

<b>ZealiD AB</b>		Document name PKI Disclosure Statement		
Owner CEO	Class P	Category Steering	Date 2026-03-30	Revision 09

# PKI Disclosure Statement - ZealiD Certificates



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## 1. Revision History

Date	Revision	Comment	Contributor
2019-07-25	01	Draft, Finalization	ZealiD TSP Team
2019-08-18	02	Updates	ZealiD TSP Team
2019-11-06	03	Rebranding	Philip Hallenborg
2022-03-28	04	Inclusion of TSA activities	Tomas Zuoza
2022-05-31	05	Multiple updates	Tomas Zuoza/ Enrika Masalskiene
2024-01-23	06	Editorial updates	Tomas Zuoza
2024-04-22	07	Typo correction in ch.10	Tomas Zuoza
2025-01-26	08	Address update	Tomas Zuoza
2026-03-30	09	ETSI TS 119 431 updates	Tomas Zuoza

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## 2. Introduction

ZealiD's PKI Disclosure Statement (PDS) is a document that aims to provide information about PKI services, summarising the Certification Practice Statement (CPS) for ZealiD certificates, as well as Time Stamping Authority Practice Statement (TSAPS) for ZealiD time stamping service. The PDS is to be read together with the CPS and TSAPS which are the master documents if you wish to use ZealiD products and services.

## 3. Contact Information

ZealiD AB (Trading Brand Name "ZealiD")  
Norrlandsgatan 10  
111 43 Stockholm  
Sweden  
[support@zealid.com](mailto:support@zealid.com)  
+46 (0)10-199 40 00  
www.zealid.com

## 4. Certificates Types

All certificates have a policy identifier, which identifies the usage. The identifiers are as follows:

### 4.1. Personal Qualified

- Authentication Certificate: can be used to reliably authenticate the identity of a Subscriber.
- Non-repudiation Certificate: can be used to digitally sign documents.

Certificates are Qualified certificates and are issued and stored on a Qualified Secure Signature Creation Device (QSCD). The ZealiD QeID Service operates as a Server Signing Application Service (SSAS) as defined in ETSI TS 119 431-1. Subscriber signing keys are generated and stored server-side within a certified

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QSCD and remain under the Subscriber's sole control through a Signature Activation Protocol. ZealiD CA Services complies to the EU regulations for electronic signatures No. 910/2014 (eIDAS).

ZealiD accepts certificate applications via an RA Service contained in ZealiD App. Applicants will need to follow the registration instructions in ZealiD App and provide personal details during the registration. Once applicants are approved and the certificate is accepted by the applicant, they become Subscribers.

## 4.2. Time Stamping Certificates and Time Stamping Tokens

ZealiD operates its own ZealiD TSA to issue time stamping tokens that are included in ZealiD Qualified Signatures.

ZealiD takes overall responsibility for the provision of the time stamping services, which include the following components:

- Time stamping provision: the service component that generates TSTs;
- Time stamping management: the service component that monitors and controls the operation of the time stamping services to ensure that the service provided is as specified in overall ZealiD TSAPS.

ZealiD TSA issues a ZealiD TSA CA Certificate that is used to certify ZealiD TSUs that are issuing the time stamping tokens. ZealiD TSUs have their own certificates that are used to sign the time stamping tokens.

ZealiD TSA adheres to the standards and regulations referenced in eIDAS to keep trustworthiness of the time stamping service for Subscribers and Relying Parties.

## 5. Certificate Validation

The validity of the Certificate is verified on the basis of certificate validation services offered by ZealiD at the time of using the Certificate or affixing a Qualified Electronic Signature.

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ZealiD offers Online Certificate Status Protocol (OCSP) service for checking Certificate status. Service is accessible over HTTPS protocol. A Relying Party shall verify the validity of the Certificate by checking Certificate validity against OCSP. ZealiD offers OCSP with following checking availability:

- OCSP service is free of charge and publicly accessible at <https://ocsp.zealid.com>.
- The URL of the OCSP service is included in the Certificate on the Authority Information Access (AIA) field in accordance with the Certificate Profile.
- Archive Cut Off for ZealiD OCSP is set to 15 years.
- Validation of the certificate chain must be carried out successfully up to the ZealiD trust anchor within the EU trusted list.

