

e-Szignó Certificate Authority

**eIDAS conform
Qualified Time Stamping
Disclosure Statement**

ver. 2.22

Date of effect: 2021-06-30



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Version	Effect date	Description
2.0	2016-07-01	New document according to the eIDAS requirements.
2.1	2016-09-05	- Changes according to the NMHH comments.
2.2	2016-10-30	- Changes according to the auditor comments.
2.3	2017-04-30	- Changes according to the NMHH comments.
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2.17	2020-10-28	- Improvements according to the auditor's and the supervisory body's findings. - Smaller improvements.
2.19	2020-12-28	- Managing leap seconds. - Smaller improvements.
2.22	2021-06-30	- Clarifications and additions in accordance with the CPS in Chapters 1 and 2. - Publication of conformity assessment results. - Service fees. - Protection of personal data. - Smaller improvements.

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1 Introduction

This document is the *Disclosure statement* concerning the qualified time stamping service of e-Szignó Certificate Authority operated by Microsec Ltd. (hereinafter: Microsec or *Qualified Time-Stamping Provider*).

The *Disclosure statement* contains comprehensive information of the conditions for consumers using the service corresponding to the provisions of the *Qualified Time-Stamping Practice Statement*, according to the provisions of the decree 24/2016. (VI. 30.) of Ministry of Interiors concerning detailed requirements for trust services and their providers.

The *Disclosure statement* complies with the requirements set by the eIDAS Regulation [1], the service provided according to these regulations is an EU qualified Trust Service.

The *Qualified Time-Stamping Provider* announced the provision of the trust service to the National Media and Infocommunications Authority on the 1st of July 2016.

The conformity assessment audit of the qualified trust services was carried out by the independent auditor TÜV Informationstechnik GmbH (hereinafter: TÜViT).

Based on the successful conformity assessment audit the National Media and Infocommunications Authority registered the qualified trust service and published it in the Hungarian Trusted List [11] on the 20th of December 2016.

The conformity assessment of the qualified trust service will be performed by Hunguard Kft (hereinafter Hunguard) as an independent auditor from October 2020.

1.1 Document Name and Identification

1.1.1 Document Identification

Issuer	e-Szignó Certificate Authority
Document Title	eIDAS conform Qualified Time Stamping Disclosure Statement
OID	1.3.6.1.4.1.21528.2.1.1.199
Document Version	2.22
Date of Effect	2021-06-30

The current version of the document is available on the website of the *Qualified Time-Stamping Provider*, and the customer service office of the *Qualified Time-Stamping Provider*.

1.1.2 Compliance

The *Time Stamps* issued according to the present *Disclosure statement* are compliant with the requirements below:

- ETSI EN 319 421 [6]
 BTSP: a best practices policy for time-stamp
 OID: itu-t(0) identified-organization(4) etsi(0)time-stamp-policy(2023)policy-identifiers(1)
 best-practices-ts-policy (1)

The *Qualified Time-Stamping Provider* includes its own OID in the *Time Stamps* it issues, and it supports the aforementioned ETSI time-stamping policy.

1.1.3 Time-Stamping policy

The trust service provided according to the present *Qualified Time-Stamping Practice Statement* complies with the requirements of the *Qualified Time-Stamping Policy* below:

OID	DENOMINATION	SHORT NAME
1.3.6.1.4.1.21528.2.1.1.186.2.22	qualified time-stamping policy according to eIDAS Regulation.	MIR

The actual and all the previous versions of the *Qualified Time-Stamping Policy* are available on the following site:

<https://e-szigno.hu/en/terms-and-information>

The detailed requirements can be found in " e-Szignó Certificate Authority – eIDAS conform Qualified Time-Stamping Policy ver.2.22." [12]

1.2 The Trust Service Provider

1.2.1 Data of the Provider

Name: MICROSEC Micro Software Engineering & Consulting
 Private Limited Company by Shares
 Company registry number: 01-10-047218 Company Registry Court of Budapest
 Head office: Hungary, H-1033 Budapest, Ángel Sanz Briz str. 13.
 Telephone number: (+36-1) 505-4444
 Fax number: (+36-1) 505-4445
 Internet address: <https://www.microsec.hu>, <https://www.e-szigno.hu>

