

ISO/TS 42500:2023(en)

Sharing Economy - Terminology and Principles



SCOPE

This document provides general sharing economy principles. It is intended to be used by all types and sizes of organization (e.g. commercial enterprises, government agencies, not-for-profit organizations).



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Introduction

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

The sharing economy creates opportunities to connect individuals and/or organizations with unused assets and skills with those who want to use them. It enables services and products to reach a wider range of consumers, support entrepreneurship, and create new business opportunities with a flexible working style which contributes to economic growth. The shift from owning assets to sharing them through the new model enables better resource optimization and is expected to contribute to the resolution of environmental issues.

Meanwhile, issues of security, service quality and reliability can become an obstacle for users in using sharing economy services, such as:

- products or assets in the sharing economy platform do not meet the **quality** expected, or are not **timely delivered** as promised;
- **non-compliance with rules and regulations** that require consumer consent from providers;
- **lack of user privacy safeguards** or an unclear and/or unfair treatment of personal data, and breaches to data protection and unauthorized data sharing;
- **exposure to physical harm /problems** related with product safety, frauds and scams;
- difficulties associated with **making complaints and getting proper redress.**

3.1 Sharing Economy

*Economic model where **platforms** (3.2) enable **providers** (3.4) and **users** (3.5) to exchange **products** (3.6) and **assets** (3.7)*

Note 1 to entry: In the sharing economy

- a) **platforms** are neither providers nor users of the products and assets exchanged between providers and users,
- b) **exchanges** between **providers** and **users** can take place both online and offline,
- c) **exchanges** can be and are often intended to be "peer to peer" of underutilized resources, for free or for a fee,
- d) **platforms** facilitate transactions between providers and users, such as payment processing, insurance procurement, reputational rating/review systems and complaints handling, and
- e) **providers** can provide assets or access to assets.

Note 2 to entry: There are many different types of economic models. The sharing economy is one type of economic model.



3.2 Platform

mechanisms that enable exchanges of products (3.6) and assets (3.7)

Note 1 to entry:

→ A sharing economy platform can take a digital form.

Note 2 to entry:

→ Platforms can be used for both sharing economy and conventional business to consumer e-commerce transactions (see ISO 10008).

Note 3 to entry:

→ Platforms facilitate transactions between providers and users, such as payment processing, insurance procurement, reputational rating/review systems and complaints handling.



3.3 Platform Operator

individual or entity that administers a platform (3.2)

Note 1 to entry: In the sharing economy, the platform operator

- a) is neither a provider nor a user,
- b) can administer an online or an offline platform, and
- c) can engage in interactions with providers and users to support the exchange of products and assets between providers and users.



3.4 Provider

individual or organization that provides products and/or assets to users (3.5) using a platform (3.2)

Note 1 to entry: In the sharing economy, a provider is not a platform operator



3.5 User

individual or organization that is a recipient of a provider's products (3.6) and assets (3.7)

Note 1 to entry: In the sharing economy

- a) “recipient” includes a proxy of a recipient and a potential recipient. (e.g. individual or organization who browses on a platform.)
- b) a user could include a customer as defined in ISO 9000 and a consumer as defined in ISO/IEC Guide 76.



3.6 Product

Good or service
 [SOURCE:ISO 14024:2018, 3.2]