## 6. Certificates Usage

ZealiD issues Subscriber Certificates for:

- Qualified Certificates for natural persons (Personal Qualified CA)
  - Personal Authentication (NCP+)
  - Personal Non-Repudiation (QCP-n-qscd)
- Qualified Time Stamp tokens for natural persons

ZealiD CA issues Certificates issued may only be used for the purposes that they were issued, as explained in the corresponding CPS and in the Terms & Conditions and as identified in the Key Usage field of the Certificate itself. Certificates are prohibited from being used for any other purpose that is described, and all Certificate usage must be done within the limits of applicable laws.

## 7. Certificates Application

### 7.1. Natural person certificates

A certificate application can be submitted by a natural person applying for a personal qualified certificate. The Applicant is responsible to provide ZealiD with correct and up-to-date data required for the generation and issuance of certificate and for the correct use of the certificate. The Applicant guarantees ZealiD and Relying Parties that he/she will abide by the Terms & Conditions and the CPS.

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The Applicant is required to accept the Terms & Conditions for both the registration and the Certificate service as well as privacy statements.

If any of the information required to issue a certificate is false/missing/incomplete or produces a negative outcome, ZealiD will reject the application for a certificate.

Subscribers have obligations in the use of the certificate, which are set out in the Terms & Conditions. Prior to any certificate issuance the Subscriber will be required to accept the Terms & Conditions.

## 7.2. Time stamping tokens

No application required, qualified TSTs are delivered together with ZealiD Qualified Signatures.

## 8. Certificate Revocation

Revocation can be requested by:

- The Subscriber;
- Registration Authority;
- Certification Authority;
- Supervisory Body involved in the regulation of PKI activities.

Request for revocation of certificates can be performed:

- By Subscriber deleting profile by using ZealiD App via the settings interface;
- By Subscriber filling out a Revocation Form on the ZealiD website;
- By Subscriber sending an email to [support@zealid.com](mailto:support@zealid.com);
- By Subscriber calling ZealiD support desk during working hours indicated in ZealiD Service Specification (<https://www.zealid.com/en/repository>) (see contact details chapter 2).

Revoke Certificates: The Subscriber is able to log into their smartphone ZealiD App and click “Delete my account”. The Subscriber will receive a notification via SMS and email informing that the Certificate has been revoked.

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The Certificate registered to the account will be revoked immediately. After confirmation by the Subscriber, all Certificates are revoked, and the account is deleted.

Revocation must be performed by the Subscriber. If a Subscriber calls ZealiD for revocation, we will support in accessing their account and enable them to revoke their Certificates themselves. ZealiD will not revoke the certificate on the Subscribers behalf.

The Subscriber will receive confirmation of the revocation of the certificates.

## 9. Reliance Limits

Certificates become valid as of the date specified in the Certificate. The validity of the Certificate expires on the date of expiry indicated in the Certificate or if the Certificate is revoked.

Audit logs retained on-site, physical or digital archive records regarding Certificate applications, registration information and requests or applications for revocation are retained in accordance with the terms indicated in corresponding CPS and in the Terms & Conditions.

## 10. Obligations of Subscribers

The Subscriber is responsible to provide ZealiD with correct and up-to-date data required for the generation and issuance of Certificates and for the correct use of the Certificates. The Subscriber warrants to ZealiD and Relying Parties that it will abide by the Terms & Conditions, the CPS and TSAPS.

The Subscriber is required to accept the Terms & Conditions, Privacy Statement and if applicable, sign the subscriber agreement. If any of the information required to issue a Certificate is missing/incomplete or produces a negative outcome e.g. the organisation is in bankruptcy, or the identity document is indicated not to be genuine, then ZealiD will reject the application for a certificate.

Subscribers have obligations in the use of the Certificate, which are set out in the Terms & Conditions and a contract where applicable. Prior to any Certificate issuance the Subscriber will be required to accept the Terms & Conditions and the terms stated within any contract.