1.2.2 Contact information of the customer service

The name of the provider unit:	e-Szignó Certificate Authority
Customer service:	Hungary, H-1033 Budapest, Ángel Sanz Briz str. 13., Graphisoft Park South Area, Building C
Office hours of the customer service:	on workdays between 8:30-16:30 by prior arrangement
Telephone number of the customer service:	(+36-1) 505-4444
Email address of the customer service:	info@e-szigno.hu
Send revocation request to:	revocation@e-szigno.hu
Service related information access:	https://www.e-szigno.hu
Place for registering complaints:	Microsec ltd. Hungary, H-1033 Budapest, Ángel Sanz Briz str. 13., Graphisoft Park South Area, Building C
Relevant Consumer Protection Inspectorate:	Budapest Capital Authority for Consumer Protection 1052 Budapest, Városház str. 7. 1364 Budapest, Pf. 144.
Relevant Arbitration Board:	Arbitration Board of Budapest 1016 Budapest, Krisztina krt. 99. III. em. 310. Mailing address: 1253 Budapest, Pf.: 10.

1.3 Time-Stamp Usage

The *Time Stamp* credibly certifies that, the electronic document with the *Time Stamp* already existed in the given state before the time indicated in the *Time Stamp*.

1.4 Policy Administration

1.4.1 Person or Organization Responsible for the Suitability of the Practice Statement for the *Qualified Time-Stamping Policy*

Person responsible for compliance with the *Qualified Time-Stamping Practice Statement* and the *Qualified Time-Stamping Policy* referenced therein is:

Responsible person	Head of Process Management Department
Organization name	Microsec Ltd.
Organization address	Hungary, H-1033 Budapest, Ángel Sanz Briz str. 13.
Telephone number	+36 1 505-4444
Fax number	+36 1 505-4445
Email address	info@e-szigno.hu

The *Qualified Time-Stamping Practice Statements* and the provision of the services are supervised by the National Media and Infocommunications Authority. The National Media and Infocommunications Authority maintains a register on the *Certificate Policies* and on the *Qualified Time-Stamping Providers* applying these policies.

2 Publication and Repository Responsibilities

2.1 Repositories

The *Qualified Time-Stamping Provider* discloses the contractual conditions and policies electronically on its website on the following link:

<https://e-szigno.hu/en/terms-and-information>

The draft version of the new documents to be introduced are disclosed on the website 30 days before coming into force.

The documents in force are available on the site in addition to all previous versions of all documents.

The actual version of policies and contractual conditions is readable at the customer service of the *Qualified Time-Stamping Provider*.

After concluding the contract, the *Qualified Time-Stamping Provider* makes the General Terms and Conditions, the *Disclosure Statement*, the *Qualified Time-Stamping Policy* and the *Qualified Time-Stamping Practice Statement* available to the *Client* in the form of an electronically signed PDF file that can be downloaded from its website. The *Qualified Time-Stamping Provider* makes the individual Service Agreement available to the *Client* on paper, authenticated with a handwritten signature and seal, or in the form of an electronic document in PDF format with a qualified electronic signature.

The *Qualified Time-Stamping Provider* notifies its *Clients* about the change of the General Terms and Conditions.

2.2 Publication of Certification Information

The *Qualified Time-Stamping Provider* discloses on its webpage its own provider *Certificates*.

3 The Certificate of the Time-Stamping Unit and Time-Stamping

3.1 The Time-Stamp

The *Time Stamp* issued by the *Qualified Time-Stamping Provider* complies with the IETF RFC 3161 [9], the IETF RFC 5816 [10] and the ETSI EN 319 422 [7] standards;

Accordingly the characteristics of the *Time Stamp* are:

- it includes the hash sent in the message of the requester.
- it includes the OID of the *Time-Stamping Policy*.
- it has a unique identifier.