3.7 Asset

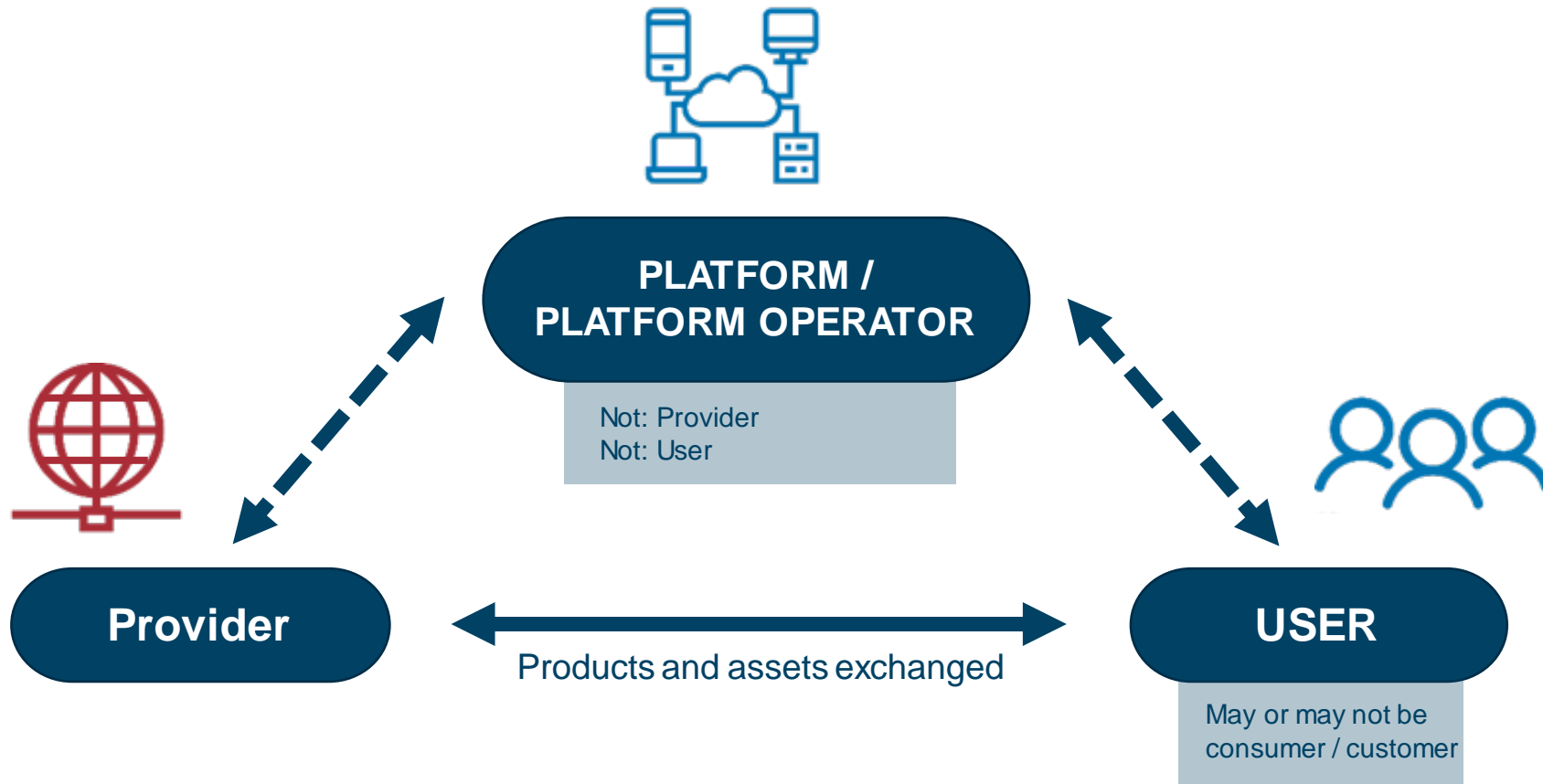
item, thing or entity that has potential or actual value

Note 1 to entry: There is a potential for overlap between the definitions of products and assets.

[SOURCE:ISO 55000:2014, 3.2.1, modified—"to an organization" has been deleted, Notes to entry have been deleted, new Note 1 to entry has been added.]



Sharing Economy



NOTE
Platform operators may engage in interactions with providers and users to support the exchange of products and assets between providers and users.

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Sharing Economy - General trustworthiness and safety requirements for digital platforms



SCOPE

This document specifies general trustworthiness and safety requirements applicable to operators of digital platforms within the sharing economy. While this document does not cover system requirements for digital platforms, the document is still beneficial for system development.



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Bibliography

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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.

