



InfoNotary

**POLICY FOR
PROVIDING QUALIFIED CERTIFICATION
SERVICES FOR QUALIFIED ELECTRONIC
SEAL**

OF THE QUALIFIED TRUST SERVICE PROVIDER
INFONOTARY PLC

VERSION 2.0

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CONTENT

1.	INTRODUCTION.....	4
1.1.	BASICS	5
1.2.	DENOMINATION AND IDENTIFICATION OF THE DOCUMENT	7
1.3.	PARTICIPANTS IN CERTIFICATION INFRASTRUCTURE	7
1.4.	CERTIFICATES USAGE.....	9
1.5.	MANAGEMENT OF THE PROVIDER'S CERTIFICATION POLICY	13
1.6.	TERMS AND ABBREVIATIONS	14
2.	PUBLICATION AND REPOSITORY RESPONSIBILITIES	19
2.1.	REPOSITORIES.....	19
2.2.	PUBLISHING CERTIFICATE INFORMATION	19
2.1.	FREQUENCY OF PUBLICATIONS	20
2.1.	ACCESS TO THE CERTIFICATE REGISTER	20
3.	IDENTIFICATION AND AUTHENTICATION	21
3.1.	INITIAL IDENTIFICATION AND IDENTITY VALIDATION.....	21
3.2.	IDENTITY VALIDATION AND AUTHENTICATION OF A CERTIFICATE REVOCATION REQUEST	24
3.3.	IDENTITY VALIDATION AND AUTHENTICATION OF A CERTIFICATE SUSPENSION REQUEST	24
4.	4. EFFECTIVE CONDITIONS	26
4.1.	REQUEST FOR ISSUANCE OF A CERTIFICATE.....	26
4.2.	PROCEDURE FOR REQUESTING A CERTIFICATE	27
4.3.	ISSUANCE OF A CERTIFICATE.....	29
4.4.	DATA SECRECY OF QUALIFIED CERTIFICATION SERVICES AND CERTIFICATES USAGE	29
4.5.	CERTIFICATE RENEWAL.....	30
4.6.	TERMINATION OF A CERTIFICATE.....	32
4.7.	SUSPENSION OF A CERTIFICATE.....	35
5.	EQUIPMENT, PROCEDURE AND MANAGEMENT CONTROL.....	38
5.1.	PHYSICAL CONTROL.....	38
5.2.	PROCEDURAL CONTROL	39
5.3.	STAFF CONTROL, QUALIFICATION AND TRAINING.....	40
5.4.	PROCEDURES FOR THE PREPARATION AND MAINTENANCE OF INSPECTION DATA JOURNAL	41
5.5.	ARCHIVE.....	42
5.6.	KEY COMPROMISE AND DISASTER OR UNEXPECTED CASES RECOVERY	44
5.7.	TERMINATION PROCEDURES OF THE PROVIDER	45
6.	TECHNICAL SECURITY CONTROL.....	47
6.1.	GENERATING AND INSTALLING KEY PAIR	47
6.2.	PRIVATE KEY PROTECTION AND TECHNICAL CONTROL OF THE CRYPTOGRAPHIC MODULE	50
6.3.	OTHER ASPECTS OF MANAGING THE KEY PAIR	53
6.4.	ACTIVATION DATA	53
6.5.	COMPUTER SECURITY CONTROL.....	54
6.6.	TECHNICAL LIFE CYCLE CONTROL	54
6.7.	NETWORK SECURITY CONTROL	55
7.	CERTIFICATE PROFILES	56
7.1.	BASE CERTIFICATE INFONOTARY TSP ROOT PROFILE	56

7.2.	OPERATIONAL CERTIFICATE INFONOTARY QUALIFIED LEGAL PERSON SEAL CA PROFILE	58
7.3.	PROFILE OF A QUALIFIED ELECTRONIC SEAL CERTIFICATE - INFONOTARY QUALIFIED LEGAL PERSON SEAL CP 60	
7.4.	INFONOTARY QUALIFIED LEGAL PERSON SEAL FOR PSD2 CERTIFICATE PROFILE	63
8.	AUDITING AND CONTROL OF THE ACTIVITY	65
8.1.	VERIFICATION SCOPE.....	66
8.2.	MEASURES FOR CORRECTING FAULTIES ESTABLISHED DEFECTS	67
9.	OTHER BUSINESS AND LEGAL CONDITIONS.....	67
9.1.	PRICES AND FEES.....	67
9.2.	FINANCIAL RESPONSIBILITIES.....	68
9.3.	INFORMATION CONFIDENTIALITY	70
9.4.	PERSONAL DATA CONFIDENTIALITY.....	71
9.5.	INTELLECTUAL PROPERTY RIGHTS	72
9.6.	OBLIGATIONS, RESPONSIBILITIES AND WARRANTIES	72
9.7.	RESPONSIBILITY DISCLAIMER	75
9.8.	PROVIDER'S LIABILITY LIMITATION	76
9.9.	COMPENSATION FOR THE PROVIDER	76
9.10.	TERM AND TERMINATION.....	76
9.11.	INDIVIDUAL NOTIFICATION AND COMMUNICATION BETWEEN PARTICIPANTS	77
9.12.	CHANGES IN THE POLICY FOR PROVIDING QUALIFIED WEBSITE AUTHENTICATION CERTIFICATE.....	77
9.13.	CONFLICT MANAGEMENT AND JURISDICTION.....	77
9.14.	APPLICABLE LAW	78
9.15.	COMPLIANCE WITH THE APPLICABLE LAW	78
9.16.	OTHER PROVISIONS	78

1. INTRODUCTION

The current document POLICY FOR PROVIDING QUALIFIED CERTIFICATION SERVICES FOR QUALIFIED ELECTRONIC SEAL to the Trust Service Provider INFONOTARY PLC has been made in accordance with Regulation (EU) No 910/2014 of the European Parliament and the Council from 23 July 2014 on Electronic Identification and Certification Services for Electronic Transactions in the Internal Market and repealing Directive 1999/93/EC (Regulation (EU) 910/2014) and the applicable legislation of Republic of Bulgaria and refers to the objectives or some of the following generally accepted international standards and specifications:

- EN 319 401 v2.1.1 General Policy Requirements for Trust Service Providers;
- EN 319 411 Policy and security requirements for Trust Service Providers issuing certificates
- 319 411-1 v1.1.1: General requirements;
- 319 411-2 v2.1.1: Requirements for trust service providers issuing EU qualified certificates;
- EN 319 412 Certificate Profiles
- 319 412-1 v1.1.1: Overview and common data structures;
- 319 412-2 v2.1.1: Certificate profile for certificates issued to natural persons;
- 319 412-3 v1.1.1: Certificate profile for certificates issued to legal persons;
- 319 412-5 v2.1.1: QCStatements;
- RFC 3647: Internet X.509 Public Key Infrastructure – Certificate Policies and Certification Practices Framework;
- RFC 3739: Internet X.509 Public Key Infrastructure – Qualified Certificates Profile;
- RFC 3279: Algorithms and Identifiers for Internet X.509 Public Key Infrastructure Certificate and CRL Profile.

The main purpose of the document POLICY FOR PROVIDING QUALIFIED CERTIFICATION SERVICES FOR QUALIFIED ELECTRONIC is to make the qualified certification services public for the consumers through a detailed description of the rules and policies which INFONOTARY PLC has implemented and observes for the performance of its activity and providing funds to all interested parties for establishing the compliance of the Provider's activity the provisions and requirements of Regulation (EU) 910/2014, the applicable legislation of the Republic of Bulgaria and the reliability and security of the certification activity.

The Policy is a public document developed in accordance with, and

covering the formal requirements for content, structure and form of the internationally recognized International Engineering Task Force (IETF) RFC 3647: "Internet X.509 Public Key Infrastructure, Certificate Policy and Certification Practices Framework.

The current policy can be amended as necessary, and any changes made are publicly available to all interested parties at: <http://repository.infonotary.com> and <https://repository.infonotary.com>.

1.1. BASICS

1.1.1. Trust Services Provider

INFONOTARY PLC is a Provider of Qualified Trust Services under Regulation (EU) No 910/2014 and has been granted qualified status by the Authority in accordance with the conditions laid down in Regulation (EU) No 910/2014 and in accordance with national law.

INFONOTARY PLC is a commercial company registered in the Commercial Register at the Registry Agency under UIC 131276827. The company has its registered office and address at 16, Ivan Vazov Str., Sofia, phone: +359 2 9210857, Internet address: <http://www.infonotary.com>. The company uses its registered trademark InfoNotary in its trade.

As a qualified provider INFONOTARY PLC performs the following activities and provides the following qualified certification services:

Qualified certificate services for qualified electronic signature, including:

- Acceptance and verification of applications for issuing qualified certificates;
- Creating Qualified Certificates Based on the established identity and valid data for Holder and Creator of a Seal;
- Signing qualified certificates;
- Issuance of qualified certificates.

Qualified certificate management services for qualified electronic signature:

- reflecting changes in the validity status of an issued qualified certificate;
- suspension, resumption and termination of a qualified certificate;
- maintenance of a register of the issued qualified certificates;
- publishing of each issued Qualified Certificate in the Register;
- publishing in the Register of a list of suspended and terminated qualified certificates.

Qualified certificate access services for qualified electronic signature:

- granting access to the registry with the issued certificates to relying parties;
- granting relying parties access to the lists of suspended and revoked certificates;
- providing services for restricting access to published certificates;

Validation Qualification Services for qualified electronic signature:

- providing of services for on-line certificate status validation (OCSP).

Cryptographic keys generation services:

- generation of a public and private key pair from an asymmetric cryptosystem via Qualified Signature Creation Device (QSCD) - Smart Card.

In carrying out the activities of issuance and managing Qualified Certificates for Qualified Electronic Signature INFONOTARY PLC applies the ISO/IEC 9001: 2008 certified Management System implemented in the company and ISO/IEC 27001: 2013 certified management system.

1.2. DENOMINATION AND IDENTIFICATION OF THE DOCUMENT

The “**Policy for Providing Qualified Certification Services for Qualified Electronic Seal**” (**Policy**), is named “**InfoNotary CP QESI**” and is identified by the following object identifier in the issued certificates:

Policy name	Identifier (OID)
InfoNotary Qualified Legal Person Seal CP	1.3.6.1.4.1.22144.3.2.1

The Policy includes:

- description of the terms and conditions that the Provider complies with and will follow when issuing Qualified Certificates for Qualified Electronic Seal, as well as the applicability of these certificates in view of the level of security and the limitations of their use;
- a set of specific procedures that are followed in the process of issuing and managing Qualified Electronic Seal Certificates, the initial identification and authentication of the Creators of a seal, the conditions and the required security level in creating the electronic seal and storage the private key by the Creator.
- determines the feasibility and reliability of the information included in the Qualified Certificates for Qualified Electronic Seal.

1.3. PARTICIPANTS IN CERTIFICATION INFRASTRUCTURE

1.3.1. Certification authority

InfoNotary is the Certification Authority of the Trust Service Provider carrying out the following activities: issuance of electronic signature and electronic seal certificates, management of certificates, including suspension, resumption and termination of certificates, keeping a register of certificates issued and providing access and means of constraint access to certificates.

The Certification Authority (root CA) controls Provider's Certification Policies defining the information types contained in the different types of End User Certificates, identifying the Holder information, application restrictions, and responsibilities.

The Certification Authority issues different types of certificates, according to the certification policies through its differentiated **Operational Certification Authorities** (operational CAs).

1.3.2. Registration Authorities

The Provider renders its services to end users through a network of specified Registration Authorities.

The Provider's Registration Authority perform activities of:

- acceptance, checking, approval or rejection of certificate applications;
- registration of the applications submitted to the Certification Authority for certificate management certification services: suspension, resumption, termination and renewal;
- performing of check-ups of the application with permissible resources the identity data of applicants (Creators of a seal) and other data, depending on the certificate type and in accordance with the Certification Policies of the Provider;
- certificate issuance initiation after a positive examination and approval of the request and notification of the certification Authority;
- generating key pair from an asymmetric cryptosystem on a cryptographic device (smart card) at the request of the Creator;
- installing the certificate on smart card and transmitting the cryptographic device to the Creator.

The Provider may delegate rights and authorize third parties to act as a Registration Authority on behalf of INFONOTARY PLC. The Authorized Registration Authorities perform their activities in accordance with the InfoNotary Qualified CPS, Provider's Certification Policies and documented internal procedures and policies.

1.3.3. Subscribers

"A subscriber" is a natural or legal person who has a written agreement with the Qualified Trust Service Provider.

Where practicable, the Provider provides accessibility and usability for persons with disabilities when providing certification services and products related to the use of the services.

1.3.1. Relying parties

“Relying party” is a natural or legal person relying on an electronic identification or certification service who is addressee to signed electronic statements, the Holder to which they have an electronic signature certificate issued by the Provider. Relying parties should have the ability to use electronic signature/seal certificates and only trust the qualified certificates issued by the Provider after checking the status of the certificate in the List of Suspended and Revoked certificates or the automated information provided by the Provider via OCSP protocol. Relying parties are required to verify the validity, suspension or termination of certificates from actual information about their status and to take into account and take action with any limitations on the use of the certificate included in the certificate itself or InfoNotary Qualified CPS and certification policies.

