

ADACOM

SECURITY
BUILT ON TRUST

Terms and Conditions for the use of ADACOM Qualified Signing

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Welcome to ADACOM Qualified Signing web service aq-sign.adacom.com and aq-seal.adacom.com (“Web Service”) which is operated by ADACOM S.A. (“ADACOM”). If you continue to use the Web Service, you are agreeing to comply with and be bound by the present Terms and Conditions (“Terms”), which govern your relationship with ADACOM regarding this web service. If you do not accept any part of these Terms, please do not use this Web Service. ADACOM reserves the right to change these Terms or modify the content of the Web Service periodically without prior notice.

The term “ADACOM” or “us” or “we” refers to ADACOM S.A. The term “you” refers to the user or viewer of our Web Service.

The use of this Web Service is subject to the following terms:

1. General terms

1.1 To be eligible to use this Web Service you must be over 18 years old.

1.2 The use of any qualified trust service, such as qualified electronic signature, qualified electronic seal or qualified timestamping, offered by ADACOM is governed by the [Terms and Conditions for Qualified Trust Services](#) to which you will be asked to agree during your application.

1.3 Acceptable Uses:

You may use this Web Service to upload and sign or stamp electronic documents using your remote qualified electronic signature or remote qualified electronic seal.

You may not use this Web Service for any unlawful purpose or prohibited by the terms herein. You may not use this Web Service in any manner that could damage, disable, overburden, or impair it or interfere with any other party's access to and/or use thereof. You may not attempt to gain unauthorized access to this Web Service, computer systems or networks connected to it. Unauthorized use of this Web Service may give rise to a claim for damages. In case of unlawful use, ADACOM reserves the right to prevent you from making use of it.

1.4 Your use of this Web Service is subject to technical restrictions, including but not limited to limitations on document size, the prohibition of files containing executable code, and the acceptance of specific document types only.

1.5 ADACOM does not have access to view and does not store any copy of the electronic documents that are uploaded on the Web Service.

1.6 The use of this Web Service requires multi-factor authentication. For this purpose you will be required to download and use ADACOM Authenticator application.

1.7 You are responsible for any activity through Web Service and for maintain the secrecy of your password or other credentials. We may terminate or suspend your Account in order to protect you, ADACOM, or our affiliates from impersonation or other fraudulent activity.

2. Service Levels

Except as expressly provided for herein, the Web Service is provided by ADACOM on an "as is" and "as available" basis, and may be updated, modified, or improved from time to time. We do not provide warranties of any kind, and we expressly disclaim any and all warranties, whether express or implied, including warranties of fitness for a particular purpose. We do not warrant that the Web Service will meet customer-specific requirements. Although ADACOM makes commercially reasonable efforts for the uninterrupted availability of its services, you acknowledge that we do not warrant that the Web Service will be uninterrupted or error-free. The Web Service will occasionally be unavailable during scheduled system maintenance and upgrades. ADACOM disclaims all responsibility for any interruptions or problems with the Web Service caused by external forces affecting the reliability of the Internet or computer systems.

ADACOM will use commercially reasonable efforts to make the Web Service available with a target uptime of ninety-nine percent (99%) measured on a monthly basis, excluding downtime.

The following shall not be considered downtime or service unavailability:

- Scheduled maintenance;
- Emergency maintenance;
- Force majeure events;
- Internet or telecommunications failures outside ADACOM’s control;
- Failures caused by third-party hosting, cloud, infrastructure, authentication, email delivery, or internet service providers;
- Customer-side hardware, software, browser, network, or configuration issues;
- Trial services, or non-production environments;
- Any delays caused by customer actions, integrations, approvals, or workflows.
- ADACOM will provide reasonable technical support during standard business hours. Customers may submit support requests through the designated support channels.
- ADACOM will use commercially reasonable efforts to respond to support requests within the following target response times:

Severity	Description	Target Initial Response
High	Material functionality significantly impaired	1 business day
Medium	Partial impairment or non-critical issue	3 business days
Low	General inquiry, other issue, or request	Reasonable efforts

Response times are targets only and are not guaranteed service commitments.

Unless otherwise expressly agreed in writing, you shall not be entitled to penalties or other monetary compensation for service interruptions, delays, or unavailability.

3. Limitation of Liability

You expressly understand and agree that ADACOM shall not be liable to you or any third party for any direct or indirect damages of any kind, including, but not limited to, damages for loss of profits, reputation, data or other losses, and including damages resulting from the use or inability to use the Web Service, including errors, interruptions or delays, as described above, or from unauthorized access to or alteration of your documents outside of ADACOM's control.

4. Modification

We may modify, update, enhance, suspend, or discontinue certain content, features, technical capabilities, integrations, functionalities, or elements of the user interface of the Web Service from time to time in order to improve performance, security, usability, compliance, or operational efficiency. Such changes may include the addition, removal, or alteration of functionalities, supported file types, or technical requirements. Any such changes shall apply prospectively. Upon the release and deployment of a new version of the Web Service, users will be required to use the updated version, and ADACOM shall have no obligation to maintain, support, restore, or provide access to any previous version or functionality.

5. Governing Law and Jurisdiction

You agree that any disputes in connection with all matters relating to your access to, or use of, this the Web Service shall be governed by the laws of Greece and that the courts of Athens shall have exclusive jurisdiction with respect to such matters.

8. Contact details

You may contact ADACOM: Address: 25, Kreontos Street, 10442, Athens, Greece

Telephone number: +30 210 5193740

Email: practices@adacom.com

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