3.1 Authentication

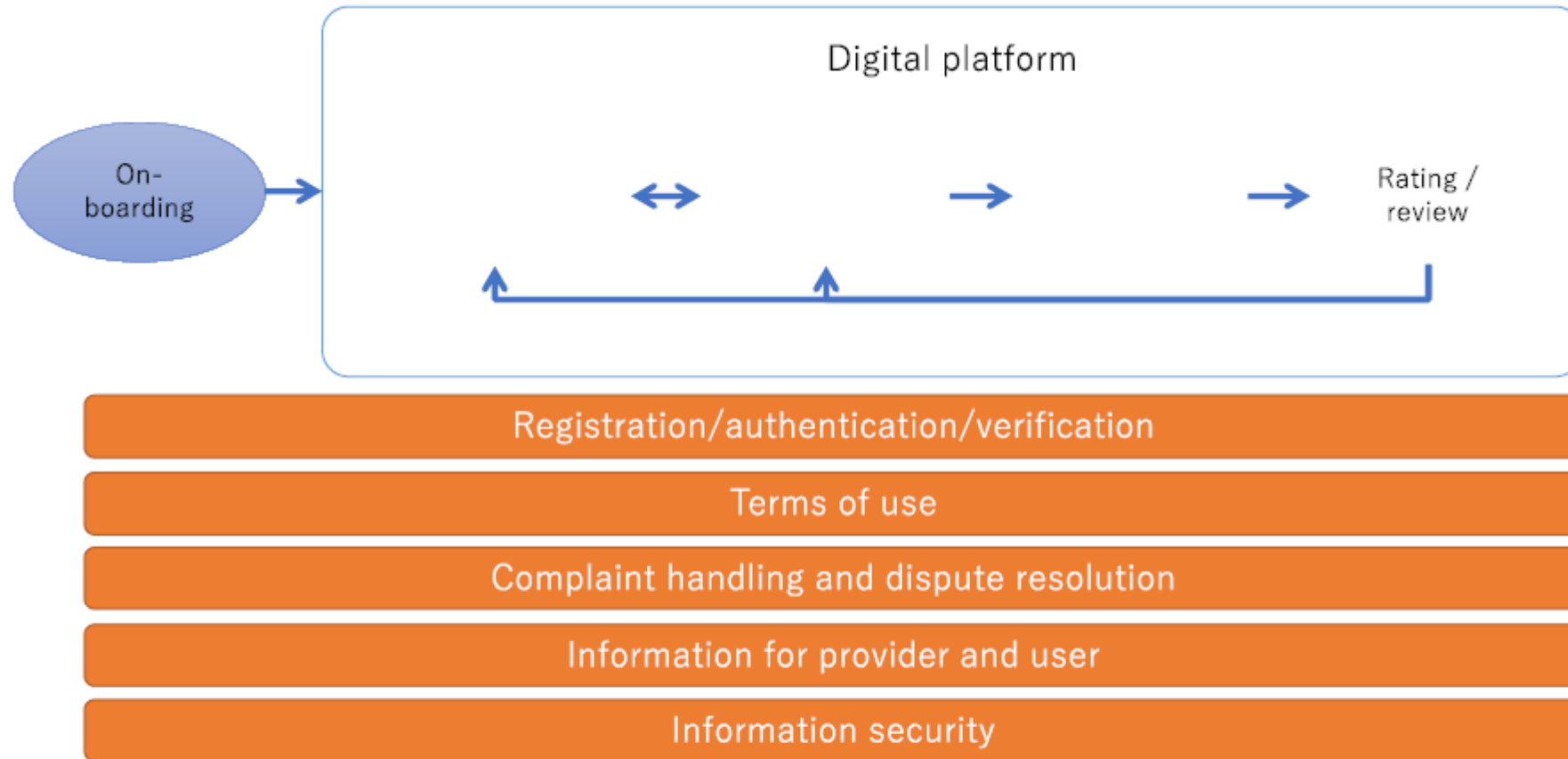
provision of assurance with respect to the claimed identity of any provider or user, based on information provided by each of them

Note 1 to entry: Authentication is the responsibility of the platform operator

3.2 Verification

confirmation by the platform operator that applicable legal and specified contractual requirements for registered users and providers have been fulfilled through the provision of objective evidence





NOTE Providers and users move through different phases in the process along the arrows shown in the chart.

Figure A.1 — Transaction phases and managing operations for digital platform

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Sharing Economy - Guidance for provider verification on digital platforms

SCOPE

This document provides guidelines for sharing economy platform operators when verifying providers, including on-boarding, maintenance, and deactivation.

This document applies to both digital platform operators and providers within the sharing economy.



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7 Deactivation of providers from the platform

8 Continual improvement

3.1 Identity

information or documents validating who an individual or organization claims to be

3.2 Background

information originally collected or held by public authorities that is notably related to records of criminal convictions or arrests



3.3 Qualifications

ability to provide products or assets reliably and consistently with specific principles

Note 1 to entry: The principles are given in Clause 4.