1.3.2. Creator of a Seal

The Creator of a Seal is a legal entity that creates electronic seals and is entered as such in the electronic seal certificate.

Only the Creator of a Seal has the right to access the private key for sealing electronic statements.

1.3.3. Representatives

"A Representative" is duly authorized by the Creator of a Seal individual who acts on his behalf actions of certificate issuance and management before the Provider.

The Representative is a person, different from the Creator of a Seal and is not entered in the certificate and cannot make electronic statements signed with the Creator’s electronic seal and on behalf of the Creator.

1.4. CERTIFICATES USAGE

1.4.1. Certificates of the Certification Authority

1.4.1.1. Base certificate (Root)

The Root certificate for the Public Key of the Certification Authority of the Provider, named as: **InfoNotary TSP Root** is a self-issued and self-signed qualified electronic signature certificate, signed with the Provider's basic private key.

The Basic Private Key of the Provider, certified by the certificate of its public key **InfoNotary TSP Root**, is used to sign the certificates of the Operational Certification Authority of the Provider and other data related to the management of the certificates issued by the Provider, including the List of Suspended and terminated certificates issued by it (root-ca.crl).

The provider uses other basic private keys as well and issues other self-signed certificates for their public keys for its activities they perform and the services they provide to end users outside the scope of the regulated certification services in Regulation (EU) No 910/2014.

Certificates of the Operational Certification Authority (InfoNotary Operational CAs)

The Operational certification Authority of the Provider issue and sign end users certificates and data for the status of certificates issued by them. The Operational Certification Authorities of the Provider issue Qualified Certificates to consumers in accordance with the Practice and Policy for Providing Qualified Certification Services.

1.4.2. Operational Certification Authority for Qualified Certificates for Electronic Seal of legal persons (InfoNotary Qualified Legal Person Seal CA)

Certificate for the public key of the Operational certification Authority **InfoNotary Qualified Legal Person Seal** for qualified electronic seal, OID: 1.3.6.1.4.1.22144.3.2, is signed with the private key of the **InfoNotary Root Certification Authority**, OID: 1.3.6.1.4.1.22144.3.

End user's certificates for Qualified Seal Certificates for Legal Persons **InfoNotary Qualified Legal Person Seal**, according to the respective certification policy and InfoNotary Qualified CPS, are signed with the private key of the **InfoNotary Qualified Legal Person Seal CA**.

The list of suspended and revoked certificates of end-users (**InfoNotary Qualified Legal Person Seal CA**) is signed by the private key of the Operating Authority (**qualified-legal-ca.crl**).

INFONOTARY PLC issues qualified certificates for qualified electronic signature to individuals in full compliance with the provisions and requirements of Regulation (EU) 910/2014.

InfoNotary Qualified Legal Person Seal Certificate

The certificate is issued to a Legal Person (Creator of a Seal) as a means of organization electronic identification to Internet applications, to perform financial transactions, secure and encrypted communication, electronic correspondence, stamping of electronic documents and performing warranty activities the integrity and origin of the sealed electronic data and information. The electronic seal can also be used to authenticate the legal person's digital assets such as software code, schemes and images.

InfoNotary Qualified Certificate for Legal Person Seal for PSD2

The certificate is issued to a Legal Person (Creator of a Seal) Payment Service Provider PSP – PSD2 Directive as a means of organization electronic identification to Internet applications, to perform financial transactions, secure and encrypted communication, electronic correspondence, stamping of electronic documents and performing warranty activities the integrity and origin of the sealed electronic data and information. The electronic seal can also be used to authenticate the legal person's digital assets such as software code, schemes and images. The Qualified Certificate contains specific attributes that provide the necessary information to identify the PSD2 Payment Service Provider.

1.4.1. Usage and accessibility of services

When practicable and depending on the certification service that is requested or provided to the Subscriber, as well as products related to its receipt, the Provider shall provide the opportunity for use by persons with disabilities. Accessibility to services and products is provided without prejudice to or exclusion of compliance with the requirements of security, relevance and compliance with the provisions of Regulation (EU) No 910/2014, the national legislation and internal policies and procedures of the Provider.

1.4.2. Certificate activity limitations

Qualified certificates issued by the Provider, depending on their type and certification policy may have limited effect on the purposes and/or value of the transactions - for electronic signature, electronic seal or electronic identification.

The limit on the value of transactions for Qualified Electronic Signature Certificates is determined by the Holder and entered by the Provider in the Certificate on the basis of the certificate issuance application. The limitations are entered in the certificate in the additional extension QcLimitValue: id-etsi-qcs-QcLimitValue, OID: 0.4.0.1862.1.2.

The Provider is not responsible for damages resulting from the use of the certificates issued by him beyond their authorized use and according to the limitations of the application regarding the purpose and the value of the transactions and will lead to the cancellation of the guarantees, which INFONOTARY PLC gives the Holder and the relying parties.

1.5. Management of the Provider's Certification Policy

The Provider's certification policy is determined by the Board of Directors of INFONOTARY PLC.

All changes, modifications and additions to the Policy are accepted by the Board of Directors of INFONOTARY PLC.

New versions of the documents are published after their approval in the Documentary repository of the Provider and are publicly available at: <http://repository.infonotary.com> and <https://repository.infonotary.com>.

All comments, inquiries, and clarifications on the Practice for the provision of Qualified Certification Services and Certification Policies can be addressed at:

<p>"INFONOTARY" PLC 1000 Sofia, Bulgaria 16 "Ivan Vazov" Str. Tel: +359 2 9210857 e-mail: legal@infonotary.com URL: www.infonotary.com</p>
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1.6. TERMS AND ABBREVIATIONS

Validation	The process of verifying and confirming the validity of an electronic signature or seal
Validation data	Data that is used to validate an electronic signature or an electronic seal
Person identification data	A set of data to identify the identity of a natural or legal person or a natural person representing a legal person
Electronic signature creation data	A unique data which is used by the holder to create an electronic signature
Relying party	A natural or legal person that relies upon an electronic identification or a trust service
Qualified Trust Service Provider	Trust service provider who provides one or more qualified trust services and is granted the qualified status by the supervisory body
PIN	Personal Identification Number Data in electronic form which binds other data in electronic form to a particular time
Electronic time-stamp	establishing evidence that the latter data existed at that time
Electronic document	Any content stored in electronic form, in particular text or sound, visual or audio-visual recording
Electronic seal	Data in electronic form, which is attached to or logically associated with other data in electronic form to ensure the origin and integrity. The electronic seal serves as evidence that an electronic document is issued by a legal entity and guarantees the reliable origin and integrity of the document
Electronic signature	Data in electronic form which is attached to or logically associated with other data in electronic form and which is used by the signatory to sign Qualified electronic time-stamp means an electronic Time-Stamp which meets the requirements: it binds the date and time to data in such a manner as to reasonably preclude the possibility of the data being changed undetectably it is based on an accurate time source linked
Qualified electronic time-stamp	

Qualified electronic seal	to Coordinated Qualified Time; and it is signed using an advanced electronic signature or sealed with an advanced electronic seal of the qualified trust service provider, or by some equivalent method An advanced electronic seal, which is created by a qualified electronic seal creation device, and that is based on a qualified certificate for electronic seal.
Qualified Electronic Signature	An advanced electronic signature that is created by a qualified electronic signature creation device, and which is based on a qualified certificate for electronic signatures
Qualified Website Authentication Certificate	A certificate for website authentication, which is issued by a qualified trust service provider A certificate for electronic signatures, that is issued by a qualified trust service provider and meets the requirements according to the normative framework
Qualified Electronic Signature Certificate	
CRC	Communications Regulation Commission
Practice	Certification Practice Statement is a document containing rules on the issuance, suspension, renewal and revocation of certificates, the conditions for certificates access
Policy	Policy for Providing Qualified Certification Services for Qualified Electronic Signature Certificate; Policy for Providing Qualified Certification Services for Qualified Electronic Seal Certificate; Policy for Providing Qualified Certification Services for Qualified Website Authentication Certificate; Policy for Providing Qualified Time Stamp Services.
Regulation	Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on Electronic identification and Trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC
Electronic identification means	Material and/or immaterial unit containing person identification data and which is used for authentication for an online service
Creator of a Seal	Alegal person who creates an electronic seal

Holder of electronic signature	A natural person who creates an electronic signature
Authentication	An electronic process that enables the electronic identification of a natural or legal person, or the origin and integrity of data in electronic form to be confirmed
Trust service	Electronic services normally provided for remuneration by the Trust Service Provider which consists of: the creation, verification, and validation of electronic signatures, electronic seals or electronic time-stamps, electronic registered delivery services and certificates related to those services, or the creation, verification and validation of certificates for website authentication; or the preservation of electronic signatures, seals or certificates related to those services. Configured software or hardware used to create an electronic seal
Electronic seal creation device	An electronic seal creation device that meets the requirements in Regulation (EU) N ^o 910/2014
Qualified seal creation device	An electronic signature creation device that meets the requirements in Regulation (EU) N ^o 910/2014
Qualified signature creation device	Electronic signature creation device means configured software or hardware used to create an electronic signature
Electronic signature creation device	An electronic seal, which meets the requirements: it is uniquely linked to the creator of the seal; it is capable of identifying the creator of the seal; it is created using electronic seal creation data that the creator of the seal can, with a high level of confidence under its control, use for electronic seal creation; and it is linked to the data to which it relates in such a way that any subsequent change in the data is detectable
Advanced electronic seal	An electronic signature which meets the requirements: it is uniquely linked to the holder; it is capable of identifying the holder; it is created using electronic signature creation data that the holder can, with a high level of confidence, use under his sole control; and it is linked to the data signed therewith in such
Advanced electronic signature	

	a way that any subsequent change in the data is detectable
	DIRECTIVE (EU) 2015/2366 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL
PSD2 Directive	of 25 November 2015 on payment services in the internal market, amending Directives 2002/65/EC, 2009/110/EC and 2013/36/EU and Regulation (EU) No 1093/2010, and repealing Directive 2007/64/EC
	REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)
Regulation GDPR	

ABBREVIATIONS

ASN.1	Abstract Syntax Notation One – Abstract object-description language for certificates
CA	Certification Authority
CC	Common Criteria
CEN	European Committee for Standardization
CENELEC	European Committee for Electronic
CP	Certificate Policy
CPS	Certification Practice Statement
CRL	Certificate Revocation List - List of suspended and revoked certificates
DN	Distinguished Name - Unique name
ETSI	European Telecommunications Standards Institute

EU	European Union
FIPS	Federal Information Processing Standard
IEC	International Electrotechnical Commission
ISO	International Standardization Organization
LDAP	Lightweight Directory Access Protocol - A protocol for simplified directory access
OID	Object Identifier
OCSP	On-line Certificate Status Protocol – Protocol for real-time checking of certificate status
PKCS	Public Key Cryptography Standards – Cryptographic standard for public key transfer
PKI	Public Key Infrastructure
RA	Registration Authority
RSA	Rivest-Shamir-Adelman – Cryptographic algorithm for signature generation
SSCD	Secure Signature Creation Device
QSCD	Qualified Signature Creation Device
SHA	Secure Hash Algorithm – Hash Algorithm for hash identifier extraction
SSL	Secure Socket Layer – Secure data transmission channel
URL	Uniform Resource Locator

2. PUBLICATION AND REPOSITORY RESPONSIBILITIES

The Provider publishes information on the certification services for qualified certificates which is available in electronic directories accessible to the public.

2.1. Repositories

2.1.1. Public Documental Repository

All public information related to the Provider's activity is published and updated regularly in an electronic documental repository, publicly accessible at: <http://repository.infonotary.com>

The published versions and updated editions of at least the following documents of the Provider are maintained in the documental repository:

- Certification Practice Statement for qualified certification services;
- Certification Policies for qualified services;
- Qualified certification services agreement;
- Tariff for providing qualified certification services;
- Other public documents and information.

The access to the documents published in the documental repository for the purpose of reading and retrieving them is unlimited and free.

2.1.1. Certificate Register

The Provider keeps an electronic certificate register where it publishes all certificates issued by it. The electronic certificates register is a database that is updated upon issuance of a certificate.

The Provider maintains and publishes in the electronic register separate lists of suspended and terminated Qualified Electronic Signatures, Qualified Electronic Seal Certificates and Website Authentication Certificates.

2.2. Publishing certificate information

The issued Qualified Electronic Seal Certificates are published in the Certificate Register promptly after being signed by the relevant Certification Authority of the Provider - **Qualified Legal Person Seal CA**. In the event of suspension or revocation of a certificate, the change shall be entered into the Provider's database and such certificates shall be published on the Certificate

Revocation List by the respective Certification Authority of the Provider in a timely manner after their suspension or revocation but no later than 24 hours of their being suspended or revoked.

Resumed certificates are removed from the List of Suspended or Revoked Certificates.

2.1. Frequency of publications

The certificate database is updating automatically, immediately when a newly issued certificate is published and when the status of a certificate is changed. The lists of the suspended or revoked certificates are updated automatically in a timely manner after inclusion in the list of suspended certificate, revoked certificate and withdrawal from the list of resumed certificate. The lists of suspended and revoked certificates are as well updated within 3 hours of the last publishing if they have not been updated.