3.1.1 The Time-Stamp Request

The *Qualified Time-Stamping Provider* supports the *Time Stamp* requests according to the IETF RFC 3161 [9] section 2.4.1. including the usage of the following fields:

- "reqPolicy"
- "nonce"
- "certReq"
- "extensions"

The *Qualified Time-Stamping Provider* accepts the hashing algorithms in the *Time Stamp* requests specified by ETSI TS 119 312 [8] and the current National Media and Infocommunications Authority algorithmic decree. It takes into account when selecting the hashing algorithms the planned usage time of the *Time Stamp* and the expected duration of the hashing method adequacy.

The currently supported hashing algorithms are:

sha256	{ joint-iso-itu-t(2) country(16) us(840) organization(1) gov(101) csor(3) nistAlgorithm(4) hashAlgs(2) sha256(1) }
sha512	{ joint-iso-itu-t(2) country(16) us(840) organization(1) gov(101) csor(3) nistAlgorithm(4) hashAlgs(2) sha512(3) }

3.1.2 Time-Stamp Response

The *Qualified Time-Stamping Provider* supports the *Time Stamp* responses according to IETF RFC 3161 [9] section 2.4.2 with the following extensions:

- "accuracy";
- "nonce".

In case of the inclusion of the "nonce" in the *Time Stamp* request, the *Time Stamp* response includes the same value.

The *Qualified Time-Stamping Provider* uses the cryptographic algorithm sets and key lengths for signing the *Time Stamps* specified by ETSI TS 119 312 [8] and appointed in the current National Media and Infocommunications Authority algorithmic decree. It takes into account the planned usage time of the *Time Stamp* when selecting the cryptographic algorithm sets and key lengths.

The supported cryptographic algorithm set:

sha256WithRSAEncryption	{ iso(1) member-body(2) us(840) rsadsi(113549) pkcs(1) pkcs-1(1)sha256WithRSAEncryption(11) }
sha512WithRSAEncryption	{ iso(1) member-body(2) us(840) rsadsi(113549) pkcs(1) pkcs-1(1)sha512WithRSAEncryption(13) }
ecdsa-with-SHA256	{ iso(1) member-body(2) us(840) ansi-x962(10045) signatures(4) ecdsa-with-SHA2(3) ecdsa-with-SHA256(2) }

The identifier of the supported ETSI Time-Stamping profile (BTSP):

itu-t(0) identified-organization(4) etsi(0) time-stamp-policy(2023) policy-identifiers(1) baseline-ts-policy (1).

3.2 Time-Stamp Accuracy

The *Qualified Time-Stamping Provider* guarantees that the deviation of the time indicated in the *Time Stamps* from the UTC time is at most 1 second.

The *Time-Stamping Unit* clock provider systems are in the strictly protected *Data Centre* of the *Qualified Time-Stamping Provider*, which makes the unnoticed modification of the clock impossible.

The *Qualified Time-Stamping Provider* constantly monitors its internal time provider systems. If the internal time deviation from the UTC time exceeds 0.1 second, the the *Qualified Time-Stamping Provider* suspends the issuance of *Time Stamps*.

The accuracy of the internal clock of the *Qualified Time-Stamping Provider* is examined every year by the security committee of the *Qualified Time-Stamping Provider*.

3.3 Time-Stamp Validation

During the verification of the validity of the electronic signature or electronic seal on the *Time Stamp* the *Relying Party* should act as described in the ETSI EN 319 102-1 [3] specification.

During the verification of the *Time Stamp*:

- it shall be verified that the time-stamped document belongs together with the *Time Stamp* and the *Certificate* of the *Qualified Time-Stamping Provider*;
- the signature on the *Time Stamp* shall be verified;
- it shall be verified that the *Time Stamp* meets the specific purpose, among other things that the accuracy, the reliability and the liability of the related Time-Stamping Service Provider is appropriate.

3.4 Time-Stamping Service Availability

The *Qualified Time-Stamping Provider* guarantees the continuous availability of the service and the terms and conditions for the use of the *Time Stamps* the *Qualified Time-Stamping Provider* issues with an availability of at least 99.9% per year, while service downtimes do not exceed at most 3 hours in each case.

