redress and guarantees	9
6.4.3 Supporting the resolution of issues	9
6.4.4 Preparing for incidents	10
6.4.5 Confirmation of provider identification	10
6.4.6 Response to emergency situations	10
6.4.7 Report of the status of services to guardians	10
6.4.8 Report of the results of services to guardians	10
6.5 Information for providers and users	10
6.5.1 Information on booking and transaction fees	10
6.5.2 Information on dynamic pricing	11
6.5.3 Information on changes in search function and ranking	11
6.5.4 Information on status of providers	11
6.5.5 Information on potential infringement	11
6.5.6 Deletion of false information	11
6.5.7 Raising awareness on unlawful behaviours	11

6.5.8	Improvement support for providers and users	11
6.5.9	Ensuring life security of provider and user	11
6.5.10	Ensuring timely distribution of revenues	11
6.5.11	Ethical marketing practices	11
6.6	Information security	12
6.6.1	General	12
6.6.2	Procedures for handling of information	12
6.6.3	Information security roles and responsibilities	12
6.6.4	Confirmation of handling of information	12
6.6.5	Response to information leakage	12
6.6.6	Review of information security	12
6.6.7	Awareness training to platform operator employees	12
6.6.8	Access control	13
6.6.9	Prevention of loss or theft of removable media	13
6.6.10	Deletion of information and disposal of media	13
6.6.11	Control of access to devices	13
6.6.12	Access to networks and network services	13
6.6.13	Protection against unauthorized access	13
6.6.14	Detection of unauthorized access	13
6.6.15	Protection of confidentiality	13
6.6.16	Encryption of communication	13
6.6.17	Up-to-date security information	14
6.6.18	Control of outsourced processes	14
Bibliography		15

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 documents 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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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 324, *Sharing economy*.

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

A combination of widespread internet use, technological developments, innovation in economic models and demographic shifts has led to the emergence of a new economic model called the “sharing economy”, which enables otherwise unconnected individuals and/or organizations to make transactions of products and assets.

The sharing economy creates opportunities to connect individuals and/or organizations with unused assets and skill with those who wish to utilize them. It enables services and products to reach a wider range of consumers, to support entrepreneurship, and to create new business opportunities through enabling a flexible working style. Through the new model, the possibility of sharing and accessing assets rather than owning them could better optimize their use. The sharing economy is expected to create opportunities providing products and assets and thus positively contributes to social and environmental improvement.

On the other hand, issues such as security, service quality and reliability might not be assured to the same level as with classic business and (inter)national regulation. These potential shortcomings might not just harm users but the same fair competition among providers.

This document aims to encourage more acceptable, trustworthy operations of digital platforms by supporting the management activities of platform operators, both for profit and non-profit.