The term of validity of a published list of suspended or revoked certificates is 3 hours. All published lists of suspended and revoked certificates are stored in the Archives of lists of expired certificates and are available at the following address: <http://crl.infonotary.com>.

Any changes to documents published in the Documental directory are published immediately after they are accepted by the Board of Directors of INFONOTARY PLC.

2.1. Access to the certificate register

Provider's certificates are publicly available through HTTP/HTTPS access at www.infonotary.com and LDAP based access at:

`ldap://ldap.infonotary.com/dc=infonotary,dc=com`

Any interested party may initiate a search in the Certificates Register according to certain criteria and may read or retrieve/download published certificates from:

<http://www.infonotary.com/site/?p=search>

Upon explicit request of the Creator of a Seal, the Provider may restrict the access for reading and downloading his qualified certificate but information about the issued certificate and its status is always presented.

The Provider ensures complete physical, technological and procedure control in keeping the register ensuring that:

- only duly Authorized personnel may enter data into the register;
- changes to the data in the register are not possible;
- the possibility of unauthorized interference is minimized.

3. IDENTIFICATION AND AUTHENTICATION

The Provider maintains Registration Authorities that verify and confirm the identity and/or other data included in Qualified Electronic Signatures Seal Certificates. Before the issuance of a certificate by the Certification Authority of the Provider to be confirmed, the Registration Authority confirms the Creator's identity. The Provider's Registration Authorities observe specific procedures for checking the names, including the protected data in some names. Registration Authorities authenticate requests for terminating the validity of certificates in accordance with the provisions of paragraph 3.3 of this document.

3.1. Initial identification and identity validation

For initial identification and authentication of the Creator of the Seal of a Qualified Certificate requested, the Provider performs the following checks for:

- holding of the private key corresponding to the public key submitted to the Provider by the individual representing the legal entity;
- verification and confirmation of the identity of the Legal entity - Creator of a Seal;
- verification and confirmation of specific data of the Legal entity - Creator of a Seal.

3.1.1. Method of verifying the holding of the Private key

The holding of the Private Key corresponding to the public key submitted to the Provider for inclusion in a certificate is subject to verification by various methods. When a request for issuing a qualified electronic seal certificate is submitted, the verification/check of the holding/possession of the private key is performed by the Registration Authority by means of a check of the electronic signature with which the request for the issuance of a certificate in the PKCS#10 format is signed. The Registration Authority also verifies the holding of the private key before initiating the issuance of a certificate and forwarding it to the Certification Authority of the Provider, regardless of whether the pair of keys involved in the request is generated by the Holder individually or the pair of keys is generated by the Provider, respectively, the Registration Authority. When issuing a qualified electronic signature certificate, the Registration Authority also checks the availability in the cryptographic device (smart card) of the private key corresponding to the public key submitted to be included in the certificate.

3.1.2. Identifying a legal entity – Creator of a Seal or Authorizes Representative

For identifying a natural person requesting the issuance/management of a certificate, certain procedures and rules are applied by the Provider according to the type of certificate requested and the conditions for its issuance/management. The Provider reserves the right to change his requirements regarding the information and documents necessary for the identity validation of a natural/legal person, if this is required by the law or in accordance with his certification policies.

When a qualified electronic certificate is issued, the information check and verification is performed by the Registration Authority in accordance with the rules and procedures of the Provider and in full compliance with the CPS and other internal regulations.

The Registration Authority checks and verifies the following information identifying the natural person – an authorized representative:

- first name, middle name, surname;
- date of birth;
- place of birth;
- nationality;
- gender;
- address, city, country, post code;
- Personal Identification Number;
- identity card number: ID card, passport;
- issuer, date of issue and validity of the identification document;
- representative power of the Creator of a Sela/Authorized Representative;
- contact and billing information.

The Creator of a Seal or the Authorized Representative of the legal person shall submit to the Registration Authority in person the following documents:

- a valid identity card: ID card or passport;
- notarized power of attorney for empowerment the Representative of a legal entity;
- document proving the representative power of the legal representative of a legal person - court resolution, current status certificate, notarized power of attorney or other empowerment act.

3.1.3. Identity validation of a Legal entity

In order to identify and certify the identity of a legal entity applying for a certificate, procedures defined by the Provider are applied, according to the type of the requested certificate and the conditions for its issuance. The Provider reserves the right to modify the requirements for the information and documents necessary to confirm the identification of a Legal Entity, if necessary to carry out its own certification policy or requirements of the applicable law.

When a qualified electronic signature certificate is issued, the Registration Authority checks and verifies the information in accordance with the rules and procedures established by the Provider and in full compliance with the CPS and other interior regulations and documents.

The Registration Authority checks and verifies the following information identifying a Legal entity:

- name of the legal entity/person;
- address, city, country, zip code;
- number of the national tax register and/or;
- UIC number;
- BULSTAT number;
- Domain name;
- legal and current status;
- right to brand name, trademark, domain etc.;
- contact and billing information.

The legal representative of the legal person, respectively the authorized representative of the Creator of the Seal, personally presents to the Registration Authority the following documents:

- certificate for entry in Commercial Register, registration or act of origin;
- current status certificate issued not earlier than 1 month from the date of submission;
- BULSTAT registration document;
- document proving the right to use, name, etc.
- power of attorney for the representative of the legal person.

3.1.4. Unverified Information

In some cases, the Provider may include in the issued certificates and unconfirmed information, such as e-mail, etc. Unconfirmed information is information which is outside the range of mandatory details, included in the

content of the certificate in accordance with Regulation (EU) 910/2014 and cannot be verified by the Provider on the basis of official documents or in another way provided by the law. The Provider shall not be held responsible for any unconfirmed information included in the certificate.

3.2. Identity validation and authentication of a certificate revocation request

Termination of a certificate shall be made by the Certification Authority of the Provider after the Registration Authority initiates the termination in accordance with the provisions of the CPS. The Registration Authority requests termination from the Provider upon receiving a certificate revocation request by the Creator and the performance of actions to verify the identity and identity of the applicants and their confirmation.

The Creator or an authorized representative who made a request for termination shall submit in person to the Registration Authority the following documents:

- a valid identity card: ID card or passport;
- notarized power of attorney for empowering the Representative to represent the Creator in front of the Provider for issuance and management of certificates;
- a document proving the representative power of the legal representative of a legal person - court resolution, current status certificate, notarized power of attorney or other empowerment act;
- signed certificate revocation request.

3.3. Identity validation and authentication of a certificate suspension request

An application for suspension of a certificate may be made to the Provider under the terms and conditions described in the CPS. A valid certificate is suspended by the Certification Authority of the Provider for the term needed according to the circumstances but not for more than 48 hours.

The Provider suspends a certificate without performing any identity validation and authentication of the applicant in the following events:

- by request of the Creator of the seal;
- by request of a person for whom it is apparent from the circumstances that he or she may be aware of security breaches of the private key or other circumstances;

- upon order by the Supervisory Authority when there is a risk for the interests of third parties or when there is sufficient evidence of violation of the law.

The resumption of the certificate is performed by the Certification Authority of the Provider under the terms and conditions described in the CPS and after a resumption initiation by the Registration Authority.

The Registration Authority performs identity validation and authentication of the Creator of a Seal when he has submitted in person or through an authorized representative a signed request for resumption of a certificate.

The Creator of a Seal or his authorized representative requesting the resumption of a certificate personally presents to the Registration Authority the following documents:

- valid identification card: ID card or passport;
- notarized power of attorney for authorizing the Representative to represent the Creator in front of the Provider;
- signed Request for the resumption of a certificate containing a statement that the Holder is aware of the reason and grounds for the suspension of the certificate and the request for resumption is submitted as a result of this

4. 4. EFFECTIVE CONDITIONS

Creators of a seal shall notify the Provider immediately if there are any changes regarding the information contained in and concerning the certificate issued, during the term of its validity and until it is revoked.

The Certification Authority of the Provider issues, suspends and terminates the validity of the certificates after a verified and duly signed request for this by its Registration Authority.

4.1. Request for issuance of a certificate

The Provider's Registration Authorities accept and service all certificate requests and are required to provide the Certifying Authority with correct and validated information regarding end-user endorsements.

4.1.1. Applicants

Request for issuance of a certificate can be submitted to the Provider by every person who:

- fills in an application form for the issuance of a certificate;
- generate a pair of cryptographic keys on their own or through the Provider;
- provide the Certification Authority of the Provider, the public key corresponding to the private key;
- accept the terms of the Qualified Certification Services Agreement and the Practice for Providing Qualified Certification Services.

The request for issuance of a certificate to the Provider can be submitted by the Creator of a Seal or by his authorized representative.

4.1.2. Process of applying a certificate issuance

The request for a certificate must contain the following data:

- information individualizing the Creator of a Seal;
- the public key corresponding to the private key from the pair of cryptographic keys generated by the Creator of a Seal;
- the type of the selected certificate.

The request for issuance of a certificate is an electronic document in PKCS#10 format, signed with the private key corresponding to the public included in the document. Depending on the certification policy of the different

types of certificates issued by the Provider, it may be necessary to include additional information in the application for a Certificate. The request for issuance of a certificate shall be submitted personally by the Applicant to the Provider's Registration Authority or may be addressed to him by an encrypted communication channel at: <https://www.infonotary.com>.

The Registration Authority of the Provider provides a service to all individuals for generating the pair of cryptographic keys, the creation of a request for issuance of a certificate and their submitting to the Provider, if technically possible. When the Provider's Registration Authority, by the request of the Creator of a Seal, generates a pair of cryptographic keys, uses a secure mechanism for their creation and provides them to the Creator, recorded on a secure cryptographic device – e.g. a smart card. The rights to access the private key - PIN or password are granted by the Registration Authority to the Creator in a protected form. After the submission by the Registration Authority of the device on which the private key and access rights are stored, the Creator bears full responsibility for preventing the compromise, loss, disclosure, modification or other unauthorized use of the private key (the means of creating an electronic signature).

4.2. Procedure for requesting a certificate

The functions of identification and authentication of the applicants for issuance of a qualified electronic signature certificate are performed by an authorized Registration Authority of the Provider. In observance of the procedures approved by the Provider and according to the CPS, based on the received request for issuance of the certificate and the submitted documents and in the personal presence of the Applicant - the Creator of a Seal or a person authorized by him, the Registration Authority verifies and confirms to the Certification Authority:

- the identity of the Creator of a Seal or his authorized representative;
- the representative power of the Creator of a Seal and the Representative Authorized by the Holder;
- the possession of the private key corresponding to the public key included in the request at the time of its creation;
- the additional information requested to be included in the certificate, with the exception of unconfirmed information;
- the Creator's of a Seal acceptance of the terms and conditions of the CPS and the signing of a Qualified Certification Services Agreement.

Before confirming the application for a certificate, the Registration Authority of the Provider carries out the necessary checks according to the requirements described in the CPS:

- verifies and confirms the identity of the Applicant, the Creator of a Seal or the person representing it on the basis of documents provided by them;
- verifies and confirms the representative power of the Creator and the person authorized by the Creator to represent him;
- verifies the correctness of the received or generated signed electronic application (in PKCS#10 format) for issuance of a certificate;
- provides the Creator of a Seal with the information that has been confirmed and will be included in the issued certificate for approval of its content;
- collects by hand a certified copy dated and signed by the Applicant of the documents on the basis of which the identity of the Creator and the authorization of the Creator and the representative power of the Representative.

Before confirming the application for a certificate, the Registration Authority of the Provider carries out the necessary checks according to the requirements of the CPS:

- the request for issuance originates from the Creator of a Seal or from a person duly empowered by him;
- the information regarding the Creator submitted for inclusion in the certificate is correct and complete;
- the private key is technically appropriate to be used for the generation of an improved electronic signature and corresponds to the public key, so that it is possible, through the public key, to verify the fact that a certain electronic signature is generated with the private key, and
- the private key is in the possession of the Creator of Seal.

If the verification process of the certificate application is unsuccessful, the Registration Authority delays the request for issuance the certificate. The Registration Authority immediately notifies the Applicant and indicates the reason for the denial. Applicants whose application for a certificate has been rejected may apply again for a certificate.

The Registration Authority completes and stores the documents provided by the Creator and the Authorized Representative. The Provider controls the accuracy of the information included in the certificates provided by the Holder at the time of issue of the certificate.

The verification and confirmation of the information provided in the application for the issuance of a certificate are performed processed within a reasonable period of time, and the Provider issues the certificates within 5 days of receiving the documents.

4.3. Issuance of a certificate

4.3.1. Actions of the Certification Authority when issuing a Certificate

The Certification Authority of the Provider issues the certificate on the basis of a request for issuance received by the Registration Authority. The application for the issuance of a certificate from the Registration Authority guarantees the validation of the application has been confirmed, the data contained in it is also verified, and it is signed by the administrator of the Registration Authority performing the checks and validations. The Certification Authority of the Provider verifies the identity of the Registration Authority and the identity of the administrator of the Registration Authority on the basis of a credentials (special administrative certificate of the administrator of the Registration Authority).

The Provider promptly notifies the Creator of the Seal of the issued Qualified Certificate by sending him an email. After issuing the certificate, the Provider delivers it to the Creator:

- by publishing a link for downloading the certificate in the sent email;
- or through the Registration Authority.