4 Certificate Life-Cycle Operational Requirements

4.1 Key Pair and Certificate Usage

4.1.1 Relying Party Public Key and Certificate Usage

To retain the level of security guaranteed by the *Qualified Time-Stamping Provider*, in the course of using the service the *Relying Party* is recommended to proceed prudentially particularly regarding to the following:

- the *Relying Party* shall verify the validity and revocation status of the *Certificate*;
- the verifications related to the *Certificate* should be carried out for the entire certificate chain up to a trusted root or intermediate provider certificate;
- it is recommended to verify that the *Certificate* was issued according to the appropriate Certificate Policy;
- the *Relying Party* shall consider any restrictions indicated in the *Certificate* or in the regulations referenced in the *Certificate*.

5 Facility, Management, and Operational Controls

The *Qualified Time-Stamping Provider* applies physical, procedural, and personnel security precautions that comply with acknowledged standards, along with the administrative and governance related procedures that enforce these.

The *Qualified Time-Stamping Provider* keeps a record of the system units and resources related to the service provision, and conducts a risk assessment on these. It uses protective measures proportional to the risks related to the individual elements.

The *Qualified Time-Stamping Provider* monitors the capacity demands and ensures that the adequate processing power and storage are available for the provision of the service.

5.1 Audit Logging Procedures

In order to maintain a secure IT environment the *Qualified Time-Stamping Provider* implements and operates an event logger and control system covering its full IT system.

5.1.1 Types of Events Recorded

The *Qualified Time-Stamping Provider* logs every security-related event that can provide information on events, changes happened in the IT system or in its physical environment according to the generally accepted information security practice. In case of every log entry, it stores the following data:

- the time of the event;
- the type of the event;
- the identification of the user or the system who/what triggered the event;
- the success or failure of the audited event.

All new audit record is appended to the audit records. The earlier saved audit records can't be modified or deleted.

All of the essential event logs are available to the independent system auditors, who examine the compliance of the *Qualified Time-Stamping Provider's* operation.

5.2 Records Archival

5.2.1 Retention Period for Archive

The *Qualified Time-Stamping Provider* preserves the archived data for the time periods below:

- the *Qualified Time-Stamping Policy* for at least 10 years from the date of repeal;
- *Qualified Time-Stamping Practice Statement* for at least 10 years from the date of repeal;
- General Terms and Conditions for at least 10 years from the date of repeal;
- main data related to the issuance of the *Time Stamp* for at least 10 years after the issuance;
- all other documents to be archived for at least 10 years from the date of their creation.

6 Compliance Audit and Other Assessments

The operation of the *Qualified Time-Stamping Provider* is supervised by the National Media and Infocommunications Authority in line with European Union regulations. The National Media and Infocommunications Authority holds site inspections on at least yearly basis at the *Qualified Time-Stamping Provider* location. Before the site inspection, the *Qualified Time-Stamping Provider* has a screening of its operations by an external auditor and sends the detailed report of the screening to the National Media and Infocommunications Authority within 3 days from its receipt. During the screening it is to be determined whether the operation of the *Qualified Time-Stamping Provider* meets the requirements of the eIDAS Regulation [1] and the related Hungarian legislation and the requirements of the applied *Qualified Time-Stamping Policy(s)* and the corresponding *Qualified Time-Stamping Practice Statement(s)*.

The subject and methodology of the screening complies with the following normative documents:

- REGULATION (EU) No 910/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC [1];
- ETSI EN 319 403 Electronic Signatures and Infrastructures (ESI); Trust Service Provider Conformity Assessment - Requirements for conformity assessment bodies assessing Trust Service Providers; [5]
- ETSI EN 319 401 Electronic Signatures and Infrastructures (ESI); General Policy Requirements for Trust Service Providers [4]
- ETSI EN 319 421 Electronic Signatures and Infrastructures (ESI); Policy and Security Requirements for Trust Service Providers issuing Time-Stamps. [6]

The result of the screening is a confidential document accessible only to authorized persons.

The conformity certificate issued in accordance with the conformity assessment report is published on the webpage of the *Qualified Time-Stamping Provider*.

The *Qualified Time-Stamping Provider* applies verified and certified elements (electronic signature production IT system elements) in connection with the service.

The *Qualified Time-Stamping Provider* has rated every one of the system elements used for providing the services into security classes on the basis of its risk assessment system. The *Qualified Time-Stamping Provider* keeps records about these system elements and the security ratings associated with them in the scope of its risk management system.

