
	<p>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</p>	<p>eIDAS-GTC <b>For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</p>	<p>Version – 2.0 01.05.2019</p>



# GENERAL TERMS AND CONDITIONS


## FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES

Version: 2.0


	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

## CONTENTS

1.	INFORMATION ABOUT EVROTRUST .....	4
1.1.	CUSTOMER SERVICE .....	4
1.2.	SETTLEMENT OF DISPUTES.....	5
1.3.	CONTROL AUTHORITIES.....	5
1.3.1.	COMMISSION FOR CONSUMER PROTECTION .....	5
1.3.2.	COMMISSION FOR PROTECTION OF PERSONAL DATA .....	6
1.3.3.	COMMUNICATIONS REGULATION COMMISSION.....	6
1.4.	OBJECTIVE IDENTIFIERS OF CERTIFICATES / OBJECTS .....	7
2.	CONTRACT'S PURPOSE, SUBJECT AND PUBLICATION.....	8
2.1.	CONTRACT'S PURPOSE.....	8
2.2.	SUBJECT TO THE CONTRACT .....	8
2.3.	CONTRACT'S SCOPE .....	9
2.4.	UPLOADING THE APPLICATION OF EVROTRUST .....	9
2.5.	INFORMATION PUBLICATION .....	10
3.	ACTIVITIES RELATED TO THE CONCLUSION OF THE CONTRACT .....	10
3.1.	PREPARATORY ACTIVITIES RELATED TO THE CONCLUSION OF THE CONTRACT .....	10
3.2.	REGISTRATION.....	11
3.3.	CREATION OF SECURITY CODES .....	11
3.4.	ENTERING OF PERSONAL DATA.....	12
3.5.	CUSTOMER IDENTIFICATION .....	12
3.6.	VERIFICATION OF REPRESENTATIVE POWER.....	14
3.7.	IDENTIFICATION BY THIRD PARTIES.....	14
3.8.	CONFIRMATION OF REGISTRATION AND CONTRACT SIGNING .....	15
3.9.	QUALIFIED CERTIFICATE FOR QUALIFIED ELECTRONIC SIGNATURE (QCQES) .....	16
3.10.	CHANGING THE DEVICE .....	16
3.11.	CONTRACTUAL RELATIONS WITH REPRESENTED PERSONS .....	17
4.	CUSTOMER'S RIGHTS.....	17
4.1.	RIGHT OF REFUSAL .....	17

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

4.2.	RIGHT TO ACCESS THE SERVICES .....	18
5.	CUSTOMER'S DUTIES .....	18
6.	EVROTRUST RIGHTS .....	19
7.	EVROTRUST DUTIES.....	20
8.	CUSTOMER'S RESPONSIBILITY .....	20
9.	RESPONSIBILITY AND DISCLAIMER OF EUROTRAST .....	21
10.	PRICES .....	23
11.	CONTRACT'S AMENDMENT AND TERMINATION .....	24
11.1.	CONTRACT'S AMENDMENT .....	24
11.2.	CONTRACT'S TERMINATION .....	25
11.3.	MANAGEMENT OF STORED DOCUMENTS FOLLOWING CONTRACT'S TERMINATION....	26
12.	PERSONAL DATA PROTECTION.....	26
12.1.	PERSONAL DATA TREATMENT .....	26
12.2.	DATA PROTECTION OFFICER .....	26
13.	LEGAL DISPUTES' PROCEDURE .....	27
14.	OTHER PROVISIONS .....	27
14.1.	DEFINITIONS .....	27
14.2.	INTELLECTUAL PROPERTY RIGHTS .....	29
14.3.	WRITTEN FORM .....	30
14.4.	INVALIDITY .....	30
14.5.	APPLICABLE LAW .....	30
15.	REFERENCES .....	31
16.	OTHER SPECIFIC TERMS.....	31
16.1.	SPECIFIC TERMS OF SERVICE FOR VALIDATION .....	33
16.2.	SPECIFIC CONDITIONS OF THE QUALIFIED CERTIFICATION SERVICE .....	33

	ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ	eIDAS-GTC For public use
ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679	GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES	Version – 2.0 01.05.2019

## 1. INFORMATION ABOUT EVROTRUST

Evrotrust Technologies AD (Evrotrust) is a qualified certification service provider operating in accordance with the requirements of Regulation (EC) No 910/2014 and the electronic document and electronic certification services act and as such is entered on the Trusted List of European certification service providers as well as in the Register of Bulgarian Certification Service Providers maintained by the Communications Regulation Commission.

Contact information:


Name:	Evrotrust Technologies AD
UIC:	203397356
Registered office and management address:	Sofia 1113, Izgrev Region, "Iztok" Res. Area, 2 Nikolay Haytov Street, entrance D, floor 2
Mail address:	Sofia, 101 Tsarigradsko Shose Blvd, floor 6
Telephone:	(+359 2) 448 58 58
Fax:	(+359 2) 448 58 58
E-mail:	<a href="mailto:info@evrotrust.com">info@evrotrust.com</a>
Website:	<a href="https://www.evrotrust.com/">https://www.evrotrust.com/</a>

### 1.1. CUSTOMER SERVICE

Customer service is performed by authorized operators of the Registration Authority, which is a separate structure of Evrotrust.

Contact details of operators of the Registration Authority:

Customer Service Department Address	Sofia, 101 Tsarigradsko shose blvd., Business center "AKTIV, fl. 6, 1113
Customer Service Department office hours:	Every working day from 8:00 to 20:00
Customer Service Phone	(+359 2) 448 58 58

	<b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНСКИ УСЛУГИ</b>	<b>eIDAS-GTC For public use</b>
<b>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</b>	<b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b>	<b>Version – 2.0 01.05.2019</b>

Customer Service Department e-mail	office@evrotrust.com
Customer Service Department access information:	<a href="https://www.evrotrust.com/">https://www.evrotrust.com/</a>

## 1.2. SETTLEMENT OF DISPUTES

Disputes or complaints concerning the use of certificates and certification services provided by Evrotrust are resolved after written information is submitted to:

Evrotrust Technologies AD  
Sofia, 101 Tsarigradsko shose blvd.,  
Business center "AKTIV, fl. 6, 1113  
Phone/Fax: (+359 2) 448 58 58


## 1.3. CONTROL AUTHORITIES

Evrotrust provides to its customers contact information with national control authorities which monitor the security and reliability of the provided activity, the correct application of European and national regulations and continuity of service.