The Provider issues the certificate in accordance with the consent of the Creator of the Seal. Acceptance of the content of the Qualified Certificate is made prior to its publication in the Register of Provider's Certificates and is certified by the signing of a Protocol of acceptance of the certificate by the Creator of the Seal.

The Provider publishes the issued qualified certificate on its Certificate Register immediately.

4.4. Data secrecy of qualified certification services and certificates usage

4.4.1. Data secret

No one apart from the Holder/Creator of a Seal has the right to access the data for creating an electronic signature, electronic seal, electronic time stamp and website authentication data.

The Creator of a Seal has full responsibility for the storage and usage of the private key and for preventing the compromise, loss, disclosure, modification or other unauthorized use of a private key (the data for creating

an electronic signature, electronic seal, electronic time stamp and website authentication data.

The Creator of a Seal bears full responsibility for actions or omissions by persons authorized by him when he has given them access to generate, keep, store or destroy their private keys.

4.4.2. Usage of validation data from Trusting parties and use of certificate

Relying parties use the validation data included in a Qualified Certificate issued by the Provider to check the validity of the electronic signature or electronic seal.

4.5. Certificate Renewal

4.5.1. Conditions for renewing a certificate

The certificates issued by the Provider have a different validity period depending on their type and certification policy. The period of validity is entered as a requisite in the issued certificate.

Certificate renewal – the issuance of a certificate with a renewed term of validity without any change to the data included in it and to the respective pair of keys, is a service supported by the Provider on conditions and requirements depending on the type of the certificate and its application. A certificate issued by the Provider may be renewed only if all data contained in the certificate is unchanged and the content of the certificate is identical with the valid certificate, and the new term of validity is entered in the new certificate. A valid, not suspended, qualified certificate may be renewed once only for another term of validity.

Renewal of the certificate shall be declared by the Holder, entered in the valid certificate, at least 10 (ten) days before the expiry of the period of validity of the certificate.

4.5.2. Renewal claim procedure

The renewal request is made by submitting a request for renewal of a valid certificate to the Registration Authority or a signed electronic application if the Creator of a Seal is registered user and has valid access rights to the Provider's website at: <https://www.infonotary.com> and the technical availability to do so.

The electronic application has to be signed by the Creator of a Seal with the valid certificate for which renewal is requested.

The Registration Authority of the Provider may require that the Applicant provide updated documents evidencing the truthfulness and correctness of the information included in the certificate as of the time of submitting the request for renewal.

The applicant signs a statement that the information provided at the initial issuance and the information included in the certificate is true, correct and unchanged to date.

Before confirming the application for renewal of a certificate, the Registration Authority of the Provider shall carry out the necessary inspections in accordance with the CPS.

After carrying out the necessary checks and accepting the content of the certificate, certified by the Holder, the Registration Authority confirms the certificate renewal request to the Certification Authority of the Provider and guarantees that:

- the renewal request originates from the Creator of a Seal or a person duly empowered by him;
- the information concerning the Creator of a Seal included in the certificate is correct, true and updated;
- the private key is in the possession of the Creator of a Seal;
- the certificate whose renewal is requested is valid.

If the process of confirming the certificate renewal request is completed unsuccessfully, the Registration Authority delays the certificate renewal request. The Registration Authority notifies the Applicant immediately and indicate the reason for the denial. Applicants whose application for issuance of a certificate has been denied may apply for the issuance of a certificate again.

The Registration Authority completes and stores the documents provided by the Creator of a Seal (certified copies and originals) together with the request for renewal of the certificate of acceptance of the certificate.

The verification and confirmation of the information in the requests for renewal of the certificates are processed within a reasonable time and the Provider issues the certificates within 5 working days from the date of acceptance of the documents.

The Certification Authority of the Provider issues the new certificate on the basis of a request for renewal received from the Registration Authority.

The request for renewal of a certificate by the Registration Authority

guarantees the validity of the request submitted by the Applicant, the validity of the information contained in it and has been signed by the administrator of the Registration Authority performing the checks and validations.

The Certification Authority of the Provider verifies the identity of the Registration Authority and the identity of the administrator of the Registration Authority on the basis of a credentials (special administrative certificate of the administrator of the Registration Authority).

The Provider notifies the Creator of a Seal of the new certificate issued immediately by sending an e-mail.

After the certificate is issued, the Provider delivers it to the Creator of a Seal respectively:

- by publishing a link for downloading the certificate in the sent email
- through the Registration Authority.

The Creator of a Seal accepts/approves the content of the qualified certificate prior to publishing of the certificate on the Certificates Register of the Provider and certifies it by signing a Certificate acceptance protocol

The provider publishes the certificate issued in the Register of Certificates immediately.

4.6. Termination of a certificate

Upon termination of the Basic or Operating Certificates of the Certification Body of the Provider due to the compromise of their private keys, the validity of all valid certificates signed by the Provider with these keys ceases.

4.6.1. Conditions for termination of a certificate

The validity of valid certificates issued by the Provider is automatically terminated:

- upon the expiration of the validity of the certificate;
- upon termination of the legal entity of the Provider of Qualified Trust Services without transferring the activity of another qualified provider of qualified trust services.

The Trust Service Provider revokes the certificate validity in case of:

- death or imprisonment of the Creator of a Seal;

- termination of the legal entity when the certificate is issued with an entry of a Creator of a Seal -legal entity;
- termination of the representative power of the Creator of a Seal in respect of a legal person when the certificate is issued with the entry of the data for the legal entity;
- finding out that the certificate was issued on the basis of incorrect data.

The Provider takes immediate actions in respect of the termination of the Certificate when establishing the relevant grounds.

The Certification Authority of the Provider terminates the validity of certificates issued by the Provider.

The Provider shall immediately notify the Creator of a Seal for the circumstances regarding the validity or reliability of the certificate issued.

The Provider is obliged to terminate the validity of a certificate when the Creator of a Seal, after having ascertained the identity and representative power of the Creator of a Seal.

4.6.2. Termination request procedure

To take actions on terminating a certificate by the Certification Authority of the Provider it is necessary:

- a written request for termination of a certificate by the Creator of a Seal to the Provider to be made;
- the Registration Authority to verify the identity and the representative power of the Creator of a Seal.

The Creator of a Seal or the person duly authorized by him submits the request for termination of the certificate personally to an office of the Registration Authority of the Provider by signing the "Certificate revocation request".

The identification and authentication of the applicants who have requested for a certificate termination are performed by the Registration Authority of the Provider in accordance with the CPS.

The Certification Authority of the Provider revokes the certificate on the basis of a request for termination received from the Registration Authority.

The certificate termination request from the Registration Authority guarantees the validity confirmation of the application made by the Applicant, the validity of the information contained therein and it is signed by the administrator of the Registration Authority performing the checks and

validations.

The Certification Authority of the Provider verifies the identity of the Registration Authority and the identity of the administrator of the Registration Authority on the basis of a credentials (special administrative certificate of the administrator of the Registration Authority).

After terminating the certificate the Provider includes it in the List of the suspended and revoked certificates and updates publicly the available electronic certificate directory.

After terminating the certificate the Provider notifies the Creator of a Seal directly or through the Registration Authority of the actions taken, as well as by e-mail.

Certificates terminated by the Provider cannot be resumed.

The check and validation of the information provided in the certificate requests for termination are processed within a reasonable time and the Provider revokes the certificates within 24 hours of receiving the documents.

4.6.3. Verification requirements for termination of a certificate to the Relying parties

The Relying Parties shall rely on qualified certificates issued by the Provider only after checking their status in the Certificate Revocation List or through the automatic information provided by the Provider through an OCSP protocol.

If the Relying Party does not carry out properly to check of the status of a certificate, the Provider shall not be held responsible for any ensuing damage to the Relying Party.

4.6.4. Frequency of updating the Certificate Revocation List

The Certificate revocation list is updated automatically after a certificate is listed therein. The term of validity of the Certificate revocation list is 3 astronomic hours.

The Certificate revocation list is updated automatically no later than 3 hours of publishing the last CRL.

The Provider offers the service of checking the status of certificates issued by him in real time through an OCSP protocol. The Relying Parties may use the information provided by the automated system to verify the status of a

certificate using an OCSF protocol in accordance with the provisions of this document.

4.7. Suspension of a certificate

4.7.1. Conditions for suspending a certificate

The Certification Authority of the Provider suspends the validity of certificates issued by him if there are reasonable grounds for that, for the term according to the circumstances. The Provider takes immediate actions regarding the suspension of a certificate if the circumstances for that are established. The Provider immediately notifies the Creator of a Seal of circumstances concerning the validity or trustworthiness of the certificate issued to him. For the period of suspension the certificate is deemed invalid.

The Provider shall suspend the certificate without carrying out identification and authentication of the applicant under the following conditions:

- by request of the Creator of a Seal;
- by request of a person for whom it is apparent from the circumstances that he or she may be aware of security breaches of the private key or other circumstances;
- by order of the Supervisory authority - in case of imminent danger to the interests of third parties or in case of sufficient evidence of violation of the law.

4.7.2. Suspension request procedure

To act on suspension of a certificate the Certification Authority of the Provider it is necessary to obtain/receive:

- a request for suspension of a certificate by the Creator of a Seal to the Provider;
- a request for suspension by a person such as a representative, partner, employee, family member, etc. who according to the circumstances may know about security violations of the private key;
- written order of suspending a certificate issued by a Supervisory Authority if there is reasonable doubt that the certificate should be terminated and
- an order for suspension by a Supervisory Authority in the immediate risk of the interests of third parties or if there is sufficient evidence of a violation of the law.

The Creator of a Seal or person duly authorized by him makes the request for suspension through:

- the Provider's website, if the Applicant is a registered user and has the appropriate access rights;
- by telephone, fax, e-mail or
- personally at the Provider's Registration Authority.

No prior identification and authentication of the applicants requesting suspension of a certificate and their representative power is required.

The Certification Authority suspends the validity of the certificate within a reasonable term, according to the circumstances, of receiving the request, and publishes it on the Certificates Revocation List.

The Provider shall suspend the validity of a certificate, issued by him, within a reasonable term, according to the circumstances, but no longer than 48 hours of receiving the request for suspension.

4.7.3. Resuming a suspended certificate

The Provider resumes the suspended certificate at:

- expiration of the suspension period (48 hours);
- grounds of suspension removal;
- upon request of the Creator of a Seal, once the Provider or the Supervisory Authority is certain that he/she has learned of the reason for the suspension and that the request for resumption is made as a result of this information.

Once the certificate has been resumed by the Certification Body of the Provider, it is considered valid.

4.7.4. Certificate resumption procedure

When the resumption is made upon the request of the Creator of a Seal, verification of the request and identification of the Creator of a Seal shall be made by the Registration Authority of the Provider in accordance with the CPS. Upon receiving a confirmation of a verified request for resuming by the Registration Authority and its verification, the Certification Authority of the Provider removes the suspended certificate from the List of Suspended and Revoked Certificates and publishes it.

The Certification Authority of the Provider resumes the validity of the certificate and removes it from the List of Suspended and Revoked Certificates upon receiving:

- written order to resume the certificate issued by the Supervisory Authority if there was reasonable motive for that

- an order from the Supervisory Authority if it was suspended due to imminent danger to the interests of third parties or due to the existence of sufficient evidence of a violation of the law.

Upon expiration of the suspension period (48 hours from the moment of suspension of the certificate) the Certification Authority of the Provider automatically resumes the validity of the certificate and removes it from the List of Suspended and Revoked Certificates, except in the cases described in the CPS.

5. EQUIPMENT, PROCEDURE AND MANAGEMENT CONTROL

5.1. Physical control

The Provider ensures physical protection and access control to all critical parts of its infrastructure that are located in its own, rented or leased by the Provider.

The infrastructure of the Certification Authority of the Provider is logically and physically separated and is not used by any other departments or organizations of the Provider.

5.1.1. Layout and design of the premises

The premises in which the critical components of the system are located are specially designed, constructed and equipped to store objects and information in conditions of strict admission and access control.

5.1.2. Physical access

The provider ensures strict control of access to all its premises and information resources by means 24-hour physical security, electronic access control systems, video surveillance systems and alarm systems, etc.

Access control procedures, as well as physical access control systems - monitoring, access and signaling, are subject of scheduled and incidental audit and control.

Only the authorized members of the Provider's personnel, who strictly adhere to and follow the established internal procedures for identification, verification and documenting access, have access to certain premises and information resources of the Provider.

5.1.3. Power supply and ambient conditions

The Provider makes sure that the power supply for the whole equipment of the infrastructure of the Provider is protected from power cuts by additional/emergency power supply provided by backed-up sources.

The Provider adheres to all the requirements of the manufacturers of his technical equipment regarding the conditions for its storage and operation and provides means of monitoring and maintaining the necessary ambient

conditions.

The antenna systems used by the Provider are equipped and protected with an overload protection system.

5.1.4. Floods

The Provider ensures a system for monitoring and notification in case of flooding in the premises.

5.1.5. Fire alarm and protection

The provider ensures fire alarm devices and fire protection system in case of fire on its premises.

5.1.6. Data storage devices

The Provider uses reliable means and devices for the physical storage of data and confidential information, such as safes and metal cases with different degree of protection.

5.1.7. Taking a technical components out of use and operation

The Provider ensures measures for the safe removal or taking of technical components and data storage and confidential information out of operation and use.

