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

GB/T 48016-2026

**Transaction assurance in E-commerce - Principles and
framework**

电子商务交易保障 原则与框架

(English Translation)

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Table of Contents

Preface
Introduction
1 Scope
2 Normative References
3 Terms and Definitions
4 E-commerce Transaction Security Framework
5 Principles
6 Participants in e-commerce transactions
7 Activities during the transaction process
Appendix A (Informative) List of E-commerce Principles and Corresponding Activities
Appendix B (Informative) List of E-commerce Principles and Corresponding Safeguard Elements
Appendix C (Informative) Relationship between Transaction Activities and Security Elements
Reference

Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part 1: Structure and Drafting Rules of Standardization Documents".

Drafting.

This document is modified to adopt ISO 32111:2023 "Principles and framework for safeguarding electronic transactions".

The technical differences between this document and ISO 32111:2023, and the reasons therefor, are as follows.

---The requirements for terms and definitions have been changed (see Chapter 3), as well as the terms "e-commerce," "e-commerce platform," and "e-commerce platform" have been revised.

The definitions of "Taiwanese operators," "sellers," "buyers," and "logistics service providers" (see 3.1-3.6) are to be harmonized with current national standards;

---The reference to "ISO 32110" in Chapter 3 of ISO 32111:2023 has been removed to better reflect my country's national conditions.

The following editorial changes have been made to this document.

---In version 5.6, the explanation of personal information has been changed to a note to improve readability;

---In Chapter 6, the explanation of the neutral side has been revised to Note 2, and examples have been added to enhance readability and operability;

---The relevant statements referring to ISO 32110:2023 in Chapter 6 of ISO 32111:2023 have been deleted to better reflect my country's national conditions;

---Change CE certification in Note 1 of section 7.2.3 of ISO 32111:2023 to CCC certification to increase operability;

---Note 2 of section 7.2.3 of ISO 32111:2023 has been removed regarding tobacco, firearms, R-rated comics and audiovisual products, in order to comply with my country's basic requirements.

Condition;

Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents.

This document was proposed and is under the jurisdiction of the National Technical Committee on Standardization of E-commerce Quality Management (SAC/TC563).

Introduction

With the rapid development and widespread application of e-commerce, building a trustworthy, reliable, and secure e-commerce transaction environment is crucial for ensuring transaction activity.

Action is becoming increasingly important.

E-commerce is characterized by its high degree of digitalization, non-face-to-face interaction, and cross-regional nature. These characteristics bring the following challenges.

---Increased uncertainty in the product purchase process;

---Issues related to product quality, intellectual property rights, personal information protection, after-sales service, and transaction security;

---Risks such as damage, delays, and failure to deliver products exist during the product delivery process.

The challenges in e-commerce transactions stem from various elements in the upstream and downstream stages of the transaction process. Overcoming these challenges requires the cooperation of all participants.

Note: Let's work together.

This document aims to help all participants better understand e-commerce transaction protection activities. This document helps to.

---Identify the key elements for ensuring e-commerce transaction security;

---This is intended as a reference for government agencies, non-governmental organizations, or professionals in the e-commerce industry;

---Promoting the sustainable development of the e-commerce industry.

This document, by proposing core principles for e-commerce security, identifying key stakeholders and elements, and clarifying the e-commerce transaction process, lays the foundation for future...

Provide support for the development of e-commerce protection standards.

Principles and Framework for E-commerce Transaction Protection

1 Scope

This document establishes the principles and framework for e-commerce transaction security, and defines the participants in e-commerce transactions, the activities involved in the transaction process, and...

Explanation of the guarantee elements and their interrelationships.

This document applies to organizations or individuals participating in e-commerce transactions.

2 Normative references

This document has no normative references.

3 Terms and Definitions

The following terms and definitions apply to this document.

E-commerce

Business activities involving the exchange of products and services through information networks.

[Source. GB/T 35408-2017, 2.1.1] 3.2 E-commerce platform Information network systems that provide some or all of the services, such as payment.

Examples. third-party e-commerce platforms, self-operated e-commerce platforms.

[Source. GB/T 35408-2017, 2.1.2] 3.3 in e-commerce, services such as providing online business venues, transaction matching, and information dissemination for both or more

parties involved in a transaction are offered.

These are legal entities or non-legal entities that independently conduct transactions.

[Source. GB/T 38652-2020, 2.3.1] 3.4 seller Organizations or individuals that publish product and service sales information on e-commerce platforms.

[Source. GB/T 35408-2017, 2.1.8] 3.5 Buyer Organizations or individuals that receive products and services in e-commerce.

Note: This acceptance includes organizations or individuals who purchase, use, and enjoy products and services on e-commerce platforms.

[Source. GB/T 35408-2017, 2.1.14, with modifications]