### 1.3.1. COMMISSION FOR CONSUMER PROTECTION

The Commission for Consumer Protection is a competent consumer protection authority within the meaning of §13, item 1 of the Supplementary Provisions of the Consumer Protection Act.

Contact information:  
4 Slaveikov Square, Sofia 1000  
Phone: 02/933 0565,  
Fax: 02/9884218  
website: <https://kzp.bg/>

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

### 1.3.2. COMMISSION FOR PROTECTION OF PERSONAL DATA

The Commission for Protection of Personal Data is the national data protection authority on the grounds of § 1, article 1 (4) of the Law for Amendment and Supplement to the Personal Data Protection Act. This law governs public relations relating to the protection of individuals' rights in the processing of their personal data, as long as they are not covered by Regulation (EC) 2016/679 (General Data Protection Regulation).

Address:

2 Tsvetan Lazarov Blvd, Sofia 1592

Phone: 02/91-53-555,

e-mail: [kzld@cpdp.bg](mailto:kzld@cpdp.bg)

website: [www.cpdp.bg](http://www.cpdp.bg)

### 1.3.3. COMMUNICATIONS REGULATION COMMISSION

The Communications Regulation Commission is the national supervisory authority exercising the powers under Regulation (EU) No 910/2014 and the Electronic Document and Electronic Certification Services Act. On the basis of Article 32 of the Law on Electronic Document and Electronic Certification Services, the Communications Regulation Commission provides a qualified status of certification service providers, controls compliance with security requirements and creates, maintains and publishes fiduciary lists of individuals, providing certification services and qualified certification services.

Address:


6 Gen. Gurko Str, Sofia 1000

Phone: 02 949 27 23,

Fax: 987 06 95

e-mail: [info@crc.bg](mailto:info@crc.bg)

website: <https://crc.bg/bg>


	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

#### 1.4. OBJECTIVE IDENTIFIERS OF CERTIFICATES / OBJECTS

In compliance with the requirements of Regulation (EU) No 910/2014, Evrotrust includes in the issued certificates an objective identifier (OID) / Link (URI) through which users have the opportunity to check the Certification Service Policy related to the issued certificate.

The authentication policy for Qualified Certificates issued for public services in this document refers to Qualified Certificates / Objects with the following Object Identifiers:

Qualified Certificate	Name	Objective Identifier (OID)
Qualified certificate for a qualified electronic signature of a natural person	Evrotrust Qualified Natural Person Certificate for QES	1.3.6.1.4.1.47272.2.2
Qualified certificate for an attribute qualified electronic signature of a natural person	Evrotrust Qualified Natural Person Attribute Certificate for QES	1.3.6.1.4.1.47272.2.2.1
Qualified certificate for a qualified electronic seal of a legal person/organization	Evrotrust Qualified Legal Person Certificate for QESeal	1.3.6.1.4.1.47272.2.3
Qualified certificate for an advanced electronic signature of a natural person	Evrotrust Qualified Natural Person Certificate for AES	1.3.6.1.4.1.47272.2.7
Qualified certificate for a refined electronic seal of a legal person/organization	Evrotrust Qualified Legal Person Certificate for AESeal	1.3.6.1.4.1.47272.2.8
Qualified PSD2 certificate – an advanced electronic seal of a legal	Evrotrust Qualified PSD2 Legal Person Certificate for	1.3.6.1.4.1.47272.2.8.1

	ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ	eIDAS-GTC For public use
ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679	GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES	Version – 2.0 01.05.2019

person/organization	AESeal	
Qualified certificate for a website domain authenticity	Evrotrust SSL Organization Validated Certificate	1.3.6.1.4.1.47272.2.4.2
Qualified website authentication certificate with extended validation	Evrotrust SSL EV Certificate	1.3.6.1.4.1.47272.2.5
Qualified PSD2 website authentication certificate	Evrotrust SSL PSD2 Certificate	1.3.6.1.4.1.47272.2.5.1
Qualified time stamps	Evrotrust Time stamp token	1.3.6.1.4.1.47272.1.2.1

## 2. CONTRACT'S PURPOSE, SUBJECT AND PUBLICATION


### 2.1. CONTRACT'S PURPOSE

The Contract arranges the legal relationship between Evrotrust and the Customer with regard to the provision and use of Certification Services. The General Conditions form an integral part of the contract. This document has been assigned Unique Object Identifier (OID): 1.3.6.1.4.1.47272.3.1.2.

### 2.2. SUBJECT TO THE CONTRACT

- a) Evrotrust provides free of charge or for a fee to the client through the application of Evrotrust - services, in strict compliance by the client with the Contract as well as the applicable legislation.
- b) The services are varied, continuously supplemented and modified with a view to their enhancement and extension and on that basis their number, characteristics and the conditions for their provision can be unilaterally changed at any time by Evrotrust;
- c) The services that can be provided by Evrotrust application include but are not limited to: certification services for the issuance, maintenance and management of certificates for



	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

electronic signature, electronic seal and website authentication; electronic time-stamps; electronic identification; electronic registered mail; qualified and unqualified validation of qualified and advanced electronic signatures, electronic stamps, time stamps, and secure serving and authentication of websites; qualified storage and remote use of private creation keys, electronic signatures, electronic stamps and cryptographic keys; safe storage of electronic documents and other information objects, etc.

- d) All services accessible through the application of Evrotrust are governed by Policies and Practices that are publicly available. In addition, provided technically feasible, services from other certification service providers may be used and / or requested by the application of the Evrotrust, provided in accordance with the applicable policies and practices of the respective provider;
- e) The Services are requested by the customer through the Evrotrust application.
- f) When applying for services through the application of Evrotrust, the client accepts all applicable Policies and Practices and they become an integral part of the Contract

### 2.3. CONTRACT'S SCOPE


Relations between Evrotrust and Evrotrust customers are governed by the Contract:

- a) Unless explicitly agreed otherwise, the contract is concluded for an indefinite period of time.
- b) The services accessible through the Evrotrust application will be accessible worldwide.

### 2.4. UPLOADING THE APPLICATION OF EVROTRUST

In order to use the services through the application of Evrotrust, the client is required to give prior consent to the Contract and to perform the following steps:

- Have a device which allows installation and normal operation of the Evrotrust application;
- make sure that the connectivity of his Internet device in a way that provides him with the use of data transmission services at a speed that allows functional internet access;

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- have ensured connectivity to a mobile device in a way that allows mobile services to be used, including the ability to receive and send short text messages (SMS), instant messaging and e-mail;
- have the latest version of the Evrotrust application installed on the device and keep the installation up to date..

