


# PKI Disclosure Statement

## (QTSP-PDS)

Date	Rev	Description of changes
1-Mar-2019	01	First release
17-May-2019	02	Documents and support URL changed

	Code	Revision	Title
	QTSP-PDS	02	PKI Disclosure Statement
	Date	Classification	
	17-May-2019	Public	

## 1. Introduction

This document is the PKI Disclosure *Statement* related to the qualified trust services provided by TrustPro. It contains all relevant informations about services provided as described in detail by Certificate Policy / Certification Practice Statement document (hereinafter CP-CPS).

The PKI Disclosure Statement complies with the requirements of the regulation imposed by eIDAS (Regulation UE N. 910/2014).

## 2. Contact Information

Head office	Guinness Enterprise Centre Taylor's Lane, Dublin 8 Ireland, D08 N9EX
Telephone number	+353 14861130 (9-18 IST working days)
Internet address	<a href="https://www.trustpro.eu">https://www.trustpro.eu</a>
Online H24 7x7 customer support	<a href="https://support.trustpro.eu">https://support.trustpro.eu</a>

Access to the CP-CPS and the Privacy Policy:


<https://docs.trustpro.eu>

## 3. Certificate types, validation procedures and usage

TrustPro Certification Authority provides certificates according to the standard ETSI 319 411 and to related standards.

TrustPro Certification Authority issues Certificates for natural persons and legal persons, as defined in Certificate Policy / Certificate Practice Statement.

Following certificate policies are issued to Subscribers:

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Policy	Description	Used for
QCP-n	Qualified certificate Policy for natural person	Advanced Electronic Signature
QCP-n-qscd	Qualified certificate for natural person in Qualified Signature Creation device (QSCD)	Qualified Electronic Signature
QCP-l	Qualified certificate Policy for legal person	Advanced Electronic Seal
QCP-l-qscd	Qualified certificate for legal person in Qualified Seal Creation device (QSCD)	Qualified Electronic Seal

In case of Certificates issued to legal persons the authorized representative natural person or a trustee authorized by the representative needs to act on behalf of the legal person.


For all Certificate Policies TrustPro CA publishes the Certificate Revocation List (CRL) and an online verification service according to the Online Certificate Status Protocol (OCPS). The addresses of CRL and OCSP are included in all certificates.

Subscribers' certification services interface is Accessible to person with disabilities according to W3C standards.

#### 4. Reliance limits

The certificate shall be only used for signature or seal as defined in Certificate Policy, Certificate Practice Statement and Terms and Conditions subscribed by the client. Any other use is forbidden.

Certificate registration informations are maintained by the CA and are available as evidence for 7 years after certificate expiration date.

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## 5. Obligations of subscribers

Certificate subscriber must act according applicable terms and conditions published in TrustPro web site:


<https://docs.trustpro.eu>

In any case certificate subscriber is obliged to:

- provides complete, accurate and truthful information to the CA in the certificate request; <sup>[L]</sup><sub>[SEP]</sub>
- use its private keys only for the purposes and in the ways allowed by the CPS; <sup>[L]</sup><sub>[SEP]</sub>
- prevent any non-authorized use of its private keys; <sup>[L]</sup><sub>[SEP]</sub>
- if the certificate policy defines the use of a signature device generate the private key within a signature device approved by the CA;
- until the certificate expiration, promptly inform the CA and immediately cease, if applicable, the use of related private key in following cases:
  - the subscriber signature device is lost, stolen or damaged;
  - the subscriber has lost the exclusive control of its private key, because access credentials to the signature device (activation data) are compromised;
  - some information contained in its certificate is inaccurate or no longer valid;

## 6. Certificate status checking obligations of relying parties.

Anybody relying on informations contained in the certificate ("relying parties") must verify that the certificate is not suspended or revoked at the time of signature / seal.

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For this purpose any TrustPro end user certificate includes the address of the Certificate Revocation List (CRL) and the address of the Online Certificate Status Protocol service.

Relying party must also consider any certificate usage limitation present in the certificate or in the applicable Terms and Conditions.

## 7. Limited warranty and disclaimer/limitation of liability

TrustPro may not be held liable for any damage arising from any incorrect usage of certificate. A predictable damage only may be refundable.

TrustPro has an appropriate insurance to cover risks of the certification activity and any damage deriving from the certification service.

Certificates are supplied with a limitation of liability of € 250.000,00

Warranties limits and liability limitations are detailed in Terms and Conditions document published in TrustPro web site:

<https://docs.trustpro.eu>

## 8. Applicable agreements, CP, CPS


Applicable TrustPro CP-CPS and Terms and Conditions are published in TrustPro web site:

<https://docs.trustpro.eu>

## 9. Privacy policy

The Certification Authority will process Clients' data according to General Data Protection Regulation (UE) n. 2016/679 as described in the Privacy Policy published in TrustPro web site:

<https://docs.trustpro.eu>

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## 10. Refund policy

Subscriber has the right to withdraw from a service within 15 days from service activation and obtain a partial refund. The procedure is described in Terms and Conditions available in TrustPro web site:

<https://docs.trustpro.eu>

## 11. Applicable law, complaints and dispute resolution

Certificates provided to clients located in Ireland are provided in accordance with Ireland laws. Certificates provided outside Ireland are provided in accordance with Italian laws.

The Certification Authority looks for a peaceful and negotiated settlement of any disputes that may arise from its operation.

For any controversy the exclusive competent court will be Rome (Italy), except for clients located in Ireland that can submit the controversy to the competent court of Ireland.

Questions, objections, and complaints related to the activity of the Certification Authority or the use of issued *Certificates* shall be addressed to the customer care centre available at following address:

<https://support.trustpro.eu>

## 12. TSP and repository licenses, trust marks, and audit

TrustPro has been credited as a Qualified Trust Service Provider according to eIDAS Regulation and signed up to the European Accreditation List.

The services provided by TrustPro are submitted every year to a verification of compliance with ETSI 319 411-1 and ETSI 319 411-2 standards by an independent verification body.