
**Information technology — Governance
of data —**

**Part 3:
Guidelines for data classification**

*Technologies de l'information — Gouvernance des technologies de
l'information —*



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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 or www.iec.ch/members_experts/refdocs).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC 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) or the IEC list of patent declarations received (see <https://patents.iec.ch>).

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. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

A list of all parts in the ISO/IEC 38505 series can be found on the ISO and IEC websites.

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 and www.iec.ch/national-committees.

Introduction

This document complements the existing International Standards on IT governance (ISO/IEC 38500) and data governance (ISO/IEC 38505-1). It is designed to provide practical guidance for organizations including governing bodies and management to allow them to:

- maintain an oversight of their data portfolio,
- understand the business context, value, sensitivity and risk associated with the data, and
- apply mechanisms that are both proportionate and appropriate, ensuring that data is protected, and is only used for intended purposes consistent with the organization's obligations.

Information technology — Governance of data —

Part 3: Guidelines for data classification

1 Scope

This document provides essential guidance for members of governing bodies of organizations and management on the use of data classification as a means to support the organization's overall data governance policy and associated systems. It sets out important factors to be considered in developing and deploying a data classification system.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions 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

big data

extensive datasets, primarily in the data characteristics of volume, variety, velocity and/or variability, that require scalable technology for efficient storage, manipulation, management and analysis

Note 1 to entry: Big data is commonly used in many different ways, for example as the name of the scalable technology used to handle big data extensive datasets.

[SOURCE: ISO/IEC 20546:2019, 3.1.2, modified.]

3.2

customer data

data held on file about customers

Note 1 to entry: This comprises the information customers provide while interacting with the organization via their website, mobile applications, surveys, social media, marketing campaigns and other online and offline avenues.

3.3

data controller

person or organization who determines the purposes for which and the manner in which any data are to be processed, stored and used

[SOURCE: ISO 10667-1:2020, 3.10, modified.]