## 2.5. INFORMATION PUBLICATION


Evrotrust has published on its website: <https://www.evrotrust.com> the following information:

- The terms and conditions for issuing, using and terminating a qualified certificate, including the identity / identity rules;
- Security procedures for issuance and management of certificates;
- Conditions for access to a certificate and way to check a qualified certificate;
- Tariff for providing certification, information, cryptographic and consulting services;
- List of types of devices compatible with the application of Evrotrust;
- Information about versions of the Evrotrust application, with the possibility of downloading and installing them directly;
- Policies and Practices in Providing Qualified Certification Services;
- Guidelines for all other relevant technical requirements for using the services;
- Additional information about services, their current scope, messages and notifications.

## 3. ACTIVITIES RELATED TO THE CONCLUSION OF THE CONTRACT

### 3.1. PREPARATORY ACTIVITIES RELATED TO THE CONCLUSION OF THE CONTRACT

The Client is required to perform the following preliminary actions on the conclusion of a Contract with Evrotrust for the provision of certification and other cryptographic, information and consultancy services:

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- a) After the uploading of the Evrotrust application and its launch on the device, the customer makes himself/herself familiar with the terms and conditions of the Contract and accept them along with the Policies and Practices, following which he/she shall activate the Application by pressing the button “I accept the terms and conditions”. By doing so the customer shall request Evrotrust to undertake actions for the conclusion of the Contract, of which the application for the remote issuance of a Qualified Certificate for Qualified Electronic Signature is an integral part.
- b) By performing the actions referred to in item 1 hereinabove the Customer shall agree that he/she shall be communicated at the e-mail address and mobile phone number indicated by him/her upon registration, as well as through IM messages within the application and short text messages (SMS). Every message that has been successfully sent to the specified e-mail and mobile phone number shall be considered as duly served and there shall be no need to confirm its receipt. Successful sending of a message to the customer through the application of Evrotrust will be considered as a secure and duly served electronic mail (Advanced or Qualified) within the meaning of Regulation (EU) No 910/2014.


### 3.2. REGISTRATION

Customer’s registration in the Evrotrust application includes the following stages:

- a) Creation of security codes (PIN and secret answers to control questions);
- b) Personal data entry;
- c) Identification;
- d) Information about contacts and confirmation of registration;

### 3.3. CREATION OF SECURITY CODES

- a) Upon the launch of the application the customer shall select and enter his/her PIN code, along with secret answers to control questions which shall be used for the recovery of a forgotten PIN, for PIN changing, or for the amendment of information related to customer’s registration.

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- b) The PIN code is secret and in no way reaches the Evrotrust, nor is it kept in the Application. The customer is not allowed to provide his / her PIN to third parties. If the client does so, all statements will be deemed to have been committed by him, with the resulting legal consequences binding his legal sphere.
- c) Depending on the maintained functionality of the device on which the application has been installed and the software features developed by Evrotrust, within the application, and only in it, customer's biometric data, such as fingerprint, facial shape, etc., could be attached to the PIN code. Customer's biometric data at all times remains under his/her control within his/her device and installed application. Evrotrust shall not process and store this data. The customer can stop using these features at any time.

### 3.4. ENTERING OF PERSONAL DATA


The customer introduces his or her personal data as follows:

- a) Once the security codes are created, the customer enters their personal data in accordance with the fields specified in the Evrotrust application and confirms their correctness by pressing the "Next" button. Thus, the data automatically sent to the Evrotrust System.
- b) The Customer is able to correct the data entered by him/her before selecting the "Next" button.

### 3.5. CUSTOMER IDENTIFICATION

Customer's identification and verification of the data submitted by him/her shall be done in the following manner:

- a) By using the camera of his/her device in observance of the respective instructions, the customer makes a clear copy of his/her valid identity document and shall send it to the Evrotrust System through the Application.
- b) The Evrotrust system automatically detects the data contained in the identity document.
- c) Automated identification:

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>


- i) If technically feasible, Evrotrust automatically verifies the identity of the customer by exchanging the data referred to in item 3.5, letter “b” hereinabove with the National Register of Bulgarian Identity Documents (NRBID) with the Ministry of Interior
- ii) By using the camera of his/her device, the customer takes a photograph of his/her face in accordance with the written and oral guidelines included in the application.
- iii) Where technically feasible, the identification is done automatically, and the biometric data from the customer’s face is automatically compared to the customer’s photograph obtained under the procedure outlined in item 3.5, letter “c” (i) hereinabove;
- iv) If there are successful validation checks for the identity document under 3.5, b. "In" (i) and upon successful identification under 3.5, b. "In" (iii), the customer is deemed to be successfully identified and his identity verified.

d) Semi-automated identification

Where the automated identification under item 3.5, letter “c” hereinabove has proven to be unsuccessful, and where there is no integration with national registers, the customer holds through the application a real-time video conference with an Evrotrust operator. Upon successful identification by the operator, it confirms the identity of the customer

e) Identification held in an Evrotrust office

If the operator refuses to confirm customer’s identification and identity as per item 3.5, letter “d” hereinabove, then this shall only be done upon customer’s personal appearance in an Evrotrust office or in the offices of any of the company’s partners indicated in application. In this particular case, the identification and identity verification shall be carried out upon the submission of a valid identity document. The customer confirms the authenticity of the data contained in the completed documents by personally laying his/her signature in the presence of an Evrotrust authorized official or representative.

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>


### 3.6. VERIFICATION OF REPRESENTATIVE POWER

Where the customer carries out, in his own name or on behalf of another person he represents, electronic statements which he electronically signs in accordance with his authorized representative power, he performs the following activities:

- a) In addition to customer's identification, when services are requested on behalf of individuals or corporate bodies, the legitimate representative power of the person representing the customer (hereinafter referred to as "represented person/-s") shall also be subject to automated verification on the basis of submitted national identifier (Personal Identification Number for Bulgarian citizens, or UIC/BULSTAT). If the automated verification cannot be performed, then according to the applicable law there shall be produced a document certifying the good standing of the represented person. Evrotrust has the right to demand that the customer appear in person, and/or shall insist on him/her presenting either original or notary certified documents attesting to his/her representative power.
- b) The Contractual representative power is carried out through empowerment made in advance on the part of the represented person or by his/her legal representative, who has been identified as user of Evrotrust qualified services. The said empowerment is entered in a Register of empowerments maintained by Evrotrust. If the represented person is not a customer of Evrotrust, the empowerment is carried out through the application or by the sending of a copy of a notary certified power of attorney to an e-mail address specified by Evrotrust, and the latter shall check the validity of the said power of attorney with the respective notary who has certified it.

