

REMOTE IDENTITY PROOFING

Please consult the list of acceptable ID documents for remote ID proofing [here](#).

ADACOM uses the following process for remote ID proofing:

A. Automated video call (via dynamic selfie) without agent

With this method, the Subscriber's data is collected by an information system without the presence of an ADACOM agent; the agent will check this data at a later time.

- ✓ No appointment with an ADACOM agent is required as the process is fully automated.
- ✓ In order to perform the identity verification with a satisfactory degree of certainty, good sound and video quality are required.
- ✓ The automated video call lasts approximately 5 minutes.
- ✓ It is available 24x7.
- ✓ If the automated video call is unsuccessful for multiple times, the Subscriber will be prompted to conduct a teleconference with an agent.

B. Teleconference with agent

When the automated video call is unsuccessful, the Subscriber has the option to conduct a teleconference with an ADACOM agent, where both the Subscriber and the agent communicate face to face in real time through a teleconference.

- ✓ An appointment with an ADACOM agent is required at a predetermined available date and time.
- ✓ In order to perform the identity verification with a satisfactory degree of certainty, good sound and video quality are required.
- ✓ The teleconference lasts from 5 to 15 minutes approximately.
- ✓ Available times for teleconferences are daily from 09:00 to 19:00 except public holidays.

Terms for Remote ID Proofing

1. Subscribers shall strictly follow the instructions indicated by ADACOM. Remote Identity Proofing shall be performed with such sound and video quality that allows identity verification with a satisfactory degree of certainty.
2. Remote Identity Proofing shall be available and feasible only when conditions are satisfactory enough during the identity proofing process, so as to provide adequate proof of the Subscriber's identity.
3. The identification document presented by Subscriber shall be original, shall not be worn out or in bad condition, to such an extent that it does not allow verification of its authenticity.
4. If Subscriber is validated with his/her Greek police ID card, he/she shall also submit to ADACOM an electronic [solemn declaration](#), in which he/she will state his/her personal details and his/her intention to proceed with the issuance of a qualified certificate.
5. The agent and/or the information system conducting the Remote Identity Proofing shall take snapshots of the Subscriber's face as well as both sides of the identification document containing his/her details and the video call is recorded.
6. To complete the Remote Identity Proofing, a unique One Time Password (OTP) will be sent to the Subscriber via email or SMS, which is automatically and randomly generated by ADACOM. The process will be considered complete only after the password is confirmed by the system.

7. Personal Data Protection

ADACOM collects, processes and stores the Subscriber's personal data exclusively for the purpose of Remote ID verification and the issuance of the qualified certificate. The personal data is stored in an electronic record, which is protected with all necessary technical and organizational measures and is accessible only by specially authorized personnel. Any data in the above electronic record is maintained for at least seven (7) years from the expiration date of the issued qualified certificate. If no qualified certificate is issued eventually, the retention period of the above record is defined at two (2) years. Personal data will be erased when ADACOM has no reason to retain it. The Subscriber will be asked to provide his/her explicit and special consent regarding the collection, recording and retention of all data and documents required, including a snapshot of his/her identity document, an image of his/her face and/or the video recording of his/her session and/or dynamic selfie, as the case may be.

If, for any reason, the video call is not completed, no personal data of the Subscriber will be recorded by ADACOM.

8. Compulsory Termination

The Remote Identity Proofing shall be terminated in the following cases:

- (a) When identity proofing is not feasible due to poor lighting, poor image and/or sound quality, interruptions in data transmission or interruptions in the flow of the procedure.
- (b) When the identification document is not suitable.

- (c)** When there is doubt as to the validity and reliability of the identification document.
- (d)** When there is doubt about other elements that are examined during the procedure.
- (e)** When it is not possible to communicate with the Subscriber for reasons other than those mentioned in case **(a)** above or when a third person, other than the Subscriber, appears during the procedure.
- (f)** When there are indications that the Subscriber is under duress, psychological or mental disorder or substance abuse.

In cases **(c)** and **(d)** above, the procedure is interrupted and cannot be repeated, and the identity proofing of the Subscriber can only be done by physical presence or already existing qualified certificate for electronic signature or seal. In all other cases, the procedure is interrupted and can be repeated from the beginning. In case **(b)** the procedure is repeated if an appropriate identification document is submitted.