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Acknowledge that ZealiD reserves the right to immediately revoke the Certificate if the Applicant has violated the terms and conditions, contractual agreements or used the certificate for other purposes than provided in the CPS.

Acknowledge that ZealiD reserves the right to immediately revoke the Certificate if it is discovered the Certificate has been used/is being used, or will be used for any criminal activity, including phishing, fraud or for the distribution of malware/viruses.

## 11. Certificate Status Checking Obligations of Relying Parties

Relying parties may only use the public key of the certificate for the purposes described in the Relying party agreements with ZealiD, and as described in the CPS.

Relying parties are responsible for verifying:

1. Certificate validity;
2. validity of the complete chain of Certificates, up to the root certificate;
3. revocation status of the certificate;
4. limitations on any use of the Certificate;
5. authenticity of all Certificate status information is verified by the electronic signature by which the information has been signed;

Relying parties that fail to check the status of the Certificate cannot legitimately rely on the Certificate.

## 12. Limitations to Warranty and Liabilities

ZealiD will in no case be liable for the loss of profit, loss of sales, damage to reputation, loss of contracts, loss of customers, loss of use of any software or data, loss or use of any computer or other equipment (unless directly due to a breach of this PDS), wasted time of management or other personnel, losses or liabilities relating to or related to other contracts, indirect damage or loss, consequential damage or loss, special loss or damage. Loss includes full or partial loss or decrease in value.

ZealiD's liability for personal damages, when a person has acted in any way under, on behalf of, within or in relation to this PDS, Certificate holder agreement, the applicable contract or related contract, whether in contract, warranty, tort or any other legal theory, subject to what is explained below, are limited to actual damage suffered by

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this person. ZealiD will not be liable for indirect, consequential, incidental, special, example or punitive damages with respect to any person, even if ZealiD is pointed out on the possibility of such damage, regardless of how such damage or responsibility has occurred, whether in tort, negligence, justice, contract, statute, customary law or the other. As a condition, participation (including, without limitation, the use of or relying on Certificates) votes for every person participates irrevocably in that he/she do not want to claim, or in any other way search for, example, consequence, special, incidental or punitive damages and irrevocably confirms to ZealiD the acceptance of the foregoing as one condition and incentive to allow this person to participate. We refer to the ZealiD QeID CPS and TSAPS ([www.zealid.com/repository](http://www.zealid.com/repository)) for further detail on liability and warranties.

### **13. Applicable Agreements, CPS and TSAPS**

#### **13.1. Terms & Conditions**

The Terms & Conditions are applicable to all services of ZealiD, and are available on the website: [www.zealid.com/repository](http://www.zealid.com/repository).

#### **13.2. CPS and TSAPS**

The applicable CPS and TSAPS, product specific terms and document links, are available on the ZealiD website via this link: [www.zealid.com/repository](http://www.zealid.com/repository).

#### **13.3. Refund Policy**

No stipulation.

### **14. Privacy Policy**

ZealiD implemented GDPR Privacy Policies and Procedures are available on the website: <https://www.zealid.com/repository>.

### **15. Applicable Law, Complaints and Dispute Resolution**

ZealiD (ZealiD AB) is a legal entity in Sweden. ZealiD is regulated by Swedish and EU law. These include but are not limited to:

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- eIDAS (EU regulation nr 910/2014),
- ETSI 319 401, 319 411-1 and 319 411-2 Policies: NCP+ and QCP-n-qscd,
- ETSI 319 421,
- CEN EN 419 241-1 and 419 241-2,
- ETSI TS 119 431-1,
- Relevant ISO standards.

For complaints report an Issue on [www.zealid.com](http://www.zealid.com) and please refer to the CPS and TSAPS for more information on the complaints procedure.

## 16. Repository Licences, Trust Marks and Audits

Please refer to the relevant CPS and TSAPS.

ZealiD is a Trust Service Provider of certification and electronic time-stamping services according to the eIDAS regulation and therefore enlisted in the Swedish List of Trust Service Providers (TSL) available on <https://trustedlist.pts.se/>.