### 3.7. IDENTIFICATION BY THIRD PARTIES

- a) Where Evrotrust and a third party have established contractual relationships, customer's identification according to item 3.5 hereinabove could be done by the said third person acting as Evrotrust representative.


	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- b) In these cases, the customer notes through the appropriate functionality in the application that he / she has already been identified, entering the identifier specified by the third person. Upon the insertion of the identifier, the customer data referred to in item 3.4 hereinabove shall be submitted to Evrotrust by the third identifying person, and instead of performing the verification under item 3.5 hereinabove, only the actuality of his/her filed data shall be verified through a respective data exchange with the national registers (NRBID).
- c) In the case of inconsistent data, Evrotrust shall have the right to ask the customer to go through the processes described in items 3.4 and 3.5 hereinabove.

### **3.8. CONFIRMATION OF REGISTRATION AND CONTRACT SIGNING**

The conclusion of a Contract between a customer and Evrotrust requires confirmation of the customer's registration:

- a) The application completes the registration process by sending messages containing 6-digit confirmation codes to the mobile phone number and the e-mail address indicated by the Customer.
- b) Once the codes are successfully entered and accepted by the Evrotrust system, the customer presses the “Confirm” button, thus requesting Evrotrust to issue him/her a Qualified Certificate for Qualified Electronic Signature and applying for the signing of the Contract, along with the Policies and Practices. Evrotrust provides explanatory text before the “Confirm” button is pressed.
- c) By completing the actions referred to in item 3.8, letter “b” hereinabove, the customer requests from Evrotrust the remote issuance of QCQES with customer’s national identifier (Unified Civil Number/Foreigner’s Personal Number) inserted in it, and Evrotrust provides in real time the customer with QCQES and secures the signing of both the Contract and the Policies and Practices with qualified electronic signature. In order to avoid any doubts, by pressing the “Confirm” button referred to in item 3.8, letter “b” hereinabove, the customer signs the Contract, which is deemed as concluded, thus marking the end of the registration process.

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- d) The Contract, signed by the customer and Evrotrust, shall be sent to the customer through the application.
- e) The text of the Contract shall be accessible for storage on the customer's device in a way that enables its subsequent recovery from the "Settings" menu of the application and from Evrotrust's website - <http://terms.evrotrust.com>
- f) The Contract is concluded in Bulgarian or in any other language supported by the application.

### **3.9. QUALIFIED CERTIFICATE FOR QUALIFIED ELECTRONIC SIGNATURE (QCQES)**


Evrotrust issues qualified certificates for qualified electronic signatures that meet the requirements of Regulation (EU) 910/2014 and in accordance with Practice and Policy of Qualified Certification Services:

- a) The Qualified Certificate issued under paragraph 3.8 is published without delay in the publicly accessible database with certificates from the Evrotrust without the possibility of public access to it. If the customer explicitly requests this, he or she may make a statement by activating the appropriate functionality in the certificate's "Certificate" menu of the certificate control application;
- b) The issued Qualified Certificate has a validity period of 2 (two) years as of the date of its publishing in Evrotrust's certificates database.
- c) In addition to the mandatory attributes imposed by Regulation (EU) 910/2014, the issued Qualified Certificate also includes the customer's national identifier.

### **3.10. CHANGING THE DEVICE**

The Evrotrust application enables the client to add a new device:



	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- a) Where a Device has been changed or a new one has been added, the customer identifies himself/herself with the e-mail address and PIN specified by him/her.
- b) The customer may operate with the application through an unlimited number of devices. The Evrotrust system stores a list of all the active devices used by the customer in order to access the application.
- c) Any device used by the customer can be deactivated from the application's "Settings" menu after the "Deactivate the Device" button has been pressed.


### 3.11. CONTRACTUAL RELATIONS WITH REPRESENTED PERSONS

When requesting services on behalf of a represented person, the customer accepts the terms and conditions of the Contract, as well as all the Policies and Practices applicable to the services ordered. Thus, the customer, on behalf of the represented person, concludes a Contract with Evrotrust.

## 4. CUSTOMER'S RIGHTS

### 4.1. RIGHT OF REFUSAL

Pursuant to the Consumer Protection Act, the customer has the right to renounce, without owing any compensation or penalty and without stating the reason for that, the remotely concluded Contract within a 14-day period as from the date of Contract's signing. Since the services are being fully provided immediately after having been requested, by accepting the terms and conditions of the Contract and by requesting the issuance of qualified certificate for qualified electronic signature in accordance with the procedure described in item 3.8 hereinabove, the customer explicitly agrees in advance and acknowledges that he/she is aware of the fact that he/she shall forfeit his/her right of refusal as soon as he/she is issued with the requested qualified certificate for qualified electronic signature.

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>


#### 4.2. RIGHT TO ACCESS THE SERVICES

The customer has the right to access the services provided he/she complies with the terms and conditions of the Contract and the access requirements established by Evrotrust for each individual type of service.

#### 5. CUSTOMER'S DUTIES

The customer has the following obligations:


- a) Customer agrees to abide by the terms set by Evrotrust with regard to the particularities of the way the Services are being provided and in relation to any adopted by Evrotrust policy meant to protect or improve the quality and reliability of the services.
- b) Customer himself/herself secures the technical equipment, software, access to mobile phone service and mobile data transfer, which he/she needs in order to use the services.
- c) When using the services, the customer commits himself/herself:
  - to observe the Contract and the applicable legislation;
  - not to infringe on other persons' proprietary or non-proprietary rights, including intellectual property rights;
  - to promptly inform Evrotrust on any case of committed or established violation in the use of services;
  - not to present himself/herself for another person or otherwise mislead Evrotrust or any third party as to his/her identity;
  - to provide, upon his/her registration and identification and while using the application and/or the services, true, accurate and complete information as required by Evrotrust, the Contract, the policies and practices and the applicable legislation;
  - to check the thoroughness and accuracy of the certificates issued to him/her and immediately notify Evrotrust in the case of any discrepancy between the information submitted and the contents of the respective certificate;

	<p align="center"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p align="center"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p align="center"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p align="center"><b>Version – 2.0 01.05.2019</b></p>

- to cease using the application, the services, and the certificates issued to him/her, should he/she become suspicious about the PIN code having been compromised or should he/she lose the device with the application installed on it, in which case the customer promptly requests Evrotrust to stop/block/suspend the provision of services;
  - to instantly inform Evrotrust upon the occurrence of any change in the information submitted by him/her in connection with the use of the application and/or the services, and ask for the immediate termination of the issued certificates in the event of the information included in them being altered;
  - to use the application, the services, and the certificates issued by Evrotrust only for their intended purposes;
  - not to perform any malicious actions.
- d) The customer is required to take care and undertake necessary measures to protect his/her devices and PIN code, which he/she does not make available to third parties. The customer assumes full responsibility for the protection of his / her PIN code, as well as for all actions performed by him or by third parties through his / her use.

