



# **Public Disclosure Statement**

## **V 3.0**

**Valid from 17/02/2021**

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
01.04.2020	1.4	Minor changes in Sections 5 and 8
10.05.2020	2.0	Addition of validation methods in Section 5
17.02.2021	3.0	Addition of section 3, minor changes in Section 4, 5, 6, 9, 10, 11, 12

Table of Acronyms	
CA	Certification Authority
CP	Certificate Policy
CPS	Certification Practice Statement
CRL	Certificate Revocation List
LRA	Local Registration Authority
OCSP	Online Certificate Status Protocol
QSCD	Qualified Signature Creation Device
RA	Registration Authority

## 1. Overview

This document aims to provide the Subscriber and Relying Parties of Qualified Certificates with a quick recap concerning the information available in ADACOM Certification 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

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Qualified Trust Service Provider  
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Phone +.30 210 51 93 750

(Mon-Fri 09.00. – 19:00 Eastern European Time)

## 3. Important information

- The Subscriber must complete the certificate issuance process within one month from the date of submission of the Application Form for the issuance of a Qualified Certificate.
- Subscriber shall be legally eligible to submit the Application Form.
- Subscriber agrees to use a Qualified Signature Creation Device (QSCD), which will be provided by ADACOM. QSCD can either be local or remote. The Subscriber is solely responsible for the proper use of the QSCD.
- Subscriber may require the non-publication of the certificate to ADACOM's Public Directory.
- Subscriber is responsible for the payment of any fees for the offered trust service, as well as any compensation arising from the improper use of the Certificate.
- ADACOM is not liable for the operation of software or other applications provided by third parties not related to ADACOM.

## 4. Subscriber's Obligations

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

- Provide ADACOM 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;
- 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 remote QSCD exposed and always place it in a secure location
- Treat the local QSCD or the remote QSCD authentication credentials as any object containing private and confidential data
- in the event of confirmed compromise of his private key, immediately contact ADACOM.

## 5. Revocation

Subscriber may request revocation of the Certificate via email at [revoke@adacom.com](mailto:revoke@adacom.com), or via telephone at +30 210 9577255, or alternatively via ADACOM's Portal. ADACOM will promptly initiate revocation of the certificate.

## 6. Certificates types, validation procedures and usage

ADACOM issues:

- Qualified Electronic Signature (on a QSCD) for natural person
- Qualified Electronic Signature (on a QSCD) for a natural person associated with a legal person
- Qualified Electronic Seal (on a QSCD) for legal person
- Advanced Electronic Seal (without a QSCD) for legal person
- Qualified certificate for eSeal compliant with ETSI TS 119 495 under PSD2 for legal person.

The Subscriber's identity is verified using one of the following methods:

- a) by the physical presence of Subscriber; or
- b) remotely, by means of a Qualified Certificate for electronic signature or electronic seal; or
- c) by Remote ID verification using video conference.

Subscriber's shall provide proof of ID to ADACOM's RA/LRA or other required documents, as specified in ADACOM's Application Forms. 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.

## 7. 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.

## 8. 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.

## 9. Applicable Agreements, CP, CPS

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

- DigiCert Certificate Policy
- ADACOM Certificate Policy and Certification Practice Statement for Qualified Certificates for

- Electronic Signatures and Electronic Seals
- ADACOM General Terms & Conditions for the Use of Qualified Trust Services
- Certificate and OCSP Profiles for Qualified Electronic Signatures and Qualified Electronic Seals

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

## 10. 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 telephone the Subscriber has the right to withdraw from the purchase order. Subscriber shall exercise this right in writing by sending an email to [qc@adacom.com](mailto:qc@adacom.com).

## 11. Privacy Policy

ADACOM processes personal data in accordance to applicable data protection legislation.

For further details, please refer to ADACOM's Privacy Statement at <https://pki.adacom.com/repository>

## 12. Repository Licenses, Trust Marks and Audit

ADACOM's Qualified Trusted Services for are registered 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](http://www.eett.gr/opencms/opencms/EETT_EN/Electronic_Communications/DigitalSignatures/TrustedList.htm)

and in the relevant EU Trusted List:

[https://ec.europa.eu/information\\_society/policy/esignature/trusted-list/tl-mp.xml](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 Qualified Trust Service Providers. 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>

## 13. 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>

## 14. 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.