5.1.8. Duplicate components

The Provider duplicates all critical components of the Certification Authority's infrastructure, as well as monitoring tools and automatically replaces critical components, if necessary.

5.2. Procedural control

The Provider pursues in his activity such a policy of management and human resource management as to guarantee reliability and trustworthiness in fulfilling all obligations assumed by him as well as the competence to perform the activity of Qualified Provider of Certification Services in accordance with the requirements of Regulation (EU) 910/2014 and the applicable Bulgarian legislation.

The procedures described in the InfoNotary Qualified CPS related to the activity of the Certification Authority of the Provider are implemented in accordance with the established internal rules and regulations of the Provider.

All persons from the Provider's staff sign a declaration of absence of conflict of interest, confidentiality of information and protection of personal data.

The Provider provides double control over all critical functions of the Certification Authority.

For certain activities, the Provider may also use outsiders.

5.2.1. Positions and functions

The Provider has at his disposal the requisite number of qualified personnel who, at any time of the execution of his activity, shall ensure the fulfillment of his obligations.

5.2.2. Number of employees involved in a certain task

The assigned tasks connected with the functioning of the Certification Authority of the Provider are performed by at least two staff members.

5.2.3. Identification and authentication for each position

The provider has developed job descriptions for each of the positions of his staff.

5.2.4. Requirements for division of responsibilities for separate functions

The positions under cl. 5.2.1 are performed by different members from the Provider's staff.

5.3. Staff control, qualification and training

The technical staff of the Provider is carefully selected and possesses professional knowledge in the following areas:

- security technologies, cryptography, public key infrastructure (PKI);
- technical standards for security assessment;
- information systems;

- large databases administration;
- network security;
- audit, etc.

The Provider checks his future employees on the basis of references issued by competent authorities, relying parties and on the basis of statements.

The Provider ensures training of his staff for the implementation of the activities and functions of the Registration Authority of the Provider.

The provider organizes regular refreshing training to ensure continuity and timeliness of staff knowledge and procedures.

The Provider imposes sanctions on the staff for unauthorized actions, malpractice and unauthorized use of Provider's systems.

5.3.1. Requirements for independent suppliers

Independent suppliers used by the Provider comply with the same policies and procedures, including information privacy and personal data protections as well as the Provider's staff.

5.3.2. Documentation provided to the staff

The Provider provides documentation - procedures and rules to the Certification Authority and the Registration Authority staff for initial training, qualification improvement, etc.

5.4. Procedures for the preparation and maintenance of inspection data journal

The procedures for preparing and maintenance of an inspection data journal include documenting/reporting events, reporting system checks and inspections, implementing the objectives and maintaining a secure environment.

The Provider records all events related to the activities of the Certification Authority, including but not limited to:

- issuing a certificate;
- signing a certificate;
- termination of a certificate;
- suspension of a certificate;
- publication of a certificate;
- publication of a list of suspended and revoked certificates.

The records contain the following information:

- identification of the operation;
- date and time of the operation;
- identification of the certificate involved in the operation;
- identification of the person who performed the operation;
- a reference to the request for the operation.

The Provider records all events related to the operation of the hardware and software platforms as follows:

- in cases of installing a new and/or additional software;
- in cases of shutting down or launching the systems and their applications;
- in cases of successful or unsuccessful attempts to launch or access to the software PKI components of the systems;
- in cases software and hardware system failures, etc.;
- in cases of managing and using the hardware cryptomodules.

Records of actions performed by the Registration Authority in the process of registering Subscribers, identifying Holders and Creators, etc., are also stored. Recorded generated by the communication devices of the Provider are also stored.

Back-up copies of the records and logs are generated at discreet intervals of several hours up to 24 hours for the different modules. The back-up copies are saved on physical carriers and stored in a room with a high level of protection, security and access control.

Records and logs are kept for 10 (ten) years.

All records and logs generated by the components of the certification infrastructure are stored electronically. Only qualified authorized members of the Provider's staff have the right to access and work with these records and logs.

Back-up copies of the records and logs are generated at discreet intervals of several hours up to 24 hours for the different modules. The back-up copies are saved on physical carriers and stored in a room with a high level of protection, security and access control.

5.5. Archive

The Provider stores as internal repository the following documents:

- all certificates issued for a period of at least 10 (ten) years after expiry of the term of validity of a certificate;
- all records and logs related to the issuance of a certificate for a period of at least 10 (ten) years after the issuance of a certificate;
- all records and logs relating to the termination of a certificate for a period of at least 10 (ten) years after the termination of the certificate;
- lists of suspended and revoked certificates for a period of at least 10 (ten) years after termination or expiry of the term of validity of the certificate;
- all documents related to the issuance and management of certificates (requests, identification and authentication documents, agreements, etc.) for a period of at least of 10 (ten) years after expiry of the term of validity of the certificate.

The Provider stores the records in a recoverable format.

The Provider ensures the integrity of the physical carriers and implements a copying mechanism to prevent data loss.

The repository is accessible only to authorized personnel of the Provider and the Registration Authority, if necessary.

The Provider keeps a repository of the certificates, inspection data, information related to the request for issuance and management of certificates, logs, records and facilitating documentation of the certification services.

The Provider keeps the archive for a period of 10 (ten) years. Upon expiration of this period, the archived data may be destroyed.

The protection and security of the archives is ensured by the following measures:

- only staff authorized to keep the archive has access to it;
- protection of the archive from modifications by recording the data on single-entry devices;
- protection from archive erasing;
- Protection ensuring the destruction of carriers on which the archives has been stored, after the regular transfer of data to a new carrier.

The time of creation of separate records and documents from the Provider's systems is verified by certifying the date and time of their creation and signing through the TimeStamp Server of the Provider.

Archival information is stored in rooms with a high level of physical protection and in conditions allowing the safe and long-term storage of paper,

magnetic, optical and other carriers. Archive information that is public is published and is available in the Public Registry of the Provider in a readable form.

5.6. Key compromise and disaster or unexpected cases recovery

In order to maintain the continuity and integrity of its services, the Provider implement, document and periodically test appropriate contingency plans and procedures for disaster and unexpected cases recovery.

The Provider make every endeavor to ensure full and automatic recovery of its services in the event of a disaster, computer resources failures, software or information corruption.

With a priority the Provider ensures the recovery of maintenance and the public access to the Certificate Register and the list of suspended and revoked certificates.

In case of compromising the private key of the Certification Authority of the Provider, the following actions are taken:

- the Provider's electronic signature certificate is terminated immediately;
- the Supervisory Authority is notified of the termination of the Provider's certificate;
- the customers of the certification services of the Provider are informed by publishing information on the public site and by e-mail;
- the Certification Authority of the Provider is suspended;
- a procedure for generating a new pair of cryptographic keys is initiated;
- a new certificate for the electronic signature of the Provider is issued;
- all valid certificates issued before the key compromise are reissued.

In the event of the Holder's private key being compromised, the latter shall immediately notify the Provider of the initiation of the procedure for termination of an existing certificate.

5.6.1. Action in case of disaster and accidents

Archival data containing information on requests for issuance, management and termination of certificates as well as records of all certificates issued in the database are stored in a safe and reliable place and are accessible by authorized employees of the Provider in the event of a disaster or accident.

For emergency actions, the Provider has developed a "Contingency plan", which is checked once a year.

The provider must be able to detect any possible incident. After analyzing what has happened, the aim is to prevent future incidents based on system errors or failures of service and technologies. The Provider monitors all systems and services without interruption (24/7) and has an information and help phone where users can report incidents or faulty services.

The plan identifies the approximate time to detect any kind of incidents. The provider ensures that any potential incident can be detected. The provider is able to distinguish between real incidents and false alarms. Serious accidents are reported to the management. The plan identifies the approximate time for notification and confirmation. It defines roles and responsibilities and evaluates the type of incident, the right response time and further actions. The events are recorded. The causes for the accident and the way it has affected the work efficiency are documented. The measures presented (response time and recovery time of the service or system, etc.) are recorded. All data is analyzed and the Provider's actions are subject to change and improvements if necessary. The plan provides the type of archiving and provisioning that is used, at what intervals the archiving takes place, where to store the information and the structure, etc.

5.7. Termination procedures of the provider

The activity of the Provider is terminated in accordance with the applicable national legislation. Upon termination of its activities, the Provider shall notify the Supervisory Authority of its intentions not later than 4 months before the date of termination and whether it will transfer its activity to another Provider. The Provider notifies the Supervisory Authority if there is a claim for declaring the company insolvent, for declaring the company inoperative, or there is some other claim for dissolving or starting liquidation procedure. The Provider shall make every effort and care to continue the validity of the certificates he has issued by transferring it to an operative qualified certification services provider.

The Provider shall notify the Supervisory Authority and the consumers in written form that the Provider's activities are undertaken by another qualified provider no later than the time of termination. A written notice is also published on the Provider's web site and also contains information on the name and contact details of the provider-successor. The Provider notifies its users about the conditions of maintenance of the transferred certificates to the provider-successor. The Provider duly transfers all documentation related to its activities to the provider-successor together with all repositories and all certificates

issued (valid, terminated and suspended). In case that the Provider fails to transfer his activity to another qualified provider, he shall suspend the validity of all certificates issued by him and shall transmit all documentation relating to his activities to the Supervisory Authority together with all the archives and all certificates issued (valid, terminated and suspended).

If the qualified status of the Provider has been removed, the information must be transmitted electronically or in written form to holders of valid qualified certificates, relying parties and to entities that have concluded contracts directly related to the provision of qualified certification services. This information will be published at the webpage of the Provider: www.infonotary.com and will be displayed prominently in all registration offices or will be published in other ways as specified in the applicable national legislation. The information will also include a statement declaring that qualified certificates issued by the Provider can no longer be used in accordance with applicable law.

6. TECHNICAL SECURITY CONTROL

6.1. Generating and installing key pair

The Provider protects its own private keys according to the provisions of current practice.

The Provider uses the Intermediate and Operating Private Keys for signing the Certification Authority only to sign certificates and certificate revocation lists in accordance with the permitted use of these Keys in this document.

The Provider will refrain from using the private keys used by the Certification Authority for use beyond the limits of the Certification Authority.

Users of the certification services of the Provider generate their pair of cryptographic keys - private and public, for Qualified Certificates for Electronic Signature, Electronic Seal and Website Authenticity:

- alone, at the Holder - with hardware and software under their control,
- at the Provider or an Authorized Registration Authority with its hardware and software, part of the Provider's infrastructure.

When generating the key pair for Qualified certificate is performed by the Provider, a Qualified Signature Creation Device (QSCD) with a Common Criteria defined security layer (EAC) 4 + or higher according to ISO 15408 or other specification defining equivalent security levels and compliance with the provisions of Regulation (EU) 910/2014 is used.

On the basis of contractual relations, the Provider may grant to the Holder/Creator technical devices (software, smart cards and other cryptographic devices) that comply with the level of security requirements and regulations, approved under Regulation (EC) 910/2014 and national legislation of Regulation (EU) 910/2014.

The Holder or the Creator may also use other cryptographic devices and software complying with the requirements of Regulation (EU) 910/2014 other than those provided by the Provider if they are approved for use under Regulation (EU) 910/2014 and national legislation.

In the case of self-generation and installation by the Holder or Creator of cryptographic keys for Qualified Certificates issued by the Provider, the use of licensed software by a particular manufacturer is mandatory.

6.1.1. Generating key pair

6.1.1.1. Generating a private key of the Certification Authority of the Provider

For generating and installing the private keys of the Certification Authority, the Provider uses the highest reliability and security system following a documented internal procedure.

For generating and usage of the private key of the Certification Authority, hardware security modules FIPS 140-2 Level 3 or higher level are used.

The documented procedure for generating and installing the root pair of keys of the Certification Authority of the Provider is carried out by an authorized employee of the Provider and in the presence of the members of "INFONOTARY" PLC Board of Directors.

The secret portions of the base private key and all operational private keys of the Certification Authority are distributed, stored and presented as necessary for use by persons authorized by the Provider.

The additional protection against compromise and unauthorized use of the private keys of the Certification Authority of the Provider is guaranteed by the additional access control policy implemented by the Provider:

- the management of the hardware module through secret data accessible only to authorized persons;
- control of access to management and use of the private operating keys of the Certification Authority through separate secret data accessible only to authorized persons.

6.1.1.2. Generating key pair for Subscriber

The Provider offers a subscriber key pair generation service which uses a security mechanism for creating a qualified signature ("Qualified Signature Creation Device" – QSCD) with a security profile defined in accordance with the general requirements ("Common Criteria") level of security EAL 4+ or higher in accordance with a security profile under Regulation (EU) No 910/2014 on technical means for securely generating and storing key pair- cryptographic smart cards and other cryptographic devices.

The Private Key of the Holder, respectively the Creator, is generated/recorded on a technical tool - smart card, token, etc., and is

automatically and irreversibly erased from the Provider's resources if such are used in generation.

6.1.2. Private key delivery

When the Provider generates the pair of keys of the Holder or the Creator respectively, the private key of that pair is recorded on a smart card or other technical means in accordance with the requirements of Regulation (EU) No 910/2014 and accessed by a PIN or password.