In addition to the external audit, the *Qualified Time-Stamping Provider* also has its proprietary internal auditing system, which regularly examines compliance with previous audits, and takes the necessary steps in case of deviations.

The *Qualified Time-Stamping Provider* has an ISO 9001 standard compliant quality management system since 2002, moreover an ISO 27001 (formerly BS 7799) compliant information security management system since 2003, which are continuously audited and reviewed by an external auditing organisation

6.1 Communication of Results

The *Qualified Time-Stamping Provider* publishes the summary report of the assessment on its web page on the following URL:

<https://e-szigno.hu/en/eidas/>

The *Qualified Time-Stamping Provider* doesn't publish the details of the findings, they are treated as confidential information.

The certificates of the conformity assessment audit can be found on the official site of the auditor ¹, and they are published also on the site of the *Qualified Time-Stamping Provider* on the following link:

<https://e-szigno.hu/eidas/eidas.html>

The availabilities of the Hungarian National Trusted List are:

- human readable PDF format: http://www.nmhh.hu/t1/pub/HU_TL.pdf
- machine-processable XML format: http://www.nmhh.hu/t1/pub/HU_TL.xml

The register of the National Media and Infocommunications Authority on trust services is available on the following link:

<http://webpub-ext.nmhh.hu/esign2016/>

¹<https://www.hunguard.hu/en/ugyfeleinknek/tanusitott-termekek-rendszerek/eidas-rendelet-szerinti-bizalmszolgalatas/microsec-zrt/>

7 Other Business and Legal Matters

7.1 Fees

The *Qualified Time-Stamping Provider* publishes fees and prices on its webpage, and makes them available for reading at its customer service.

Price list availability:

- <https://e-szigno.hu/en/price-list>

The *Qualified Time-Stamping Provider* may unilaterally change the price list. The *Qualified Time-Stamping Provider* publishes any modification to the price list 30 days before it comes into force. The changes favorable for the *Client* may come into force with shorter deadline than 30 days. Modifications will not affect the price of services paid in advance.

Provisions associated with the payment and refunding of fees are contained in the service agreement and its annexes – the General Terms and Conditions in particular.

7.1.1 Refund Policy

See section: 7.1.

7.2 Financial Responsibility

7.2.1 Insurance or Warranty Coverage for End-entities

- The *Qualified Time-Stamping Provider* has liability insurance to ensure reliability.
- The liability insurance covers the following damages caused by the *Qualified Time-Stamping Provider* in connection with the provision of services:
 - damages caused by the breach of the service agreement to the trust service *Clients*;
 - damages caused out of contract to the trust service *Clients* or third parties;
 - damages caused to the National Media and Infocommunications Authority by the *Qualified Time-Stamping Provider* terminating the provision of the trust service;
 - under the eIDAS Regulation [1] 17. article (4) e) point, the legal costs of conformity assessment bodies to perform a conformity assessment by the request of the National Media and Infocommunications Authority if it enforces the costs as legal costs.
- The liability insurance policy shall cover at least for 3.000.000 Hungarian forints. Coincidental damages occurred for the same reason constitute a single insurance event.

- The liability insurance provides coverage for the full damage of the aggrieved party – up to the liability limit – arising in context of the harmful behaviour of the *Qualified Time-Stamping Provider* regardless of whether the damage was caused by breach of contract or outside the contract.
- If the valid claim of several entitled parties related to an insurance event exceeds the liability limit defined for an insurance event in the liability insurance, then the compensation of the claims takes place in the proportion of the liability limit to the total sum of the claims.

7.3 Privacy of Personal Information

7.3.1 Privacy Plan

The *Qualified Time-Stamping Provider* has a Privacy Policy and a Privacy Notice document, which contain detailed regulations on the handling of personal data.