## 6. EVROTRUST RIGHTS

- a) Evrotrust, in its capacity as a qualified certification service provider, has the right:
- at its own discretion and without giving any warning, to suspend or temporarily restrict customer's access to the services, provided it is in possession of data or has doubts that the customer is using the services in violation of the applicable legislation or the Contract;
  - to demand that the customer supply all the data necessary for his/her successful identification and registration in the application, to process and verify the said data and request additional information needed for the provision of services;
  - to publish in its publicly accessible database, in accordance with the legal requirements and customer's instructions (to the extent permissible), all the certificates issued by it and the information contained in them;

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- b) Evrotrust has no obligation and the objective ability to control the manner in which and / or the purposes for which the customer is using the services provided, nor is it obliged to seek facts and circumstances indicating an illegal activity.
- c) In case of violation of any of the provisions of para. 5, b. "In the above obligations on the part of the customer, Evrotrust has the right to terminate or suspend without delay the provision of the services or to terminate unilaterally and without notice the contract, as well as to notify the competent authorities of suspicion of unlawful actions.

## 7. EVROTRUST DUTIES


Evrotrust's obligations include:

- provide the customer with services in compliance with the terms and conditions of the Contract and the applicable legislation;
- immediately take actions related to the suspension, resumption and termination of the validity of the certificates issued by it, if the respective grounds have been established;
- promptly inform the customer on the circumstances concerning the validity and reliability of the certificate issued by it;
- electronically publish and update a generally accessible list of certificates that have been cancelled by it;
- perform external audits at least every two years by independent auditors to verify the compliance of the certification service with the applicable policy

## 8. CUSTOMER'S RESPONSIBILITY

Customer responsibilities include:

- a) The customer is responsible for the performance of the duties specified in item 7 hereinabove.


	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- b) The customer is solely responsible for the use of his/her PIN code, as well as for any use of the said PIN code by third parties. The customer is solely responsible for protecting his/her devices with the application installed on them and is also held liable for any operation with the devices authorized by him/her.
- c) The customer indemnifies Evrotrust for all the damages and lost profits incurred by it, including all paid fines, lawyer's remunerations, and other expenses resulting from claims raised by third parties or compensations paid to third parties in relation to customer's violation of his/her contractual duties, the politics and practices, and any other document that constitutes an integral part of the Contract. The customer also covers all the damages caused by his/her infringement on his/her duties under the applicable legislation.
- d) The customer declares and agrees that he/she uses the Evrotrust application and the services entirely at his/her own risk and responsibility, and further declares and agrees that Evrotrust shall not be held liable for eventual damages inflicted on the customer during the said use, except when the said damages have been deliberately caused by Evrotrust or have resulted from gross negligence on its part, unless explicitly specified otherwise by the law.


## 9. RESPONSIBILITY AND DISCLAIMER OF EUROTRAST

Evrotrust, as a Qualified Certification Service Provider, is responsible for:

- a) According to Art. 13 of Regulation EU N 910/2014 and pursuant to the Obligations and Contracts Act and the Consumer Protection Act, Evrotrust is responsible for damages inflicted, intentionally or due to gross negligence, on third parties (both individuals and legal entities) – trust parties which are not party to the Contract.
- b) According to Art. 13 of Regulation EU N 910/2014 and pursuant to the Obligations and Contracts Act and the Consumer Protection Act, Evrotrust is responsible for damages inflicted, intentionally or due to gross negligence, on the customer.
- c) Evrotrust is not be liable to the customer for damages occurring as a result of the customer providing untrue, incomplete or inaccurate data.
- d) Evrotrust is not responsible for any damages caused:

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- to the software, hardware, the device or any other type of telecommunications equipment, nor shall it be held responsible for damages due to the loss of data resulting from materials and resources which have been sought, uploaded or used in any way through the services provided;
  - by customer's untimely request or failure to send a request for the suspension/blocking/termination of the application, the services and/or the certificates issued to him/her;
  - by customer's failure to perform on his/her contractual duties, the policies and practices, and any other document that is an integral part of the Contract, nor Evrotrust is liable for any damages caused by Customer's non-performance on his/her duties under the applicable legislation.
  - by a certificate being used outside the limits of the purposes stated in it and beyond the restrictions imposed on its effectiveness.
- e) Evrotrust is not responsible for the availability and quality of the goods and/or the content of the services provided to the customer by third parties, including trust parties who happen to be recipients of electronic messages sent through the application. Since the actions performed by these third parties are not controlled by Evrotrust, it will not bear any responsibility for the unlawful nature of their activity, nor shall Evrotrust be held liable for the emergence, guaranteeing, alteration or termination of any assumed obligations and commitments related to any goods or services offered by the aforementioned third parties, not shall it be held responsible for any damages and lost profits suffered as a result of these relationships.
- f) Evrotrust is not responsible for the non-delivery of services upon the occurrence of circumstances that are beyond its control, i.e. cases of Force Majeure, accidental events, problems with the Internet global network, the electronic communication systems and the provision of services beyond the control of Evrotrust, nor shall it be held liable in the event of third parties gaining unauthorized access or intervening in the functioning of the application installed on the customer's device.
- g) Evrotrust is not liable to the customer and any third parties for damages and lost profits resulting from the termination, suspension, modification or limitation of the services.