The technical means are passed on to the Holder, respectively the Creator, together with access rights (PIN, AIN)

6.1.3. Delivery of the Public Key to the issuer of the Certificate

This procedure is performed only by the Holder, respectively the Creator, who generates the key pair and delivers the public key to the Provider for the purposes of the certification process.

The electronic certificate issuance request through which the public key is delivered to the Provider should be in the PKCS#10 file and in DER format.

The Holder/The Creator may provide the electronic request:

- personally in the Registration Authority or
- by electronic means and at address <http://www.infonotary.com>.

6.1.4. Delivery of the Public Key of the Certification Authority to the Relying Parties

The public keys of the Certification Authority of the Provider are publicly available on the Provider's Internet portal at: <http://www.infonotary.com>.

6.1.5. Key length

The length of the private key of the certification authority's underlying certificate – InfoNotary TSP Root CA e RSA is 4096 bits.

The length of the private key of the RSA Operational Certificates is 3072 bits.

For the issuance of a Qualified Electronic Signature Certificate, Qualified Electronic Seal and Website Authenticity, the Private Key of the Holder or Creator respectively must be at least 2048 bits long for the RSA algorithms.

6.2. Private key protection and Technical Control of the Cryptographic Module

6.2.1. Cryptographic Module Standards

The Certification Authority of the Provider uses secure and reliable hardware cryptographic modules covering all regulatory requirements.

The hardware cryptographic modules used by the Provider for storing the private keys of the Certification Authority are certified for a high level of security and reliability FIPS 140-2, Level 3, FIPS 140-1 Level 2, CC EAL 4+ or higher.

The Provider accepts upon issuance of a Qualified Signature/Seal Certificates, the qualified electronic signature/seal creation device in which the Holder/Creator's private key is generated and stored to be a security level CC EAL 4+/FIPS 140-2 Level 3 or higher.

6.2.2. Storage and usage of a private key control

A procedure for the storage of the private keys and their archiving is simultaneously performed with the process of generating and installing the keys of the Certification Authority of the Provider.

The secret parts for access the base private key, as well as all operational private keys of the Certification Authority, are stored, shared on smart cards protected by PIN.

Providing the shared parts to the persons authorized for their preservation and presentation shall be documented in writing.

The Holder/Creator's Private Key is only used in an electronic signature /seal creation device or in a device with an equivalent level of security (as required by Regulation (EU) No 910/2014) and is accessible via PIN.

The Provider does not in any way store or archive a Holder/Creator's private key to create an electronic signature/seal.

6.2.3. Storage of Private keys

The private keys of the Certification Authorities of the Provider are stored

in encrypted form in the Hardware Security Module (HSM); the decryption requires secret parts to access keys that are shared and used only by authorized persons, provided that a required quorum of at least 2 out of 4 persons. The private key storage procedure also includes the procedure for recovering the private keys for work in a backup technical center by means of a backup HSM subject to the same requirements for shared use of the secret parts for access the keys by authorized persons and in quorum 2 out of 4.

The Holder/Creator's private key is generated and stored on signature/seal creation device as required by Regulation (EU) No 910/2014 and is accessible via PIN and cannot be stored on another device or outside it.

6.2.4. Private keys archiving

The Provider archives all of its private keys of the Certification Authorities and stores them for a period of 10 years after their expiration term or after their termination.

Keys archiving is performed by authorized employees of the Provider.

The Provider does not make copies and does not archive the Holder/Creator's private keys that are generated on a qualified signature/seal creation device. In the event of a defect, loss or destruction of the qualified electronic signature/seal creation device, the Provider shall terminate the certificate issued in connection with the keys generated by this device.

6.2.5. Private keys Transfer in and out of the cryptographic module

The Provider generates and stores all its private keys to the Certification Authorities in hardware cryptographic module (HSM) in encrypted form, and can only be transferred to another cryptographic device in encrypted form, subject to a special procedure for this purpose, by authorized for that purpose Provider's employees and shared access rights to secret data.

Transfer of Provider's private keys can be made upon a recovery after HSM defect or upgrade of the Provider's technological infrastructure.

The Holder/Creator's Private Key cannot be transferred from/to the qualified signature/seal creation device which it was generated as required by Regulation (EU) No 910/2014).

6.2.6. Activation and Deactivation of Private Keys

Provider's private keys are activated depending on the type of service they use.

The Private Key of the Base Certificate Authority (root CA) is stored disabled in offline mode on a separate HSM cryptographic device and is activated via special procedure by authorized persons holding shared access rights to secret units and in quorum 2 of 4 persons. All actions are documented and kept in the Provider's records. The Root CA private key is enabled to execute the signing of newly issued Operational Certification Authorities and to manage already issued, including the signing of CRL, terminated and suspended certificates.

The private keys of the Operational Certification Authorities are stored and used activated in a cryptographic device HSM; upon their activation and deactivation, a special procedure is followed by authorized persons holding shared access rights to secret units and in quorum 2 out of 4 persons and all actions are documented and kept in the Provider's records.

Private key of the Holder/Creator is deactivated by deleting the containers where the private key is stored on the signature/seal creation device or by physically destroying the device itself.

6.2.7. Private Keys Destruction

Provider's private keys are destroyed in accordance with the procedure of destruction of the private keys of the Certification Authority of the Provider upon expiration of their validity term by authorized employees.

The procedure guarantees their final destruction and the impossibility of their recovery and use. The process of destroying the keys is documented and the related records are stored in the Provider's archive.

Private keys of the Holder/Creator's are destroyed by deleting the container of the qualified signature/seal creation device or by physical destruction of the device itself.

6.3. Other aspects of managing the key pair

6.3.1. Public key archival

The Provider archives all of its public keys and stores them for a period of 10 years after their expiration or termination.

6.3.2. Validity period of the certificate and period of use of the key pair

The Provider issues Qualified Electronic Signatures, Qualified Electronic Seal Certificates, Qualified website authentication certificates to end users with a validity period that is entered in the content of the Certificate.

Certificates issued by the Certification Authority of the Provider for the basic public key and the operational public keys are issued with a specified validity period that is entered in the content of the certificate.

The validity period of the certificate is also a validity period for usage of the key pair connected with it.

Creating signatures by using a private key of an expired certificate is invalid.

6.4. Activation data

The Provider stores the activation data related to the private keys of the Certification Authority and activities on secure media and high-level protection archives.

The Holder using a smart card to store his private key is required to store and protect the personal data for activation of his smart card or token - a PIN or password against compromising.

6.4.1. Generation and installing activation data

Activation data is generated when the device initiates a qualified electronic signature/seal initialization.

If the device is provided by the Provider it is initialized in the presence of the Holder/Creator and access codes are generated: User (PIN) - access to the device and keys and Administrative (AIN) - for unblocking the PIN and initialization.

The access codes are randomly generated by the Registration Authority and are provided personally to the Holder/Creator or to a person authorized by him. The codes are given to the Holder/Creator in a sealed, opaque envelope. The Holder/Creator is required to change the original PIN and AIN to access by using the software provided with the device.

6.4.2. Activation data protection

The Holder/Creator is required to store and protect against compromise access codes for the qualified signature/seal creation device.

The Provider does not store any copies of the initial randomly generated access codes and cannot restore access to the device after it has been blocked.

6.5. Computer security control

6.5.1. Specific requirements for computer security

The Provider shall provide and use procedures and methods for managing the security of the technical and technological equipment used in its infrastructure in accordance with generally accepted international standards for information security management. The Provider shall also provide tests and inspections of the technical equipment and technologies using a security assessment methodology based on the common security assessment methodology developed for the ISO 15408 Standard.

6.5.2. Computer security rating

The degree of reliability of the technical equipment, technologies and systems used by the Provider meets the statutory requirements for performing the activity as a Trust Service Provider.

6.6. Technical life cycle control

The Provider provides full technical control over the life-cycle of the systems through which Certification Services are provided by the Provider.

At all stages of the construction and operation of the systems, the procedures and rules described in internal documents of the Provider are strictly observed.

Test results are documented and stored in the Provider's archive.

6.7. Network security control

The Provider maintains a high level of network security and means of reporting unauthorized access.

7. CERTIFICATE PROFILES

7.1. Base Certificate InfoNotary TSP Root profile

InfoNotary TSP Root		
Basic x509 Attributes:		
Attribute	Value	
Version	3 (0x02)	
Serial number	Unique to the Provider's Register; 16-byte number	
Valid from	Date and time of signing	
Valid to	Date and time of signing + 20 years	
Signature Algorithm	SHA256/RSA	
Issuer:		
Attribute	Value	
Common Name	CN	InfoNotary TSP Root
Domain Component	DC	qualified-root-ca
Country Name	C	BG
Locality Name	L	Sofia
Organization Name	O	InfoNotary PLC
Organizational Unit Name	OU	Qualified TSP
Organization Identifier	2.5.4.97	NTRBG-131276827
Attributes of the Holder (x509 Subject DN):		
Attribute	Value	
Common Name	CN	InfoNotary TSP Root
Domain Component	DC	qualified-root-ca
Country Name	C	BG

Locality Name	L	Sofia
Organization Name	O	InfoNotary PLC
Organizational Unit Name	OU	InfoNotary TSP
Organization Identifier	2.5.4.97	NTRBG-131276827
Additional attributes of x509 extensions (x509v3 extensions):		
Attribute		Value
Basic Constraints (Critical)	Subject Type=CA	
Key Usage (Critical)	Certificate Signing, CRL Signing	
Public Key	RSA 4096 bits	
Certificate Policies (Non Critical)	[1]Certificate Policy: Policy Identifier=1.3.6.1.4.1.22144.3 [1.1]Policy Qualifier Info: Policy Qualifier Id=CPS Qualifier: http://repository.infonotary.com/cps/qualified-tsp.html	
Subject Key Identifier	SubjectKeyIdentifier	

7.2. Operational Certificate InfoNotary Qualified Legal Person Seal CA Profile

InfoNotary Qualified Legal Person Seal CA		
Basic x509 attributes:		
Attribute	Value	
Version	3 (0x02)	
Serial number	Unique to the Provider's Register; 16-byte number	
Start of validity period	Date and time of signing	
End of validity period	Date and time of signing + 19 years	
Electronic signature algorithm	SHA256/RSA	
Attributes of the Publisher:		
Attribute	Value	
Common Name	CN	InfoNotary TSP Root
Domain Component	DC	qualified-root-ca
Country Name	C	BG
Locality Name	L	Sofia
Organization Name	O	InfoNotary PLC
Organizational Unit Name	OU	Qualified TSP
Organization Identifier	2.5.4.97	NTRBG-131276827
Attributes of the Holder (x509 Subject DN):		
Attribute	Value	
Common Name	CN	InfoNotary Qualified Legal Person Seal CA
Domain Component	DC	qualified-legal-ca
Country Name	C	BG
Locality Name	L	Sofia

Organization Name	O	InfoNotary PLC
Organizational Unit Name	OU	Qualified TSP
Organization Identifier	2.5.4.97	NTRBG-131276827
Additional attributes of x509 extensions (x509v3 extensions):		
Attribute		Value
Basic Constraints (Critical)	Subject Type=CA	
Key Usage (Critical)	Certificate Signing, CRL Signing	
Public Key	RSA 3072 bits	
Authority information Access	[1]Authority Info Access Access Method=On-line Certificate Status Protocol (1.3.6.1.5.5.7.48.1) Alternative Name: URL= http://ocsp.infonotary.com/qualified	
CRL Distribution Point (Non Critical)	[1]CRL Distribution Point Distribution Point Name: Full Name: URL= http://crl.infonotary.com/crl/qualified-root-ca.crl	
Certificate Policies (Non Critical)	[1]Certificate Policy: Policy Identifier=1.3.6.1.4.1.22144.3.2 [1.1]Policy Qualifier Info: Policy Qualifier Id=CPS Qualifier: http://repository.infonotary.com/cps/qualified-tsp.html Unnotice: InfoNotary Qualified Legal Person Seal CA	
Subject Key Identifier	SubjectKeyIdentifier	
Authority Key Identifier	AuthorityKeyIdentifier	

7.3. Profile of a Qualified Electronic Seal Certificate - InfoNotary Qualified Legal Person Seal CP

InfoNotary Qualified Legal Person Seal Certificate		
Basic x509 attributes:		
Attribute	Value	
Version	3 (0x02)	
Serial number	Unique to the Provider's Register; From 8-byte number to 16-byte number	
Start of validity period	Date and time of signing	
End of validity period	Date and time of signing + 1, 2 or 3 years	
Electronic signature algorithm	SHA256/RSA	
Attributes of the Issuer:		
Attribute	Value	
Domain Component	DC	qualified-legal-ca
Common Name	CN	InfoNotary Qualified Legal Person Seal CA
Country Name	C	BG
Locality Name	L	Sofia
Organization Name	O	InfoNotary PLC
Organizational Unit Name	OU	Qualified TSP
Organization Identifier	2.5.4.97	NTRBG-131276827
Attributes of the Holder (x509 Subject DN):		
Attribute	Value	
Domain Component	DC	qualified-legal-ca
Common Name	CN	Legal entity name
Email	E	
Country Name	C	

