ZealiD AB		Document name ZealiD Service Specification		
Owner Legal	Class Public	Category Description	Date 2021-01-11	Revision 1

ZealiD Service Specification

ZealiD AB		Document name ZealiD Service Specification		
Owner Legal	Class Public	Category Description	Date 2021-01-11	Revision 1

ZealiD AB		Document name ZealiD Service Specification		
Owner Legal	Class Public	Category Description	Date 2021-01-11	Revision 1

"Acceptance test"	means a test conducted to determine if the requirements of the Service specification and Order Form is met
"Authentication"	means electronic authentication: the process of establishing confidence in user identities electronically presented to an information system
"Customer"	means a legal entity buying the Service from ZealiD to be delivered either directly or via Partner
"Fees"	means all fees described in Fee Exhibit included in the Order Form
"Partner"	means a ZealiD reseller partner with a pre-existing integration acting as an integration partner for both ZealiD and Customer to connect

"Partner Platform"	a software that enables integration with ZealiD such that users with ZealiD app can perform registration, authentication and/ or electronic signing
"Recipient"	means a service provider, typically an ecommerce merchant involved in marketing, selling and charging for products and services online
"SaaS Service" or "Service"	means the service to be provided by the ZealiD as described in ZealiD Deliverables Section below, allowing the Customer to perform and coordinate activities described in this document
"SLA"	means service level agreement - an agreement stipulating the professional standards of data communication availability required

ZealiD AB		Document name ZealiD Service Specification		
Owner Legal	Class Public	Category Description	Date 2021-01-11	Revision 1

"User"	means a natural person using ZealiD App and engaging with the Customer either directly or via a Partner Platform
"ZealiD"	means ZealiD AB - the Service provider
ZealiD App	A smartphone application based on iOS or Android operating systems available in Google Play or Apple Appstore

1. Overview

The ZealiD Service (the "Service") facilitates remote identification of natural persons ("Users"), qualified signing and authentication for companies ("Customers"). The Service caters to customers of all sizes and industries and global users.

The main components of the Service are

- ZealiD App: an iOS and Android compatible smartphone app available in Google Play and App Store
- ZealiD API: a set of REST APIs that allow the Customer online site(s), together with ZealiD app, to facilitate remote registration and authentication of a User as well as electronic signing of documents.

ZealiD performs the Service as a Qualified Trust Service provider under the EU eIDAS regulation and holds an authorization from the Swedish Financial Supervisory Authority to provide account information services (see ZealiD Repository "CPS" and "TSPS" practice statements).

ZealiD AB		Document name ZealiD Service Specification			
Owner Legal	Class Public	Category Description	Date 2021-01-11	Revision 1	

2. Relationship to other documents

This Service Specification serves as an amendment to a) the Order Form and b) the ZealiD Master Service Agreements between Customers and ZealiD. Master Service Agreements are published on ZealiD Repository.

3. Participants
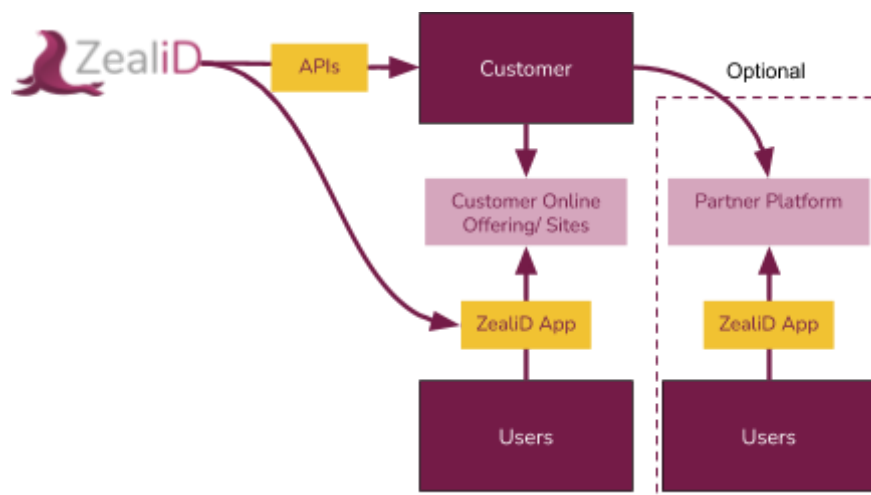
4. ZealiD Service Deliverables

ZealiD shall:

1. Adhere to its published practice statements "CPS" and "TSPS" published on ZealiD repository including fulfilment of all necessary legal requirements to deliver the Service.
2. Provide technical documentation in the developer portal and FAQs to support the integration of APIs to Customer or to a Customer Partner Platform
3. Provide a test environment for Customer
4. Provide technical support for Customer developers (if Customer is integrating direct to ZealiD and not via Partner) to execute an effective

6

integration and assist the Customer in creating and configuring a Customer profile on the Service

5. Ensure that the customer has a fully functioning Service following the integration acceptance testing (or alternatively acceptance via partner).
6. Deliver to the customer a Service with the following key features:
    a. Remote registration in ZealiD app according to the coverage map to provide a qualified certificate to the user
    b. Authentication of the end user via ZealiD app and necessary Customer or Partner side software as set forth in the developer portal
    c. Reception of Customer transmitted supported file type documents (see developer portal) for execution of electronic signing
    d. Transmitting of signed documents
    e. Transmitting to the Customer all supported data related to the purchased Service as set forth in the developer portal and agreed to in the Order Form (e.g. copy of identity document)
7. Manage the collection of User consent in registration and for all registrations, authentications and electronic signatures
8. Manage billing of Customer partner Fees in a timely manner
9. Provide 1st and 2nd Line Customer Support for the Service during office opening hours CET 0900-1800 weekdays
10. Provide Customer User Support according to the published Support opening hours (minimum CET 0900-1800).
11. Provide full reporting on transactions performed per Customer partner.
12. Provide full incident and complaint filing and management services.
13. Meet the requirements on service levels set forth in Service Level Agreement.

5.   Customer Deliverables

Customer shall:

1. Adhere to duties of relying parties as set forth in published practice statements "CPS" and "TSPS" published on ZealiD repository
2. Where applicable, prepare a swift integration project and resources plan and communicate this on an ongoing basis to ZealiD.
3. Where applicable, setup and test environment and configure this environment as described on the ZealiD's service developer website
4. Configure and use the Service according to the Service integration guidelines (including where applicable any ZealiD Partner service being used) such that information security and personal data protection standards are met

5. Direct or via Partner, build, integrate and maintain to professional SLA standards the necessary data service(s) to:
    a. Discover users
    b. Transmit user identifiers for authentication
    c. Receive authentication messages
    d. Transmit documents or other file formats for electronic signing
    e. Receive signed documents
    f. Receive related personal data described by the Service
6. Fully comply with all applicable personal data legislation as controller when receiving personal data from ZealiD
7. Pay all fees agreed in the Order Form in a timely manner

6.   ZealiD Service Levels

ZealiD is operating it's services according to the working and SLAs that are defined as follows:

- Identity Operations working hours:
    - Weekdays: 0700-2100 CET
    - Weekends: Currently unavailable
- Customer User Support working hours:
    - Weekdays: 0700-2100 CET
    - Weekends: Currently unavailable
- Customer Support working hours:
    - Weekdays: 0900-1800 CET
    - Weekends: Currently unavailable
- Identity Operations SLAs:
    - Average time of processing a case - 5 mins
- Customer User Support SLAs:
    - 80% of requests are answered within 20 seconds
- Customer Support SLA:
    - A request is answered within 24 hours since receipt
- ZealiD Signing and Authentication Service is available 24/7 with 99.5% annual availability
- Certificate Status Information is available 24/7 with 99.5% annual availability as defined in ZealiD CPS
- ZealiD Repository is available 24/7 with 99% annual availability as defined in ZealiD CPS