Microsec Ltd.

Conditions for Online Video Identification

Version: 1.2

Date of effect: 2021-02-09

Track Changes

Public ation	Entry in Force	Amendment/Comment
1.0	2020-12-04	First version.
1.1	2020-12-11	Small clarifications.
1.2	2021-02-09	Small clarifications.

Contents

1 General information

Pursuant to Government Decree 541/2020. (XII. 2.), the identity validation required for the issuance of certificates can also be done by online video identification.

If you choose this option, please read the following important information carefully.

Condition of online video identification are being familiar with this document and acceptance of it in a statement made when submitting the application form.

Please note that

- during the online video identification, we make video, image and audio recordings of you and your identity document (and in some cases, other documents based on prior information). The data generated in this way will only be used for the purpose specified int the law and will be handled in accordance with our „Privacy Notice".

- you may not record video, audio or picture about the video identification process. If you require the recordings made by Microsec Ltd. e- Szignó Certificate Authority Services, we will make it available to you upon your written request.

- you must be alone in the room for the duration of the online video identification. In the presence of another person, our agent will immediately terminate the video identification and mark the session as unsuccessful.

- the online video identification will take place by prior appointment, after the receipt of the contract documents and the verification of the data. We will send you the necessary information by e-mail. Online video identification is expected to take 10-15 minutes to complete.

- we inform you that the success of conducting online video identification may be affected by factors beyond our control, such as (but not limited to) connection failure, network congestion, and coverage issues. We take no responsibility for the technical success of video identification. If you have chosen online video identification but the identification fails for technical reasons, you have the option to switch to another identification method or withdraw from the contract.

1.1 Accepted documents

We reserve the right to refuse to examine certain documents if we cannot be sure of their authenticity with sufficient certainty.

2 Information about conducting online video identification

Before starting the online video identification please,

- check the technical conditions,

- if you want to participate in the video identification using the e-Szignó VideoID application on a device running iOS, install the application in advance,

- check the appropriate conditions (lighting conditions, background, no one is in the same room as you),

- prepare the personal identification document, which details were given on the application form, in the absence of this we must cancel the video identification,

- prepare the verification code, which can be found in the email that includes the link to start video identification,

- in case of video identification associated with a software certificate, check the paper containing the registration password provided during the application. Our video identification agent will ask you to show it to the camera.

- other documents and certificates may be requested upon prior information.

2.1 Technical Conditions

A prerequisite for successful online video identification is that you meet the minimum technical requirements set forth here. Please choose this method of identification only if you can meet them. If you can not, please choose another authentication method.

Regarding our experience, we recommend using your smartphone in the first place.

To perform the online video identification, you need:

- a smartphone * or tablet or a computer with a high-resolution good quality camera and microphone,

- a web browser on the device, or the e-Szignó VideoID application (which can be downloaded free of charge from the App Store) for iPhone / iPad

- stable internet connection

* for smartphone / tablet: Android 8 or later, iPhone / iPad running iOS 11 or later

A prerequisite for the successful online video identification is continuous and high-quality video connection between the customer and Microsec Ltd. e- Szignó Certificate Authority

Services during the identification.

The quality of the video connection is largely determined by the set of technical conditions available on the client side. A minimum of 1280 × 720 px 30 FPS resolution is required for successful identification.

This is affected in practice by many things, but in our experience, the quality of the video connection is sufficient for successful video identification if the following conditions are met:

- Camera resolution: at least 2 Mpixel,

- Browser: Microsoft Internet Explorer (from version 11.0.9600.17843), Microsoft Edge (from version 25.10586.0.0), Google Chrome (from version 36), Mozilla Firefox (from version 45) *,

- Internet connection: wired broadband internet connection, minimum bandwidth: 1.5 Mbps or stable Wi-Fi access or 3G/4G/5G mobile internet.

- Stop programs running in background (audio and video applications).

- Allow the program to access the microphone and camcorder.

* Safari is not yet supported.

Once the video identification has started, the quality of the video transmission will be checked, and if the correct quality cannot be achieved, we will unfortunately have to reject the identification.

2.2 Online video identification process

1. At the pre-arranged and confirmed time, please click on the link provided in email. On the website, a countdown timer will inform you of the time remaining until the date of connection. Please note that our system will allow a 10-minute delay, in case of a delay exceeding this, you will only be able to participate in the online video identification after a new appointment. Please note that pressing the START button will start the recording, so please provide the appropriate conditions.

2. Press the START button to start video identification (log in to the so-called waiting room).

3. After the login, our agent performs a preliminary check (on the technical conditions).

4. If our agent finds it appropriate, we will request a confirmation statement for data management and the commencement of video identification, referring to the detailed information previously accepted at the time of the request (i.e., this document).

5. The software supporting the video identification and the identification agent perform coordinated checks to detect abusive and manipulative attempts. During the entire process of online video identification, the trust service provider's system automatically records the entire process as image, audio and video material, but only preserves it in connection with a completed process.

Our administrator and the system will inform you about the completion of the identification process.

Our administrator is not able to provide immediate information on the result of the identification, because the recorded evidence is also subject to a secondary inspection due to our legal obligation.

We will inform you of the result of the identification within 5 working days.