公有云个人信息保护规范
ISO/IEC 27018
非自愿不营销 | 地理透明度
数据返还与销毁

认证收益

增强客户信任基础：认证可展示组织在云端处理个人信息时的管理能力，有助于在金融、医疗等对隐私要求较高的行业场景中建立合作信心。

支持应对隐私法规要求：在面对 GDPR、PIPL 等隐私法规时，ISO/IEC 27018 提供可审计的管理机制，可作为组织在隐私保护方面采取结构化管理措施的证据，支持风险管理与合规需求。

提升运营管理的规范性：通过标准化个人信息全生命周期管理流程，使组织在云端的数据处理活动更易于管理和记录，对于内部审查或外部要求具备实务价值。

适用于国际化业务场景：作为国际使用度较高的管理体系标准，ISO/IEC 27018 便于组织在跨境业务、供应链协作或全球客户合作中展示隐私管理水平。

认证主体和适用场景

只有作为 PII 处理者 (Processor) 的云供应商，才需要申请并获得 ISO/IEC 27018 认证。根据服务模式的不同，涵盖以下群体：

- **IaaS（基础设施即服务）提供商：** 负责提供底层计算、存储和网络资源。他们通过认证来证明其物理设施和虚拟化环境在隔离、保护个人数据方面符合国际隐私标准。
- **PaaS（平台即服务）提供商：** 提供数据库、中间件或开发平台。由于其平台架构涉及海量数据的索引与流转，认证能证明其数据处理逻辑的透明与安全。
- **SaaS（软件即服务）提供商：** 提供各类在线应用软件，如企业资源计划（ERP）、客户关系管理（CRM）、人力资源管理（HRM）以及云端协作办公工具。这类厂商直接处理大量最终用户的敏感个人隐私，是该认证需求最旺盛的群体。

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ISO/IEC 27018 专注于公有云个人隐私保护的国际准则。在体系结构上，它并不是一个孤立的标准，而是对 ISO/IEC 27001（信息安全管理体系）的深度扩展。它针对云服务环境，专门为那些代表客户处理数据的云服务商（即“PII 处理者”）制定了极具针对性的隐私保护控制措施。

我们的优势

信息安全与隐私管理的体系化审核能力

Amtivo 凯瑞克在信息安全与隐私管理体系审核领域具备长期经验，对组织在云环境中处理个人信息的管理要求有深入理解，为开展 ISO/IEC 27018 审核提供专业基础。

熟悉云服务常见运行模式的审核团队

审核团队了解云服务的角色分工、数据流转方式和权限管理模式，能够结合企业实际业务场景开展审核活动，使审核过程更符合云环境的运作特性。

跨区域业务与企业数字化模式的理解

Amtivo 凯瑞克在多个地区开展认证工作，对不同组织在数字化运营、数据处理、云服务采用等方面的管理需求具有实践认知，可在审核中准确理解企业的治理结构与运营方式。

稳定的服务体系与专业审核方法

审核过程基于结构化的方法开展，关注标准要求、相关记录和运行证据，以清晰、客观、一致的方式呈现体系运行情况，为企业提供可靠的审核体验。

欢迎联络我们获得报价

ISO/IEC 27018 认证既是云商吸引大客户的“敲门砖”，也是其合规经营的“保险单”，欢迎联系 Amtivo 凯瑞克了解流程与安排，并获取报价。

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Public Cloud Protection of Personally Identifiable Information

ISO/IEC 27018

Non-voluntary, Non-marketing
Geographic Transparency | Data Return & Destruction

What Are the Benefits of ISO/IEC 27018?

Strengthening customer trust
ISO/IEC 27018 certification demonstrates an organisation's capability to manage and protect personally identifiable information (PII) within public cloud environments. This is particularly relevant for sectors such as finance, healthcare, and technology, where privacy expectations are high and assurance is frequently required by clients.

Supporting privacy regulatory obligations
When responding to privacy regulations such as the General Data Protection Regulation (GDPR) and China's Personal Information Protection Law (PIPL), ISO/IEC 27018 provides auditable controls and documented evidence of structured privacy management practices, supporting ongoing compliance and risk management activities.

Improving operational consistency
By standardising controls across the full lifecycle of personal data in the cloud, organisations can manage, record, and review data processing activities more effectively, supporting both internal governance and external assurance requirements.

Suitable for international business environments
As a widely recognised international standard, ISO/IEC 27018 supports organisations operating across borders, supply chains, and global customer networks by demonstrating a consistent approach to cloud privacy management.

Certification Scope and Applicable Scenarios

ISO/IEC 27018 applies specifically to cloud service providers acting as PII processors. Certification is relevant to organisations operating under the following service models:

Infrastructure as a Service (IaaS)

Providers responsible for delivering compute, storage, and network resources. Certification supports assurance that physical and virtual environments are appropriately controlled to protect personal data through isolation and security measures.

Platform as a Service (PaaS)

Providers offering databases, middleware, or development platforms. Given the scale of data indexing and processing within these environments, ISO/IEC 27018 demonstrates transparency and control over data handling activities.

Software as a Service (SaaS)

Providers delivering cloud-based applications such as ERP, CRM, HRM, and collaboration tools. These organisations often process large volumes of end-user personal data and represent one of the most common certification scenarios.

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ISO/IEC 27018 is an international code of practice focused on the protection of personal data in public cloud environments. Structurally, it is not a standalone standard, but an extension to ISO/IEC 27001, addressing privacy-specific controls for cloud service providers that process personal data on behalf of customers.

Why You Should Choose Amtivo

Structured expertise in information security and privacy audits
Amtivo has long-standing experience in auditing information security and privacy management systems, with a strong understanding of how organisations manage personal data within cloud environments. This provides a solid foundation for ISO/IEC 27018 certification activities.

Audit teams familiar with cloud operating models
Auditors understand common cloud service structures, data flows, access controls, and responsibility models, enabling audits that reflect real operational conditions rather than theoretical assumptions.

Experience across regions and digital operating models
Operating across multiple regions, Amtivo understands how organisations manage digital operations, cloud adoption, and data processing in different regulatory and business contexts, supporting accurate interpretation during audits.

Consistent audit methodology and service delivery
Audits are conducted using a structured, evidence-based approach, focusing on standard requirements, documented records, and operational evidence. Findings are presented clearly and objectively, supporting a reliable certification experience.

Contact us to Get a Quote

ISO/IEC 27018 certification is often a key requirement for cloud service providers seeking to work with large enterprise clients and operate within regulated markets. Contact Amtivo to learn more about the certification process, audit arrangements, and quotation options.

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