

TSP Disclosure Statement

Time Stamping Service



Statement types	Statement descriptions	Specific requirements
Entire agreement	A statement indicating that the disclosure statement is not the entire agreement, but only a part of it.	This document is an abstract of time-stamp policy and practice statement document and is intended to assist users of Notartel Qualified Time Stamping Service in making informed trust decisions. This document is compliant with ETSI EN 319421.
TSA contact info	The name, location and relevant contact information for the TSA.	<p>Notartel S.p.A Qualified Trust Service Provider Via Flaminia 162 00196 - Roma Organization identifier 05364151000</p> <p>Operating sites: Via Flaminia 162,196 Roma Via Giovanni Vincenzo Gravina 4, 00196 Roma</p> <p>Phone: +39-0636769306 Fax: +39-0632650077</p> <p>Mail: notartel@postacertificata.notariato.it esercizio@postacertificata.notariato.it</p> <p>Web: http://ca.notartel.it http://www.notartel.it</p>
Electronic time-stamp types and usage	A description of each class/type of electronic time-stamps issued by the TSA (in accordance with each time-stamp policy) and any restrictions on time-stamp usage.	The best practices time-stamp policy (BTSP see the ETSI EN 319 421 standard) for time-stamps supported by public key certificates, with an accuracy of 1 second or better, and the Notartel Certificate Practice Statement (CPS), are applied. Time-stamps are used for both signed electronic documents and not-signed electronic documents. The algorithm used for digests is SHA256. Time-stamp signature life-time is the same than Time Stamping Unit Certificate or it is valid for the whole period of preservation by the Trusted Service Provider (TSP). Time-stamps shall only be used according to the CPS.

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		<p>Users can request time-stamps using e-Sign application and their own credentials, provided by the TSP.</p> <p>Time-stamps can be verified by e-Sign application and the online verification service provided by the TSP and available from http://ca.notartel.it.</p> <p>Qualified time stamps are issued by CNN CA in accordance with REGULATION (EU) No 910/2014 of the European Parliament.</p> <p>✓ Timestamps are delivered by Notartel only to citizens.</p>
Reliance limits	The reliance limits, if any.	<p>Reliance limits for timestamp services may be set by applicable law or by agreement. Time accuracy is 1 second or better, in accordance with ETSI EN 319 421 standard clause 5.</p> <p>Time-stamps issued and logs are preserved for at least 20 years in a preservation system, according to Italian law.</p>
Obligations of subscribers	The description of, or reference to, the critical subscriber obligations.	<p>Time-stamp users shall keep safe their credentials to access the time-stamp service, credentials are intended only for personal use.</p> <p>Users must protect their tools to request and verify time-stamps from malware and any malicious code.</p> <p>If users want to unsubscribe to the service they must send a signed request to the TSP.</p>
TSU public key certificate status checking obligations of relying parties	The extent to which relying parties are obligated to check the TSU public key certificate status, and references to further explanation.	<p>TSU certificate status can be checked on the CRL available at https://crl.notartel.it or through the OCSP Service (online certificate status protocol) at https://ocsp.notartel.it.</p>
Limited warranty and disclaimer/Limitation of liability	Summary of the warranty, disclaimers, limitations of liability and any applicable warranty or insurance programs.	<p>The TSP is liable for the content of the time-stamps and for the issuance of the service credentials to the users. The TSP is not responsible for the use of time-stamp done by the notary, for the content of the time-stamped document, for any incorrect usage of the service credentials, and for any other liability not mentioned in CPS or Terms and Conditions.</p>
Applicable agreements and practice statement	Identification and references to applicable agreements, practice statement, time-stamp policy and other relevant documents.	<p>Terms and Conditions and the CPS are available from the URL https://ca.notartel.it/ca/contenuti/manuali.html</p>

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Privacy policy	A description of and reference to the applicable privacy policy.	The data protection policies adopted by the TSP are compliant with GDPR and the Italian law about privacy and include the personal data of users, employees and sub-contractors. The systems are protected to ensure the integrity, availability and confidentiality of the personal data.
Refund policy	A description of and reference to the applicable refund policy.	<p>Subscribers can complain about service issues by email, phone or fax to:</p> <ul style="list-style-type: none"> ▪ Phone: +39-063620930 ▪ Fax: +39-0632650077 ▪ Email: customercare@notartel.it <p>Customer Care hours: Monday to Friday from 9:00 a.m. to 1:30 p.m. and from 2:30 p.m. to 6:00 p.m.</p> <p>All information about support is available from this url https://ca.notartel.it/ca/contenuti/customer-care.html</p>
Applicable law, complaints and dispute resolution	Statement of the choice of law, complaints procedure and dispute resolution mechanisms.	For every other matter or thing, not specified or provided for in CPS or Terms and Conditions, the Italian Civil Code is applied. Every dispute or complaint regarding the execution of the service of the time-stamping supply shall be under the exclusive jurisdiction of the Court of Rome.
TSA and repository licenses, trust marks, and audit	Summary of any governmental licenses, seal programs; and a description of the audit process and if applicable the audit firm.	<p>The time-stamping service is qualified according to the Regulation (EU) No 910/2014 and is accredited by Agenzia per l'Italia Digitale (AdID).</p> <p>The qualified time-stamping service and TSP are audited, at least every 24 months, to confirm that they fulfil the requirements laid down in the Regulation. The qualified trust service provider submit the resulting conformity assessment report to the AgID to keep the accreditation.</p>