


TSA Disclosure Statement

(QTSP-TSA-DS)

Date	Rev	Description of changes
7-Mar-2023	01	First release

	Code	Revision	Title
	QTSP-TSA-DS	01	TSA Disclosure Statement
	Date	Classification	
	7-Mar-2023	Public	

1. Introduction

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

The TSA 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	https://www.trustpro.eu
Online H24 7x7 customer support	https://support.trustpro.eu


Access to the TSA CP-CPS and the Privacy Policy:

<https://docs.trustpro.eu>

3. Certificate types, validation procedures and usage

TrustPro Time Stamping Authority provides a Qualified Time Validation Service according to the European standard ETSI EN 319 421.

Timestamps must be used exclusively as established in the TSA Certificate Practice Statement and in the General Terms and Conditions of the Service published on the QTSP website. Any other use is prohibited. Specifically, timestamps cannot be used to violate rights or for violations of any type of law or regulation.

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The policy is described in the TSA Practice Statement available on the TrustPro website.

The service provided by TrustPro complies with the Best Practices Time Stamp Policy (BTSP) as defined in ETSI 319 421 identified by the OID: 0.4.0.2023.1.1

The algorithm for computing the digests is SHA-256.

The certificate is valid for 20 years.

4. Reliance limits

The accuracy of the time in the timestamp with respect to UTC is one second or better.

The timestamps and the logs connected with the issue of timestamps are preserved for at least 20 (twenty) years in the TrustPro data storage system.

5. Obligations of subscribers


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

<https://docs.trustpro.eu>

In any case certificate subscriber is obliged to:

All persons Subscribers using the Service must read and accept the General Terms and Conditions and the Certificate Practice Statement. Specifically, the Subscriber must:

- read and understand the contract documentation and any additional informative documentation;
- provide TrustPro with all the correct and complete information necessary for the Service Activation request;

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- use the timestamp issued by TrustPro on the basis of the Certificate Practice Statement;
- adopt all organizational and technical measures suitable to avoid damage to others;
- inform TrustPro about any changes to the data required to provide the Service;
- safeguard the secrecy of personal credentials for the request of timestamps, keeping them in a safe place;

Remains in the applicant responsibility the procurement and utilization of an internet connection and of all the (hardware and software) required tools.

6. Certificate status checking obligations of relying parties.

Anybody relying on a timestamp, the Relying Party, must verify that the timestamp has been properly signed and that the relevant timestamp certificate has not been revoked.


Information on the status of TSU certificates is available consulting the list of revoked certificates (CRL) published by the TSA at the URL indicated on the certificate or through the OCSP service.

The request and/or verification of the Time Validation Service is available from 0:00 to 24:00, 7 days a week. TrustPro is committed to ensuring compliance with 95% of the above availability on an annual basis.

7. Limited warranty and disclaimer/limitation of liability

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

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

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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

TrustPro 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>

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

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

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

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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 Timestamping Authority or the use of issued *Timestamps* 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.