Locality Name	L	
Organization	O	
Organizational Unit	OU	
Organization Identifier	2.5.4.97	NTRYY-XXXXXXXXXX (National identification code) VATYY-XXXXXXXXXX (VAT number) TINBG-XXXXXXXXXX (Tax identification number) YY – код на държавата
Additional attributes of x509 extensions (x509v3 extensions):		
Attribute		Value
Basic Constraints (Critical)	End entity	
Key Usage (Critical)	Digital Signature, Non-Repudiation, Key Encipherment, Data Encipherment	
Public Key	RSA 2048 bits	
Authority Key Identifier	AuthorityKeyIdentifier	
Subject Key Identifier	SubjectKeyIdentifier	
Authority information Access	[1] Authority Info Access Access Method=Certification Authority Issuer (1.3.6.1.5.5.7.48.2) Alternative Name: URL= https://repository.infonotary.com/qualified-legal-ca.crt [2] Authority Info Access Access Method=On-line Certificate Status Protocol (1.3.6.1.5.5.7.48.1) Alternative Name: URL= http://ocsp.infonotary.com/qualified	
CRL Distribution Point (Non Critical)	[1]CRL Distribution Point Distribution Point Name: Full Name: URL= http://crl.infonotary.com/crl/qualified-legal-ca.crl	

<p>Certificate Policies (Non Critical)</p>	<p>[1]Certificate Policy: Policy Identifier=1.3.6.1.4.1.22144.3.2.1 [1,1]Policy Qualifier Info: Policy Qualifier Id=CPS Qualifier: https://repository.infonotary.com/cps/qualified-tsp.html [1,2]Policy Qualifier Info: Policy Qualifier Id=User Notice Qualifier: Notice Text=InfoNotary Qualified Legal Person Seal Certificate [2]Certificate Policy: Policy Identifier=0.4.0.194112.1.3 [3]Certificate Policy: Policy Identifier=0.4.0.1456.1.1</p>
<p>Qualified Certificate Statement (Non Critical)</p>	<p>id-etsi-qcs-semanticId-Legal (oid=0.4.0.194121.1.2) id-etsi-qcs-QcCompliance (oid=0.4.0.1862.1.1) id-etsi-qcs-QcSSCD (oid=0.4.0.1862.1.4) id-etsi-qct-eseal (oid=0.4.0.1862.1.6.2) id-etsi-qcs-QcRetentionPeriod (oid=0.4.0.1862.1.3) id-etsi- qcs-QcLimitValue (oid=0.4.0.1862.1.2) id-etsi-qcs-QcPDS (oid=0.4.0.1862.1.5) PDSLocation=https://repository.infonotary.com/pds/pds_bg.pdf Language=bg PDSLocation=https://repository.infonotary.com/pds/pds_en.pdf Language=en</p>
<p>Extended Key Usage (Non Critical)</p>	<p>Email protection Client Authentication</p>

7.4. InfoNotary Qualified Legal Person Seal for PSD2 Certificate Profile

InfoNotary Qualified Legal Person Seal for PSD2 Certificate		
Basic x509 attributes:		
Attribute	Value	
Version	3 (0x02)	
Serial number	Unique to the Provider's Register; From 8-byte number to 16-byte number	
Start of validity period	Date and time of signing	
End of validity period	Date and time of signing + 1, 2 or 3 years	
Electronic signature algorithm	SHA256/RSA	
Attributes of the Issuer:		
Attribute	Value	
Domain Component	DC	qualified-legal-ca
Common Name	CN	InfoNotary Qualified Legal Person Seal CA
Country Name	C	BG
Locality Name	L	Sofia
Organization Name	O	InfoNotary PLC
Organizational Unit Name	OU	Qualified TSP
Organization Identifier	2.5.4.97	NTRBG-131276827
Attributes of the Holder (x509 Subject DN):		
Attribute	Value	
Domain Component	DC	qualified-legal-ca
Common Name	CN	Legal entity name
Email	E	
Country Name	C	
Locality Name	L	

Organization	O	
Organizational Unit	OU	
Organization Identifier	2.5.4.97	PSDYY-Z-XXXXXXXXXX YY – Country code Z – from 2 to 8 symbols National Competent Authority identifier (NCA)
Additional attributes of x509 extensions (x509v3 extensions):		
Attribute		Value
Basic Constraints (Critical)	End entity	
Key Usage (Critical)	Digital Signature, Non-Repudiation, Key Encipherment, Data Encipherment	
Public Key	RSA 2048 bits	
Authority Key Identifier	AuthorityKeyIdentifier	
Subject Key Identifier	SubjectKeyIdentifier	
Authority information Access	<p>[1] Authority Info Access Access Method=Certification Authority Issuer (1.3.6.1.5.5.7.48.2) Alternative Name: URL= https://repository.infonotary.com/qualified-legal-ca.crt</p> <p>[2] Authority Info Access Access Method=On-line Certificate Status Protocol (1.3.6.1.5.5.7.48.1) Alternative Name: URL= http://ocsp.infonotary.com/qualified</p>	
CRL Distribution Point (Non Critical)	<p>[1]CRL Distribution Point Distribution Point Name: Full Name: URL=http://crl.infonotary.com/crl/qualified-legal-ca.crl</p>	
Certificate Policies (Non Critical)	<p>[1]Certificate Policy: Policy Identifier=1.3.6.1.4.1.22144.3.2.2 [1,1]Policy Qualifier Info: Policy Qualifier Id=CPS Qualifier: https://repository.infonotary.com/cps/qualified-tsp.html</p> <p>[1,2]Policy Qualifier Info: Policy Qualifier Id=User Notice Qualifier: Notice Text= InfoNotary Qualified Legal Person Seal for PSD2 Certificate</p> <p>[2]Certificate Policy: Policy Identifier=0.4.0.194112.1.3</p> <p>[3]Certificate Policy: Policy Identifier= 0.4.0.1456.1.1</p>	

<p>Qualified Certificate Statement (Non Critical)</p>	<p>id-etsi-qcs-semanticId-Legal (oid=0.4.0.194121.1.2)</p> <p>id-etsi-qcs-QcCompliance (oid=0.4.0.1862.1.1)</p> <p>id-etsi-qcs-QcSSCD (oid=0.4.0.1862.1.4)</p> <p>id-etsi-qct-eseal (oid=0.4.0.1862.1.6.2)</p> <p>id-etsi-qcs-QcRetentionPeriod (oid=0.4.0.1862.1.3)</p> <p>id-etsi-qcs-QcLimitValue (oid=0.4.0.1862.1.2)</p> <p>id-etsi-qcs-QcPDS (oid=0.4.0.1862.1.5) PDSLocation=https://repository.infonotary.com/pds/pds_bg.pdf Language=bg PDSLocation=https://repository.infonotary.com/pds/pds_en.pdf Language=en</p> <p>id-etsi-psd2-qsStatement (oid=0.4.0.19495.2)</p> <p>RolesOfPSP (oid=0.4.0.19495.2) – one or more: roleOfPspName =PSP_AS roleOfPspOid (oid=0.4.0.19495.1.1), roleOfPspName =PSP_PI roleOfPspOid (oid=0.4.0.19495.1.2), roleOfPspName =PSP_AI roleOfPspOid (oid=0.4.0.19495.1.3) roleOfPspName =PSP_IC roleOfPspOid (oid=0.4.0.19495.1.4)</p> <p>nCAName = (National Competent Authority name) nCAId = (NCA Identifier Abbreviation – YY-Z) YY – Country code Z – from 2 to 8 symbols National Competent Authority identifier (NCA)</p>
<p>Extended Key Usage (Non Critical)</p>	<p>Email protection Client Authentication</p>

8. AUDITING AND CONTROL OF THE ACTIVITY

The audits carried out on the Provider concern the processing of information data and the management of key procedures. Their purpose is also to control the CPS to what extent it is compatible with the integrated management system that includes the requirements of IEC 27001: 2013, by Regulation (EU) 910/2014 and internal management decisions and measures. The audits performed by the Provider relate to all Certification Authorities belonging to the basic Certification Authority, the Registration Authority and other elements of the Provider's certification infrastructure. The activity of the Provider is subject to constant internal control exercised by the Board of Directors of INFONOTARY PLC.

The Provider is subject to an audit at least once every 24 months by a conformity assessment body. The purpose of the audit is to confirm that INFONOTARY PLC, as a Qualified Trust Service Provider and the Qualified Trust

Services it provides, meets the requirements set out in Regulation (EU) 910/2014. The Provider shall submit the relevant conformity assessment report to the Supervisory Authority within three working days of receipt. The Supervisory Authority may at any time carry out an audit or request a Conformity Assessment Body to assess the Provider's compliance.

An external audit to assess the compliance of the Provider's activities with the provisions of Regulation (EU) 910/2014 is performed by an accredited and independent conformity assessment body and is regulated by a standard ISO/IEC 17065: 2012: Conformity assessment - Requirements for bodies certifying products, processes and services. External inspection by a Supervisory Authority is carried out at any time by authorized employees of the Supervisory Authority.

The internal audit is performed by the employees of the Provider with the necessary experience and qualifications. The activity of the Registration Authority is audited by employees of the Provider specifically authorized by the Provider's Board of Directors or by external auditors.

8.1. Verification scope

The scope of the performed audits depends on the type of exercised control and the audited authority.

All activities, documents and circumstances concerning the functioning of the Provider are within the scope of the audit. The may include, but not be limited to:

- the compliance of the Provider's operating procedures and principles of work with the procedures and policies defined in the CPS when providing Qualified Certification Services;
- Infrastructure management included in the certification services service.

The inspection by the Supervisory Authority covers the legal requirements for the Provider's activity under applicable legislation in the field of qualified certification services.

The audit by the conformity assessment body covers the entire operation of the Provider for the provision of Qualified Trust Services and the application of all standards and standardization documents related to Regulation (EU) 910/2014: Documentation; Archives; Information relating to the issue and management of qualified certificates; Physical and information security and reliability of the technological system and management; Certification Authorities.

The scope of the internal audits includes:

Verification of the provider's activity and its compliance with the CPS; comparison of the practices and procedures described in this document with their practical realization in the performance of the Provider's activities; verification of the activity of the Registration Authority; other circumstances, facts and activities related to the infrastructure, at the discretion of the management of INFONOTARY PLC.

8.2. Measures for correcting faulties established defects

The Board of Directors of INFONOTARY PLC determines the measures necessary to be taken for the correction of the registered defects and the terms for their elimination.

The results from the audits are stored under the conditions and in order provided in this document.

Complete reports received from the Conformity Assessment Body must be submitted to the Supervisory Authority within 3 days of receipt.

9. OTHER BUSINESS AND LEGAL CONDITIONS

9.1. Prices and fees

The Provider determines prices and subscription fees for using the qualified trust services and the prices of goods related to these services (smart cards, readers, tokens, etc.) and publishes them in the Tariff for Providing Qualified Certification Services (Tariff, the Tariff), publicly available at: <http://www.infonotary.com/>.

The Provider reserves the right to unilaterally change the Tariff at any time during the term of the agreement. The changes are approved by the Board of Directors of INFONOTARY PLC and are published and available at URL address: <http://www.infonotary.com/>.

The Provider notifies the Subscribers about the changes individually or by publishing therein. The changes become effective and have effect on the Subscriber from the day following the notification or publication.

Changes have do not affect previously paid one-time or post-paid fees prior to the entry into force of the change.

9.1.1. Remuneration under Qualified Certification Services Agreement

The value of the Qualified Certification Services Agreement, which the Subscriber concludes with the Provider, is formed by the fees due by the Subscriber for services and goods requested for use by the Subscriber on the basis of the Tariff for Providing Qualified Certification Services.

Advance paid or subscription charges are not subject to return of the Subscriber if they are not consumed within the period for which they are paid.

In case of early termination of a qualified certificate issued and accepted by the Holder and/or the Qualified Certification Services Agreement for reasons the Provider is not liable for, the Subscriber shall not be required to return the remainder of the value paid for the remainder of the terminated qualified certificate.

All amounts due under the agreement are paid by the Subscriber by bank transfer, through the system of EASYPAY or ePay.bg. The transfer is deemed effected upon receiving a bank statement certifying that the whole amount due has been transferred into the specified account of the Provider. The value of the goods and services does not include the cost of payment of the remuneration due to the agreement which the Subscriber owes to the payment service providers.

9.1.2. Billing

The Provider issues to the Subscriber a tax invoice for the provided services within 5 days of the payment.

9.1.3. Certificate reclamation and payment refunding policy

In case of objections raised by the Holder/Creator of the seal of a qualified certificate within 3 days of its publication in the Register of certificates of incompleteness or inaccuracies contained therein, the Provider shall terminate the registered certificate and issue a new one free of charge or refund the payment made for issuing the complaint certificate.

9.2. Financial responsibilities

9.2.1. Financial responsibility

INFONOTARY PLC is responsible for the provision of Qualified

Certification Services to the Creator of a Seal, the Subscriber and all relying parties who trust the Qualified Certificates issued by the Provider.

INFONOTARY PLC is liable only for damages resulting from the use of a qualified certificate during its period of validity and only if there are no circumstances excluding the Provider's liability.

9.2.1. Insurance of the Provider's activity

INFONOTARY PLC has an appropriate insurance policy that deals with the liability of the Provider for Qualified Trust Services for damage in accordance with Regulation (EU) 910/2014 and with national law.

Upon occurrence of an event that could lead to a claim covered by the insurance, the injured party shall be obliged immediately, not later than 7 days after the event has become known, to notify in writing the Provider and the Insurer of the Provider.