The Privacy Policy is published on the webpage of the e-Szignó Certificate Authority on the following URL:

<https://e-szigno.hu/en/all-documents.html>

The Privacy Notice is published on the webpage of the e-Szignó Certificate Authority on the following URL:

<https://e-szigno.hu/en/privacynotice.html>

7.4 Representations and Warranties

7.4.1 CA Representations and Warranties

Certification Authority's Responsibility

The responsibility of the *Qualified Time-Stamping Provider* is in the *Qualified Time-Stamping Practice Statement*, the related *Certificate Policies*, and the service agreement with the *Client* and its attachments.

- The *Qualified Time-Stamping Provider* assumes responsibility for compliance with the procedures described in *Certificate Policies* it supports;
- The *Qualified Time-Stamping Provider* assumes responsibility as its own for the damages caused during the provision of the service by its subcontractors;
- The *Qualified Time-Stamping Provider* is liable under the rules of liability for breach of contract in the Civil Code of the Republic of Hungary [2] in relation to the *Clients* which are in a contractual relationship with it.

- The *Qualified Time-Stamping Provider* is liable under the rules of causing damage outside of contract in the Civil Code of the Republic of Hungary [2] in relation to third parties (such as the *Relying Party*) that are not in a contractual relationship with it.
- The *Qualified Time-Stamping Provider* will pay compensation for damages with the limitations specified in its regulations, and the service contracts concluded with Clients for proven damages that occur in the scope of its responsibility (see the section Limitation of Liability 7.5.).
- If the valid claim of several entitled parties related to an insurance event exceeds the amount defined for an insurance event in the liability insurance for the damages, then the compensation of the claims takes place in a relative ratio to the amount determined in the liability contract.

The *Qualified Time-Stamping Provider* is not responsible for the regulations issued by the *Relying Parties* or others.

Certification Authority Obligations

The *Qualified Time-Stamping Provider* shall fulfil the requirements defined in section (2) of article 24. of the eIDAS regulation [1].

The *Qualified Time-Stamping Provider's* basic obligations is that it shall provide the service in line with the *Qualified Time-Stamping Policy*, this *Qualified Time-Stamping Practice Statement*, the General Terms and Conditions, furthermore corporate and security related internal regulations. These basic obligations are as follows:

- to establish the legal, regulatory, material, contractual, etc. framework appropriate for the service;
- to provide high standard and secure services in accordance with the applicable regulations;
- to continuously operate and audit organisations associated with the services (customer service etc.);
- to abide by the procedures prescribed in the regulations, and to avoid or eliminate any potentially occurring incorrect operation;
- to ensure the Services to every applicant who accepts the terms and conditions specified in the regulations;
- to maintain public and proprietary records, as well as to make them continuously available to anybody over the internet.

7.4.2 Subscriber Representations and Warranties

Subscriber Responsibility

The responsibility of the *Subscriber* is set by the service agreement and its attachments (including the terms and conditions).

Subscriber Obligations

The responsibility of the *Subscriber* is to act in accordance with the contractual terms and regulations of the *Qualified Time-Stamping Provider* while using the service .

The obligations of the *Subscriber* are determined by the *Qualified Time-Stamping Practice Statement*, the service agreement, the General Terms and Conditions, as well as the relevant *Qualified Time-Stamping Policy*.

Subscriber Rights

- *Subscribers* have the right to use the services in accordance with the *Qualified Time-Stamping Practice Statement*.

7.4.3 Relying Party Representations and Warranties

The *Relying Parties* decide based on their discretion and/or their policies about the way of accepting and using the *Time Stamps*. During the verification of the validity for keeping the security level guaranteed by the *Qualified Time-Stamping Provider* it is necessary for the *Relying Party* to act with caution, so it is particularly recommended to:

- comply with the requirements, regulations defined in the present *Qualified Time-Stamping Policy* and the corresponding *Qualified Time-Stamping Practice Statement*;
- use reliable IT environment and applications;
- verify the revocation status of the *Certificate* used for signing the *Time Stamp* based on the current CRL or OCSP response;
- take into consideration every restriction in relation to the *Time Stamp* usage which is included in the *Qualified Time-Stamping Practice Statement* and in the corresponding *Qualified Time-Stamping Policy*.

7.5 Limitations of Liability

The *Qualified Time-Stamping Provider* limits the obligation for the loss related to the service, the extent of this limitation is 100.000,-HUF per incident.

