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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

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**Sharing economy - Guidelines for provider verification on
digital platforms**

共享经济 数字平台资源供给者审核指南

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1 Scope

This document establishes the principles for verifying the resource providers of digital sharing-economy platforms (hereinafter called platforms) and gives guidance on onboarding verification, ongoing verification, exit verification and continual improvement.

It applies to the verification activities carried out by platform operators on the resource providers within their platforms.

2 Normative references

The content of the following document constitutes indispensable provisions of this document through normative reference in the text. For dated references, only the version corresponding to that date applies to this document; for undated references, the latest version, including all amendments, applies.

GB/T 41836 Sharing economy - Guiding principles and basic framework.

3 Terms and definitions

The terms and definitions given in GB/T 41836 and the following apply to this document.

3.1 resource: asset or service that is dispersed, under-used or available to be shared.

Note 1 to 3.1: Shareable resources include, but are not limited to, production equipment, transport capacity, housing and accommodation, knowledge and skills, everyday services, medical services, production capacity, spare parts and consumables, and office premises.

Note 2 to 3.1: Use of a shareable resource does not as a rule presuppose ownership of it. [SOURCE: GB/T 41836-2022, 3.2]

3.2 platform operator: individual or organisation that provides natural persons, legal persons and non-legal-person organisations with platform services such as premises for trading, matching of transactions, exchange of information and sharing of resources.

Note 1 to 3.2: In the sharing economy, the platform operator guides the digital standardisation of resource providers and recipients, takes part in the interaction between them, and supports the transactions between them.

Note 2 to 3.2: Platforms run by platform operators are mainly of the following types. A first-party platform, in which an enterprise integrates the resources of its own upstream and downstream value chain for the operation and management of its own business. A second-party platform, in which an enterprise offers resource sharing towards its external supply chain, for business communication and resource sharing between the enterprise and its external suppliers and customers. A third-party platform, in which an enterprise integrates resources up and down the industrial chain of its sector for information sharing and transaction matching between resource providers and recipients and for cross-sector integrated services based on a mix of businesses.

Note 3 to 3.2: Within the framework of electronic commerce, the platform operator is the e-commerce platform operator. [SOURCE: GB/T 41836-2022, 3.4, modified]

3.3 provider: individual or organisation that transfers the temporary right to use a resource (3.1) to a recipient (3.4) through the platform.

Note to 3.3: Within the framework of electronic commerce, the resource provider is also

called an operator within the platform. [SOURCE: GB/T 41836-2022, 3.5, modified]

3.4 recipient: individual or organisation that obtains the temporary right to use a resource (3.1) through the platform. [SOURCE: GB/T 41836-2022, 3.6]

3.5 terms of use; user terms: rules that a provider (3.3) and a recipient (3.4) agree to observe in order to use the services of the platform.

4 Verification principles

4.1 General. When verifying resource providers, the platform operator follows the principles of fairness, openness, protection of intellectual property, non-discrimination, security and protection of privacy, efficiency, and continual improvement.

4.2 Fairness. The platform operator verifies the identity, background and capability of the resource provider and other related information impartially and objectively, and makes sure that the resource provider applies to join the platform and leaves it of its own free will.

4.3 Openness. The platform operator makes sure that resource providers can readily obtain the verification process, the content of the verification and the other applicable verification rules, and gives feedback on the result within the stated time. When the platform operator changes those rules, it should announce the change in advance.

4.4 Protection of intellectual property. The platform operator should state clearly in its terms of use that resource providers and recipients are forbidden to infringe intellectual property of any kind, and should actively seek cooperation with the owners of intellectual property in protecting it.

4.5 Non-discrimination. The platform operator does not restrict a resource provider from joining the platform or from carrying on business there on grounds of age, sex, disability, race, ethnicity, religious belief, sexual orientation, marital status or the like.

4.6 Security and protection of privacy. The platform operator should protect the information security and personal privacy of resource providers and recipients, particularly in the collection, use, storage and disclosure of information.

4.7 Efficiency. The platform operator should use advanced technology to assist verification, meet verification demand promptly, raise the efficiency of verification and forestall potential fraud.

4.8 Continual improvement. The platform operator should continually improve the verification process and the content of the verification to meet the needs and interests of resource providers and recipients, taking account of feedback from the parties concerned and of the development of law and standards.

5 Onboarding verification

5.1 General. 5.1.1 The platform operator should publish the verification process and the content of the verification at a specific place on the platform. 5.1.2 The platform operator should verify documents that are genuine, valid, consistent and complete. 5.1.3 The platform operator should state in its terms of use that the resource provider is responsible for keeping information such as its identity and capability up to date. 5.1.4 The platform operator should take full account of the actual situation, and may lay down additional or stricter verification rules for situations that involve or affect the health and safety of recipients. Note: For the kinds of sharing economy in which the resource provider and the recipient have to meet in person, it is necessary for the platform operator to lay down a stricter verification mechanism. 5.1.5 The platform operator should set out realistic verification content separately for individual and for organisational resource providers, according to the characteristics of each.

5.2 Verification process. 5.2.1 Submitting the application. 5.2.1.1 The platform operator should guide the resource provider in creating an account; on creating the account the resource provider has to accept the terms of use of the platform and the data and privacy statement. 5.2.1.2 The resource provider should confirm its own type, submit an application to join on the platform, submit the documents required for joining that are specified in 5.3, and wait for the platform operator to verify them.

5.2 Verification process (continued). 5.2.2 Carrying out the onboarding verification. 5.2.2.1 On receiving the application, the platform operator should verify and confirm the eligibility of the resource provider in accordance with the relevant procedures and rules. Note: The platform operator carries out background investigation, checks of driving and motor vehicle records and other necessary checks by consulting public record databases and the relevant information collected by public bodies. 5.2.2.2 The platform operator should set up a mechanism for authenticating the identity of resource providers, allowing them to authenticate themselves by identity card, e-mail address, mobile telephone number, social media account, fingerprint or other biometric means.

5.2 Verification process (continued). 5.2.3 Giving feedback on the result. 5.2.3.1 The platform operator should tell the resource provider the time limit within which feedback on the result will be given. 5.2.3.2 The platform operator should verify the information submitted within the stated time and give the applicant feedback on the result, which may be that the verification is passed, that further checking is needed, or that the verification is not passed. 5.2.3.3 Where further checking is needed, the platform operator should promptly inform the applicant of the details, including the time allowed for handling it and the documents to be added or completed and the rules for them; once the applicant has submitted or completed the documents within the stated time and in accordance with the platform's rules, the platform operator should verify them again. 5.2.3.4 Where the verification is not passed, the platform operator should promptly inform the applicant of the reason. 5.2.3.5 Where the resource provider objects to the result, it may lodge an appeal with the platform, and the platform operator should deal with it promptly in the light of the