Subscribers are required to promptly notify the Provider of any occurred damages and assist the Provider of their Insurer in establishing the facts confirming the claim.

9.2.2. Insurance coverage for end users

All sums not exceeding the maximum limit of compensation under national law which the Provider is obliged to pay as compensation for non-pecuniary and/or pecuniary damage caused to the Creator of a Seal of a qualified certificate and to all relying parties are liable to indemnity under the Provider's insurance due to negligence, errors or omissions in the performance of the insured activity for which the Provider is responsible under the Bulgarian legislation or the legislation of a Party in which the damage occurred.

The Provider has the right to refuse to pay compensation for damages exceeding the maximum limit of compensation.

In the relations of the Provider with the Subscribers and all relying parties, these limits of compensation and conditions are in force from the date of the occurrence of the damage.

The insurance does not cover and the Provider is not liable for any damages suffered as a consequence of:

- failure to comply with the obligations of Qualified Certificates Holders, Creators of a Seal and Subscribers in accordance with the Certification

- Practice Statement for Qualified Certification Services, the respective Certification Policy for qualified certification type and the Qualified Certification Services Agreement;
- compromise or loss of a private key of the Creator of a Seal due to the failure to exercise the due care for its conservation or use;
 - non-compliance with the requirements of due diligence to verify the validity of the electronic signature certificate, the electronic seal certificate and the qualified electronic time stamp of the Relying Parties;
 - force majeure, accidents and other events that are beyond the control of the Provider.

9.3. Information confidentiality

The Provider complies with all applicable rules for the protection of personal data and confidential information collected regarding its activities.

The Provider considers as confidential the information contained in and related to:

- any information regarding the Holder and Subscriber beyond the published in the certificate;
- the reason for suspending or terminating the validity of certificates, beyond the published status information of the certificate;
- correspondence related to the Provider's activity;
- the Provider's private keys;
- the Agreement for Qualified Certification Services;
- archives of requests for issuance, suspension, resumption and termination of certificates;
- transaction archives;
- records of external and internal audits and reports;
- disaster and unforeseen cases recovery plans.

The following objects and information are not treated as confidential:

- certificates published in the Provider's register;
- the data contained in the certificates;
- data on the status of the certificates published in the List of suspended and revoked certificates.
- all public documents published in the Provider's Documentary repository;
- Reports by the Conformity Assessment Body, other external auditors and the Authority.

The Provider does not disclose and may not be required to disclose or

disclose to relying parties any confidential information except when required under a special law to disclose such information to a competent authority.

Registration Authorities, Subscribers, Holders, Creators of a Seal or their authorized persons may not distribute or allow the dissemination of information in connection with the performance of their obligations under the Contracts with the Provider without the prior express written permission of the other Party.

9.4. Personal data confidentiality

The provider is registered as a personal data controller by the Personal Data Protection Commission under LPPD (Personal data protection act) and provides for the lawful processing of the personal data provided in connection with the qualified certification services in accordance with Regulation (EU) 2016/679 (GDPR) and the national law.

The Provider stores and processes the personal data provided to him as Qualified Provider of Qualified Certification Services in accordance with the Personal Data Protection Act and Regulation (EU) 2016/679 (GDPR).

The type and amount of personal data collected is proportionate to the purposes and use. Personal data is only used in connection with the provision of qualified certification services.

The information collected by the Holder/Creator of a Seal/Authorized Representative and Subscriber is for the sole purpose of issuing and maintaining Qualified Certificates or providing another qualified certification service.

The information included in Qualified Certificates and Certificate Status Information may contain personal details of the Holder/Creator of a seal within the meaning of the Personal Data Protection Act and Regulation (EU) 2016/679 (GDPR). This data is stored and processed in the Provider's database and is available to third parties to the public.

The information collected by the Holder/Creator of a Seal/Authorized Representative and Subscriber and not included in the Qualified Certificates and the information on their status and constituting personal data within the meaning of the Personal Data Protection Act and Regulation (EU) 2016/679 (GDPR) shall be collected only as far as it is required for the purpose of issuing and maintaining Qualified Certificates or use of another Certification Service and may not be used for any other purpose or provided to third parties without the express consent of the Providers or what is permitted by law.

The Provider shall inform in advance the Holder/Creator of a Seal/Authorized Representative and Subscriber of Qualified Certification Services of the types of information it collects for them, how it is provided and stored and accessed to third parties.

By signing the Qualified Certification Services Agreement and the adoption of the provisions of the Certification Practice Statement for Qualified Certification Services and Certification Policies, the Holder/Creator of a Seal agrees that their personal data gathered by the Provider should be included in a Qualified Certificate and be publicly accessible to all interested persons by the Register of Certificates and the Certificate Revocation List.

9.5. Intellectual Property Rights

The Provider owns and reserves all intellectual property rights to databases, websites, Qualified Certificates issued by the Provider, and any other documents and information originating from the Provider and included in the Provider's Documentary repository.

The Provider allows the certificates issued by him and without any limitation of access to them by the Holder to be reproduced and distributed, provided that they are entirely reproduced and distributed.

All trademarks and trademark rights are retained by the owners of these rights. The Provider uses the objects of such rights only for the purpose of providing Qualified Certification Services.

Private and public keys, as well as the means of access to them (PIN codes, passwords, etc.) are owned by their Holders who use and store them in the correct manner.

Key pairs as well as secret parts of Provider's private keys are Provider's property.

9.6. Obligations, Responsibilities and Warranties

The obligations, responsibilities and warranties of the Provider, Registration Authorities, Holder, Creator of a Seal, Subscribers of Qualified Certification Services and Relying Parties are governed by Regulation (EU) 910/2014, in national legislation, Certification Practice Statement for Qualified Certification Services, the Certification policies of the Provider and the Qualified Certification Services Agreement.

9.6.1. Provider's Obligations, Responsibilities and Warranties

The Provider ensures that he is in compliance with all the provisions of Regulation (EU) 910/2014, the national legislation and current Certification Practice Statement for Qualified Certification Services, strictly enforces the procedures and observes the policies established in Certification Policies for different types of Qualified Certificates.

When issuing Qualified Certificates, the Provider ensures the accuracy and timeliness of the information included in the content of the certificate at the time of its verification and according to the policy of issuing the certificate.

The Provider is responsible to the Holder and to any third party for damages caused by:

- failure to comply with the Provider's obligations under Regulation (EU) 910/2014 and national law governing the issue, management and content of the Qualified Certificate;
- from false or missing data in the Qualified Certificate at the time of issuance;
- if during the issuance of the Qualified Certificate the person named as Holder/Creator did not have the private key corresponding to the public key included in a certificate issued by the Provider;
- the algorithmic discrepancy between the private key and the public key entered in the Qualified Certificate;
- identity gaps of the Holder/Creator of a seal.

9.6.2. Guarantees and responsibilities of the Registration Authority

Registration authorities are required to perform their functions and duties in accordance with the current Practice when providing qualified certification services, strictly enforcing the procedures and following the policies set out in the Certification Policies for the different types of Qualified Certificates in their issue and management and internal documents of the Provider.

The Registration Authority undertakes to ensure the protection of personal data in accordance with the Personal Data Protection Act, Regulation (EU) 2016/679 (GDPR) and relevant legislation, to ensure protection of the private keys of the operators and their use only for the fulfillment of the registration activities for which they are authorized.

9.6.3. Responsibility of the Creator of the seal to relying parties

The Creator of the Seal is responsible for the relying parties:

- when creating the pair (public and private keys) the algorithm and devices for creation of electronic signature/seal does not meet the requirements of Regulation (EU) 910/2014;
- when does not strictly meet the security requirements specified by the Provider;
- do not require the Provider to suspend or terminate the certificate in case of finding out that the private key is compromised, has been misused or is at risk of being misused;
- for false statements made to the Registration Authority and the Provider concerning the content or issuance of the certificate.

The Creator who has accepted the certificate at issue is responsible for the third party and the Provider if he/she has not been authorized to request the issuance of the certificate.

The Creator of the Seal is responsible before the Provider if it has provided false data, or has skipped data relevant to the content or issuance of the certificate, and when it did not hold the private key corresponding to the public key specified in the certificate.

In all cases of non-compliance by the Creator of the Seal, resulting from the Certification Practice Statement for Qualified Certification Services, the Provider will hold responsibility for damages of the Creator of the Seal, respectively the Creator.

9.6.4. Relying parties care

Persons who trust the Qualified Certification Services of the Provider should exercise due care, such as:

- have the technical skills to use qualified certificates;
- are aware of the conditions under which they must rely on qualified certificates, in accordance with the policies under which they are issued and the procedures for the inspections of the information provided by the Provider detailed in this document;
- validate Qualified Certificates issued by the Provider by means of the published status data of the Certificates from the Provider - Certificate Revocation List;
- use of a secure electronic signature/electronic seal verification mechanism that guarantees:

- public key, private key and content of the signed electronic document check; verification of the authenticity and validity of the qualified certificate at the time of signing, correct presentation of the results of the inspection and the possibility of any changes being identified;
- trust the qualified certificates issued by the Provider only if the result of validity checks made is correct and up-to-date.

Relying parties are required to check the validity, suspension or termination of a qualified certificate by updating their status and to take account of and take action with all limitations on the use of the certificate included in the certificate itself.

9.7. Responsibility Disclaimer

The Provider does not respond in cases where the damages are due to negligence, lack of care or basic knowledge of usage of Qualified Certificates by the Holder or Relying party.

The Provider is not liable for any damages caused by the untimely termination and suspension of certificates and verification of the status of certificates for reasons beyond his control.

The Provider is not responsible for the use of a certificate beyond the limits of use and the usage restrictions included in the certificate.

The Provider is not responsible for violating third party rights regarding their trademarks, trade names or other proprietary or non-proprietary rights where the information contained in the certificates issued has led to such breaches.

The Provider is not responsible for any direct or indirect, predictable or unpredictable damages occurred as a result of using or trusting suspended, terminated or expired certificates.

The Provider is not responsible for the manner of use and for the accuracy, authenticity and completeness of the information included in test, free or demonstration certificates.

The Provider is not responsible for the security, integrity and use of software products and hardware used by Holder, Creator of a Seal or Relying party.

9.8. Provider's Liability Limitation

The maximum limit of compensation within which the Provider is responsible for damages for using a qualified certificate issued by him is up to the maximum limit set in accordance with national law.

9.9. Compensation for the Provider

In all cases of non-fulfillment of the Obligations by the Holder, respectively the Creator of the Printing, resulting from the Certification Practice Statement for Qualified Certification Services and/or the Qualified Certification Services Agreement, the Provider will consider the Holder, respectively the Creator's responsible.

9.10. Term and termination

9.10.1. Term

The policy becomes effective as soon as it is approved by the Board of Directors of INFONOTARY PLC and its publication at: <http://repository.infonotary.com>.

The policy is valid until a change or publication in the Document Repository and the Provider's Internet Portal of invalidity information occurs.

9.10.2. Termination and invalidity

The effect of the Policy shall be terminated upon termination of the Provider's activity.

In case any of the provisions of the current policy proves to be invalid, this will not entail any other clauses or parts of the policy, neither will result in the invalidity of the entire Agreement with the Subscriber. The invalid clause will be replaced by the mandatory rules of the law.

9.10.3. Termination effect

Upon termination of the policy, the provisions for the obligations of the Provider to maintain the archive of the documents and certificates in the volume and for the period remain in force for the consumer.

9.11. Individual notification and communication between participants

All interested parties can make announcements to the Provider about the provisions of the current policy and the agreement by means of signed electronic communications with qualified electronic signature, letters of return receipt or letters delivered by courier to the Provider.

Individual notification to the Provider can be made at the e-mail address: legal@infonotary.com or to the address: 1000, 16 Ivan Vazov Str., Sofia.

To contact its subscribers, the Provider uses e-mails signed with qualified electronic signature, e-mails, letters delivered by a courier, letters with acknowledgment of receipt.

9.12. Changes in the Policy for Providing Qualified Website Authentication Certificate

The Policy for providing Qualified Certification Services for Website Authentication Certificate can be change at any time, and any changes shall be subject to approval by the Board of Directors of INFONOTARY PLC and shall be publicly available to all interested parties at: <http://www.infonotary.com>.

Any person may make suggestions for changes (structural and meaningful) and notes for observed errors in the e-mail and e-mail addresses specified in this document for contact with the Provider.

9.13. Conflict management and jurisdiction

Any disputes arising between the parties in connection with the current policy shall be settled by agreement between the parties through understanding and a spirit of goodwill, and if not achieved, shall be settled by the competent Bulgarian court.

All complaints or claims by Subscribers must be addressed to the Provider in writing and sent to: 1000 Sofia, 16 Ivan Vazov Str., or electronically signed at the e-mail address: legal@infonotary.com.

Complaints and claims will be reviewed promptly and the complainant shall receive a response within 14 days of receiving the complaint from the Provider.

9.14. Applicable law

For all matters concerning the providing of qualified certification services and not covered by this Practice, the provisions of national law shall apply.

9.15. Compliance with the applicable law

This current Policy has been developed in accordance with the requirements of Regulation (EU) 910/2014 and the national legislation.

9.16. Other provisions

The current document does not contain any other provisions.