	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

h) The contractual parties agree that Evrotrust is not responsible for its failure to deliver the services or for providing them with inferior quality as a result of Evrotrust carrying out tests or prophylaxis aimed at checking the equipment, connections, networks, etc., or tests which are intended to improve and optimize the Services offered. In this particular case, Evrotrust informs the customer in advance on the possible and temporary failure in the provision of services and their poor quality by sending an IM message, or a short text message (SMS), and an e-mail to the registered electronic address.

## 10. PRICES

Evrotrust has determined the following payment method for the provision of certification services by customers:

- a) Evrotrust provides the services free of charge or for remuneration based on prices listed in the tariff for the use of services (the "Tariff"), which is accessible through the Evrotrust application and at the following web address: <http://tariff.evrotrust.com>.
- b) Subject to the requirements of the applicable legislation, Evrotrust shall be entitled to unilaterally change the prices indicated in the Tariff. This change shall not affect services that have already been paid by the customer.
- c) The prices for the use of services are paid to Evrotrust by the customer or the trust party in accordance with the arrangements made by them.
- d) As provided for in the Tariff, the prices for the use of services shall be payable:
  - upon each separate use of service; or
  - in a different manner as specified in the Tariff.
- e) Where the price for the respective service has become payable by the customer, the application visualizes accurate information about its value and all the due taxes and other expenses and displays an indication as to when exactly the obligation for the payment of the price shall arise.
- f) The Customer can pay for the services in the following ways:
  - through the "Portfolio" service in App Store or Google Play;

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- as a value-added service of the mobile operator to which the customer has subscribed, with the value of the services used by the customer being included in the respective monthly invoice issued by the operator to the customer;
- by a direct debit of Customer's payment account based on his/her prior approval, provided Evrotrust has been integrated with the respective provider of payment services; or
- in any other way as provided for in the Tariff.

## 10.1. WALLET

Evrotrust provides the following "Wallet" service to customers:

- a) The App Store and Google Play "Portfolio" service enables the customer to pay the value of the services used as a subscriber.
- b) The customer may subscribe through his/her Portfolio for a particular type of plan containing a certain number of signatures per month, with the amounts under the said plan being paid for the whole year either as monthly instalments or as a single payment.
- c) According to the functionality embedded in the application, where the signatures covered by the subscription have all been spent, the customer could switch to another plan or wait for the next subscription period.


## 11. CONTRACT'S AMENDMENT AND TERMINATION

### 11.1. CONTRACT'S AMENDMENT

**Evrotrust accepts a contract amendment with a client in the following cases:**

- a) Evrotrust has the right to unilaterally amend the Contract's terms and conditions and notifies the customer on each amendment, as required by the law.
- b) In the event of the customer not agreeing with the amendments, he/she may renounce the Contract without stating a reason and without owing any compensation or default. In this particular case, the Contract is automatically terminated upon Evrotrust's receipt of the customer's notice referred to in item 11.1, letter "c" herein below, unless Evrotrust has



	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>


explicitly indicated a possibility for the continuous use of the services under the terms and conditions that have been valid prior to the said amendment. This rule is not applicable in those cases where the amendment to the contractual terms and conditions is the result of an order or instruction issued by a competent authority.

- c) The customer may exercise his/her right under item 11.1, letter “b” hereinabove by making a statement to Evrotrust within one month after the date of the notification referred to in item 11.1, letter “a” hereinabove. If, within this time limit, the customer does not declare that he disagrees with the amendments, he / she is deemed to be bound by them.

## 11.2. CONTRACT’S TERMINATION

Evrotrust allows termination of a customer Contract in the following cases:

- a) Except for the cases specified in the Contract, it shall be terminated:
- upon Evrotrust ceasing its activity or being liquidated;
  - if the application is no longer supported;
  - upon the customer deleting his/her profile from the application;
  - at parties’ mutual consent; or
  - in any other case as provided for by the law.
- b) The customer has the right to cease, at any time and at his/her own discretion, using the services and unilaterally terminate the Contract by deleting the Evrotrust application installed on his/her device. Where the application is used by the customer on several devices, the deletion of the application on one of these devices does not terminate the Contract, unless the customer has already deleted his/her profile.
- c) The customer is considered as having been informed, and he/she agrees that all electronic statements made until the Contract has been terminated or broken are automatically sent through the application, and that there is no possibility for them to be stopped or revoked, regardless of the subsequent termination or cancellation of the Contract.

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

### 11.3. MANAGEMENT OF STORED DOCUMENTS FOLLOWING CONTRACT'S TERMINATION

Evrotrust manages and stores documents under the following conditions:

- a) Evrotrust stores in secure encrypted environments all documents signed by the customer in the agreed 10-year term in a way that provides the customer with access to them. Similarly, all documents served on the customer through the qualified service ("registered e-mail" within the meaning of Regulation (EU) No 910/2014) are kept. These documents are stored by Evrotrust until they are cleared by the customer or until the termination of his contract, but not more than the agreed 10 years. The service is available while the customer has an active application profile.
- b) The deletion of documents does not lead to the deletion of information intended to provide evidence of the sending, receiving and signing of documents through the Application..


## 12. PERSONAL DATA PROTECTION

### 12.1. PERSONAL DATA TREATMENT

Evrotrust carries out certification activities in accordance with the Personal Data Protection Act and Regulation (EC) 2016/679 (GDPR) in accordance with its Privacy Policy, which is an integral part of these General Terms and Conditions with the customer. Prior to signing the contract, the Customer should familiarize himself with the Privacy Policy in order to know how personal data and for what purposes are processed by Eurotrust and to be informed of their rights and of all other important questions about the protection of his personal data in accordance with GDPR.

### 12.2. DATA PROTECTION OFFICER

Evrotrust has designated a Data Protection Officer (DPO) within the meaning of Art. 37-39 of Regulation (EU) 2016/679. The customer contact point for the exercise of their rights

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

under the Evrotrust personal data protection policies and the applicable data protection law relating to the personal data processed by Evrotrust.

Contact address:

Sofia, Tsarigradsko Shose blvd 101, Business center "Aktiv", fl. 6

e-mail: [dpo@evrotrust.com](mailto:dpo@evrotrust.com)

### 13. LEGAL DISPUTES' PROCEDURE

Disputes concerning the use of certificates and certification services provided by Evrotrust are resolved by the following procedure:


- a) All the disputes arising from or related to the present Contract, including disputes caused by or linked to the interpretation, invalidity, non-fulfilment or termination of the contractual relationships, will be resolved by mutual agreement between Evrotrust and the customer.
- b) If no agreement is reached between the parties, the dispute will be referred to the competent Bulgarian court for settlement. Where the subject of the dispute between the parties is property rights, it will be referred for settlement to a competent court in Sofia.