If the valid claim of several entitled parties related to an insurance event exceeds the amount defined for an insurance event in the liability insurance for the loss, then the compensation of the claims takes place in a relative ratio to the amount determined in the liability contract.

7.6 Dispute Resolution Provisions

The *Qualified Time-Stamping Provider* aims for the peaceful and negotiated settlement of the disputes arising from its operation. The settlement follows the principle of gradual approach.

The *Qualified Time-Stamping Provider* and the *Client* mutually agree that in the case of any disputed issue or complaint arising whatsoever, they will attempt amicable consultation through negotiation before taking the dispute to legal channels. The initiating party will be obliged to notify every other affected party promptly and to inform them fully concerning all of the case's implications.

The *Client* in case of a deputation is entitled to appeal to the Arbitration Board of Budapest before incidental judicial proceedings.

Questions, objections, and complaints related to the activity of the *Qualified Time-Stamping Provider* shall be addressed to the customer care centre office in written form. The *Qualified Time-Stamping Provider* notifies submitting parties at the address they specify about having received a submission and the time required for investigation, within 3 business days calculated as of receiving a submission. The *Qualified Time-Stamping Provider* is obliged to issue a written response to the submitter within the specified time limit. The *Qualified Time-Stamping Provider* may request the provision of information required for giving a response from the submitter. The *Qualified Time-Stamping Provider* investigates complaints within 30 days, and notifies submitters about the results thereof.

Should a submitter find the response inadequate or if the dispute which had arisen can not be settled based on it without getting the *Qualified Time-Stamping Provider* involved, the submitter may initiate consultation with the *Qualified Time-Stamping Provider* and the *Relying Parties*. All participants of such consultation shall be given written notice regarding the date of consultation 10 business days in advance thereof; and the submission, the *Qualified Time-Stamping Provider's* response, as well as any documents containing other required information shall be sent to them in writing.

Should consultation fail to achieve a result within 30 business days calculated as of a complaint being submitted, the submitter may file a lawsuit with respect to the issue. The *Relying Parties* shall subject themselves to the sole jurisdiction of the II. and III. District Court of Budapest and/or that of the Municipal Court of Budapest.

7.7 Governing Law

The *Qualified Time-Stamping Provider* at all times operates in accordance with the Hungarian legislation in force. The Hungarian law is the proper law of the *Qualified Time-Stamping Provider* contracts, regulations, and their execution, and they are to be construed by the Hungarian law.

A REFERENCES

- [1] Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC .
- [2] (Hungarian) Act V of 2013. on the Civil Code .
- [3] ETSI EN 319 102-1 V1.2.1 (2018-08); Electronic Signatures and Infrastructures (ESI); Procedures for Creation and Validation of AdES Digital Signatures; Part 1: Creation and Validation.
- [4] ETSI EN 319 401 V2.3.1 (2021-05); Electronic Signatures and Infrastructures (ESI); General Policy Requirements for Trust Service Providers.
- [5] ETSI EN 319 403 V2.2.2 (2015-08) Electronic Signatures and Infrastructures (ESI); Trust Service Provider Conformity Assessment - Requirements for conformity assessment bodies assessing Trust Service Providers;.
- [6] ETSI EN 319 421 V1.1.1 (2016-03); Electronic Signatures and Infrastructures (ESI); Policy and Security Requirements for Trust Service Providers issuing Time-Stamps.
- [7] ETSI EN 319 422 V1.1.1 (2016-03); Electronic Signatures and Infrastructures (ESI); Time-stamping protocol and time-stamp token profiles.
- [8] ETSI TS 119 312 V1.3.1 (2019-02); Electronic Signatures and Infrastructures (ESI); Cryptographic Suites.
- [9] IETF RFC 3161: Internet X.509 Public Key Infrastructure - Time-Stamp Protocol (TSP), August 2001.
- [10] IETF RFC 5816: ESSCertIDv2 Update for RFC 3161, April 2010.
- [11] Magyarország (Hungary): Trusted List (http://www.nmhh.hu/t1/pub/HU_TL.pdf).
- [12] e-Szignó Certification Authority - eIDAS conform Qualified Time Stamping Policy.