

<b>ZealiD AB</b>		Document name PKI Disclosure Statement		
Owner CEO	Class P	Category Steering	Date 2019-11-06	Revision 03

# 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

## 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. The PDS is to be read together with the CPS which is the master document if you wish to use ZealiD products and services.

## 3. Contact Information

ZealiD AB (Trading Brand Name "ZealiD")  
 Box 3437  
 111 56 Stockholm  
 Sweden  
[support@zealid.com](mailto:support@zealid.com)  
 +46 (0)10-199 40 00  
[www.zealid.com](http://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.

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- Non-repudiation Certificate: can be used to digitally sign documents. Certificates are Advanced or Qualified certificates and are issued and stored on a Qualified Secure Signature Creation Device (QSCD). 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.

## 5. Certificates Usage

ZealiD issues subscriber certificates for:

- Qualified certificates for natural persons (Personal Qualified CA)
  - Personal Authentication (NCP+)
  - Personal Non-Repudiation (QCP-n-qscd)

ZealiD CA issue certificates which may be used for the purposes explained in this document, in the Terms & Conditions and as identified in the Key Usage field of the certificate.

## 6. Certificates Application

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 she will abide by the Terms & Conditions and the CPS.

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.

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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. Certificate Revocation

Revocation can be requested by:

- The subscriber
- ZealiD Manual Vetting Agent (Revocation Officer)
- Authorities/regulators who are 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 the support desk during working hours Mo-Fri 0800-1800 (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.

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 you call ZealiD for revocation, we will support you in accessing your account and enable you to revoke your certificates yourself. ZealiD will not revoke the certificate on your behalf.

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

## 8. Certificate Usage

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

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any other purpose that described, and all certificate usage must be done within the limits of applicable laws.

## 9. 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, and the CPS.

The Subscriber is required to accept the Terms & Conditions, Privacy Statement and if applicable, sign the certificate contract. 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.

Acknowledge that ZealiD reserve 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 reserve 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.

## 10. 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.

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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.

## 11. 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 CPS), 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 CPS, 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 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 CPS (<https://cps.ZealiD-pki.com/>) for further detail on liability and warranties

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## 12. Applicable Agreements & CPS

### 12.1. Terms & Conditions

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

### 12.2. CPS

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

### 12.3. Refund Policy

No stipulation.

## 13. 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:

- eIDAS (EU regulation nr 910/2014),
- ETSI 319 401, 319 411-1 and 319 411-2 Policies: NCP+ and QCP-n-qscd
- CEN EN 419 241-1 and 419 241-2
- Relevant ISO standards e.g. 27001

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

## 14. Repository Licenses, Trust Marks and Audits

Please refer to the relevant CPS.