### 14. OTHER PROVISIONS

#### 14.1. DEFINITIONS


When implementing and interpreting the Contract, the terms used in it shall have the following meanings:

- a) **Evrotrust Technologies AD ("Evrotrust")** is a shareholding company with UIC 203397356, and its registered office and management address are located in Sofia, Izgrev Region, "Iztok" Res. Area, 2 Nikolay Haytov Street, entrance D, floor 2, mail address: Sofia, 101 Tsarigradsko Shose Blvd, floor 6, telephone: (+359 2) 448 58 58, e-mail:

	<p style="text-align: center;">ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</p>	<p style="text-align: center;">eIDAS-GTC <b>For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;">GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</p>	<p style="text-align: center;">Version – 2.0 01.05.2019</p>

[office@evrotrust.com](mailto:office@evrotrust.com), website: <https://www.evrotrust.com/>. Evrotrust is a provider of both qualified and unqualified certification services and has been registered in the List of Qualified Providers of Certifications Services maintained by the Communications Regulation Commission.


- b) **Information System (the “system”)** is each separate device or set of interconnected or similar program running devices whose elements, or one of them, secures the automatic processing of data.
- c) **Devices** are hardware products or parts thereof which are meant to be connected to the interfaces of public electronic communication networks. The devices through which the services can normally be used include mobile phones or other smart devices that meet the technical requirements for the Application’s normal installation and functioning.
- d) **Trust Party** means an individual or a corporate body other than the customer, as well as a public-sector body, which relies on electronic identification, certification service or another type of service provided by Evrotrust.
- e) **Customer** is an individual who uses the services offered by Evrotrust in his personal capacity or as a legitimate or authorized representative of another individual or legal entity.
- f) **Application** is software installed on the customer’s smart device, which allows for the Services to be used.
- g) **Malicious activities** are: actions or inactions that violate the Internet ethics or inflict damages on persons who are connected to the Internet or associated networks; the sending of unwanted messages (unsolicited commercial messages, SPAM, JUNK MAIL); channel overflow (FLOOD); getting access to resources based on other people’s rights and passwords; the use of information systems’ shortcomings for personal benefit or for the obtaining of information (HACK); identity change; the performance of actions that could be qualified as industrial espionage or sabotage; the damaging or destruction of information systems or information databases (CRACK); the sending of “Trojan horses” or causing the installation of viruses or remote control systems; disturbing the normal work of other Internet and associated networks’ users; the performance of any acts that could be qualified by the Bulgarian or any other legislation as criminal or administrative infringements.

	<p style="text-align: center;">ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</p>	<p style="text-align: center;">eIDAS-GTC <b>For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;">GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</p>	<p style="text-align: center;">Version – 2.0 01.05.2019</p>

- h) **Accidental event** is an unforeseeable overwhelming event or action unpredictable at the time of contract's signing, which is not due to the guilty behaviour of Evrotrust and which makes the provision of the Services impossible.
- i) **Server** is a device or a system of connected devices on which system software has been installed for the execution of tasks related to the storage, processing, acceptance and transmission of information.
- j) **Tariff** is an officially established system of norms for determining the amount of payments. It describes the services and the prices for their use
- k) **PIN code (PIN)** is a code created by the customer which is entered by him/her upon each launch of the application and, when combined with other data, it serves to identify the customer in the application and enables him/her to remotely access his/her private keys.
- m) **An electronic signature, an electronic document, electronic identification, certification services, an electronic seal, qualified certificate for qualified electronic signature, advanced electronic signature, a qualified electronic registered mail and all other terms used in the Contract** have the meaning provided in applicable regulations such as but not limited to Regulation (EC) No 910/2014, the Electronic Document and Electronic Certification Act, the Electronic Identification Act, the Law on Electronic Identification e-government, unless expressly provided otherwise in the Contract.
- n) **Services** are all the certification and trust services, electronic identification services, information and other types of services which are provided by Evrotrust and are accessible through the Evrotrust application.
- o) **IM messages (Instant Messaging Messages)** are encrypted messages sent or received by the Evrotrust application through the information system (system) of Evrotrust.

## 14.2. INTELLECTUAL PROPERTY RIGHTS

Relations between Evrotrust and customers regarding intellectual property rights are settled as follows:

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- a) The intellectual property rights on the application and other software applications and products, databases and other materials and resources related to the offering of services are protected under the Copyright and Related Rights Act. These rights belong to Evrotrust or to a designated person who has ceded the right to use to Evrotrust, and they cannot be used in violation of the applicable legislation.
- b) Customer's right to access the services does not include the right to copy or reproduce information and the right to use intellectual property objects, except for cases involving small amount of information meant for personal use, provided the legitimate interests of the authors and other holders of intellectual property rights are not unduly prejudiced and the copying and reproduction are done for non-commercial purposes. Notwithstanding the foregoing, the customer does not have the right to remove the trademark and intellectual property signs from the materials made available to him/her, no matter if the holder of the respective rights is Evrotrust or a third party.


### 14.3. WRITTEN FORM

The written form shall be considered as to have been complied with by the sending of an IM message, a short text message (SMS), an e-mail, the pressing of a virtual button in the application, or the marking of a check-box in the application, etc., as long as the statement has been technically recorded in a way that enables it to be reproduced.

### 14.4. INVALIDITY

The parties hereby declare that should any of the contractual clauses turn out to be invalid, this shall not result in the Contract, other clauses or parts thereof becoming invalid. The invalid clause shall be replaced by the mandatory rules of the law or the established practice.

### 14.5. APPLICABLE LAW

	<p align="center"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p align="center"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p align="center"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p align="center"><b>Version – 2.0 01.05.2019</b></p>

All the issues that are not regulated by the Contract shall be governed by the provisions of the applicable Bulgarian legislation.

