PKI Disclosure Statement

V 1.3

Valid from 25/06/2019

Contents

Version History		
Date	Version	Changes
18.05.2018	1.0	Initial document
10.01.2019	1.1	Minor changes in Section 4
25.02.2019	1.2	Minor changes in Section 5
25.06.2019	1.3	Minor changes in Sections 1 and 5

1. Overview

This document aims to provide the Subscriber and Relying Parties of Qualified Certificate with a quick recap concerning the information available in ADACOM Certificate Practice Statement (CPS) and the General Terms and Conditions for Use of Qualified Trust Services.

This document does not substitute or replace ADACOM's General Terms and Conditions nor the CP and CPS; it only summarizes the key points for the benefit of Subscribers and Relying Parties

2. Contact info

ADACOM S.A.

Qualified Trust Service Provider
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(Mon-Fri 09.00. – 19:00 Eastern European Time)

3. Obligations of Subscriber

The certificate subscriber has the obligations set forth in the CPS and the General Terms & Conditions. In particular, but not only, the following obligations:

- Provide the CA with precise and true information in the certificate requests
- Use the certificate only in the ways and for the purposes provided for in the CPS;
- Subscriber shall protect and ensure the safety of the local QSCD or the authentication credentials in case of the remote QSCD.
- Not to leave the local QSCD or the authentication credentials in case of the remote QSCD exposed and place it in a secure location
- Treat the local QSCD or the authentication credentials in case of the remote QSCD as any object containing private data
- in the event of confirmed compromise of any of their own private keys, immediately contact ADACOM

4. Revocation

A Subscriber requesting revocation or a successor who wishes to request revocation in case of a deceased Subscriber (natural person) provided that is legally eligible, shall send a request to ADACOM by e-mail at revoke@adacom.com or communicate by telephone at +30 210 9577255 or alternatively via ADACOM's Self Service Web Portal. ADACOM will promptly initiate revocation of the certificate.

5. Certificates types, validation procedures and usage

- Qualified certificate to natural person for eSignature
- Qualified certificate to natural person associated with legal person for eSignature,

- Qualified certificate to legal person for eSeal,
- Qualified certificate compliant with ETSI TS 119 495 under PSD2 to legal person for eSeal.

ADACOM issues all above types of Qualified Certificates for eSignatures on both local QSCD as well as Remote QSCD, while types of Qualified Certificates for eSeals on local QSCD or not

Validation procedures comply with the latest version of ADACOM's Validation Plans.

Certificate shall be used as prescribed by the CPS and General Terms and Conditions only. Any different usage is forbidden.

6. Certificate status checking obligations of Relying parties

Relying Parties shall check the status of Certificates on which they wish to rely. A way of checking the status is by consulting the most recent CRL from the CA that issued the Certificate on which the Relying Party wishes to rely.

Alternatively, Relying Parties may meet this requirement by checking Certificate status using the ADACOM web-based repository or by using OCSP. CAs shall provide Relying Parties with information on how to find the appropriate CRL, web-based repository or OCSP responder to check for revocation status.

7. Reliance Limits

Audit logs are retained on-site for no less than two (2) months. Physical or digital archive records regarding Certificate applications, registration information and requests or applications for suspension, termination of suspension and revocation are retained for at least seven (7) years after the expiry of the relevant Certificate.

8. Applicable Agreements, CP, CPS

Relevant agreements, policies and practice statements for use of Certificates are:

- Symantec Certificate Policy
- ADACOM Certification Practice Statement for EU Qualified Certificates for Electronic Signatures and Electronic Seals
- Certificate and OCSP Profiles for EU Qualified Electronic Signatures and EU Qualified Electronic Seals

Current versions of all applicable documents are publicly available in the ADACOM repository https://pki.adacom.com/repository

9. Refund Policy

ADACOM makes efforts to secure the highest level of quality of its services.
In case the sale of the Certificate is effected via the internet or a phone call the Subscriber has the right, to withdraw from the purchase order. The exercise of this right shall be made in writing by the Subscriber to ADACOM, sending an email to qc@adacom.com.

10. Privacy Policy

ADACOM process personal data in accordance to the applicable data protection legislation in force. For further details, please refer to ADACOM Privacy Statement https://pki.adacom.com/repository

11. Repository Licenses, Trust Marks and Audit

ADACOM's Trusted Services for EU Qualified Electronic Signatures and EU Qualified Electronic Seals are register at Hellenic Telecommunication & Post Commission (E.E.T.T.) Trusted List of Qualified Trust Service Providers:

http://www.eett.gr/opencms/opencms/EETT_EN/Electronic_Communications/DigitalSignatures/TrustedList.htm

and at the relevant EU Trusted List

https://ec.europa.eu/information_society/policy/esignature/trusted-list/tl-mp.xml

The prerequisite requirement of this registration is in compliance with applicable regulations and standards. The Conformity Assessment Body is accredited in accordance with Regulation (EC) No 765/2008 as competent to carry out conformity assessment of the Qualified Trust Service Provider and qualified Trust Services it provides. Audit conclusions or certificates, which are based on audit results of the conformity assessment conducted pursuant to the eIDAS Regulation, corresponding legislation and standards are published on ADACOM's website. https://pki.adacom.com/repository

12. Limited warranty and Disclaimer, Limitation of liability

For warranty and liability limitations, please refer to the General Terms and Conditions published on the ADACOM website at https://pki.adacom.com/repository

13. Applicable Law, Complaints, Dispute Resolution

Any disputes related to the Trust Services provided by ADACOM shall be governed by the laws of Greece. The Subscriber must notify ADACOM to the dispute of any claim or complaint not later than thirty (30) calendar days after the detection of the basis of the claim, unless otherwise provided by law.

If the dispute is not resolved within sixty (60) days after the initial notice, then a party may seek legal resolution. Courts of Athens, Greece, shall have exclusive jurisdiction and venue for hearing and resolving any dispute.