## 15. REFERENCES

This document has been developed in accordance with European and national legislation:

- a) European Parliament and Council Regulation (EC) № 910/2014 dd. 23<sup>rd</sup> of July, 2014 concerning the electronic identification and certification services in domestic market electronic transactions and the repealing of Directive 1999/93/EC (Regulation 910) <sup>1</sup>;
- b) Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46 / EC<sup>1</sup>;
- c) Electronic Document and Electronic Certification Services Act<sup>2</sup>;;
- d) Electronic Identification Act<sup>3</sup>;
- e) Electronic Management Act<sup>4</sup>;

## 16. OTHER SPECIFIC TERMS

The terms and conditions also include the following information specific to Qualified Certification Services:

- a) Restrictions on the use of the service provided include the expected lifetime of the public key certificates, which is stated in the certificate itself, and complies with the requirements of TS 119 312 Cryptographic Suites as well as other restrictions applicable to services and related to their reasonable use, i. in accordance with the policies,


<sup>1</sup> <https://eur-lex.europa.eu/legal-content/BG/TXT/?uri=CELEX:32014R0910>

<sup>2</sup> <https://eur-lex.europa.eu/legal-content/BG/TXT/?uri=celex%3A32016R0679>

<sup>3</sup> <https://www.lex.bg/laws/ldoc/2135180800>

<sup>4</sup> <https://www.lex.bg/bg/laws/ldoc/2136822116>

<sup>5</sup> <https://www.lex.bg/laws/ldoc/2135555445>


	<p align="center"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНСКИ УСЛУГИ</b></p>	<p align="center"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p align="center"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p align="center"><b>Version – 2.0 01.05.2019</b></p>

practices and other applicable documents, legislation and regulatory requirements. The customer undertakes to take all legal action to minimize and limit the damages resulting from the use of the services in excess of these limitations.

- b) The purpose of these general conditions also covers information requirements for countries that rely on the trust services provided by Evrotrust. Verification of end-user certificates issued by Evrotrust is performed using the status check services and the list of terminated certificates that the certifying authority that issued the certificate maintains. Verification of the time certified to the customers of Evrotrust services is done by checking compliance with the name of the standard for which they are issued as well as in their public register. All electronically signed documents, including validation reports, are verified using the validation service provided by Evrotrust. The certificate issued by Evrotrust has a valid period of validity which the trusted party must always comply before trusting him.
- c) The Trust Service provider keeps logs of the systems (logs) for a period of not less than two months.
- d) The services comply with the policy for the provision of certification services under a conformity assessment scheme that is audited by a conformity assessment body as required by Regulation (EU) 910/2014. The assessment shall be carried out at least every 2 years.
- e) Evrotrust ensures that the availability of the services is in accordance with the conditions set out in their policies and practices and according to the contract concluded with the customer.

Customers / Service users and Trustworthy parties must be familiar with the Terms and Conditions and applicable documents to the service (policies, practices, etc.) used and the Privacy Policy prior to entering into a contractual relationship. The Terms of Service and the Privacy Policy are provided by publishing on the Evrotrust website and in the Evrotrust application and are available for long periods of time via durable means of communication. They are published in Bulgarian and English and are available in an accessible and understandable



	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

language that complies with the requirements of applicable standards. They can be transmitted electronically or printed out by the customer and made available on paper.

## 16.1. SPECIFIC TERMS OF SERVICE FOR VALIDATION

- Evrotrust provides the applicable policy with OID: 1.3.6.1.4.1.47272.2.9 at the following service level (SLA):

The service is available through the Evrotrust website for non-commercial personal use, without the commitment of Evrotrust for its level of service. In order to use the service with the appropriate level of service or automated, it is necessary for the customer to contact the Contract Interaction Evrotrust specifying the level of SLA service offered.

Evrotrust provides the applicable policy with OID: 1.3.6.1.4.1.47272.2.9 at the following service level (SLA):


The service is available through the Evrotrust website for non-commercial personal use, without the commitment of Evrotrust for its level of service. In order to use the service with the appropriate level of service or automated, it is necessary for the customer to contact Evrotrust for a contractual relationship, specifying the offered level of SLA service.

*All specific conditions, supported formats, and used algorithms for the validated services are described in the Policy and Practice of Qualified Electronic Signatures / Seal Validation Policy and Practice document.*

## 16.2. SPECIFIC CONDITIONS OF THE QUALIFIED CERTIFICATION SERVICE

a) For the indication that a Evrotrust certificate has been accepted by the customer / user, it is assumed that:

- The customer has become familiar with the terms of use of the Evrotrust certification services;
- The customer has become aware of his / her duties;
- If necessary, Evrotrust has retained the contract with the client;

	<p style="text-align: center;"><b>ОБЩИ УСЛОВИЯ НА ДОГОВОРА ЗА ПРЕДОСТАВЯНИ УДОСТОВЕРИТЕЛНИ, ИНФОРМАЦИОННИ, КРИПТОГРАФСКИ И КОНСУЛТАНТСКИ УСЛУГИ</b></p>	<p style="text-align: center;"><b>eIDAS-GTC For public use</b></p>
<p>ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2012, Regulation (EU) N 910/2014, Regulation (EU) N 2016/679</p>	<p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR CERTIFICATION, INFORMATION, CRYPTOGRAPHIC AND CONSULTANCY SERVICES</b></p>	<p style="text-align: center;"><b>Version – 2.0 01.05.2019</b></p>

- Evrotrust has provided the customer, the present document for acquaintance in electronic or other form;
  - If Evrotrusts' practice requires the use of QSCD, the customer has agreed to this;
  - Evrotrust has retained evidence that the customer has accepted the terms and conditions;
  - The customer has been informed and has accepted that Evrotrust maintains records of registration information, client device (if any), identity / identity data and attributes attested in the certificate, and the ability to provide such data to third parties under certain conditions;
  - Confirmation that the information attested in the certificate is correct;
  - Other obligations applicable to the client.
- b) The information under Art. Article 24 (2) (h) of Regulation (EU) No 910/2014 (all relevant information relating to data issued and received by Evrotrust, in particular with a view to providing evidence in court proceedings and ensuring continuity when providing the service) is stored for a period of 10 years, including after the termination of the activity of Evrotrust.
- c) Evrotrust recommends that the relying party verify the validity, suspension or termination of the certificate using the current CRL information;
- d) Evrotrust recommends that the relying party takes into account any restrictions on the use of the certificate
- e) Evrotrust recommends that the trustees take any other precautions prescribed in policy and practice;
- f) The Qualified Certificates Policy is designed to issue and deliver Qualified Certificates using the QSCD.
- g) Evrotrust maintains a public key infrastructure statement.
- h) The statement on public key infrastructure is structured in accordance with Annex A of ETSI EN 319 411-1.

*This document has been published on Evrotrust's website on the internet in Bulgarian and in English language. In case of any discrepancy between the Bulgarian and the English text, the Bulgarian text takes precedence.*