



**BUREAU  
VERITAS**

# GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18  
Revizija:

Page: 1 of 13  
Stran: 1 od 13

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## CONTENT / KAZALO

|  |    |
|--|----|
| 1. NAMEN IN PODROČJE UPORABE .....                         | 2  |
| 1. PURPOSE AND AREA OF USE.....                            | 2  |
| 2. TERMINOLOGIJA – DEFINICIJE IN KRATICE .....             | 2  |
| 2. TERMINOLOGY – DEFINITIONS AND ABBREVIATIONS.....        | 2  |
| 3. TEHNIČNI PREDPISI IN REFERENČNA DOKUMENTACIJA .....     | 2  |
| 3. TECHNICAL REGULATIONS AND REFERENCE DOCUMENTATION ..... | 2  |
| 4. SPLOŠNI POGOJI .....                                    | 2  |
| 4. GENERAL TERMS AND CONDITIONS .....                      | 2  |
| 5. FORMALNI POSTOPEK CERTIFICIRANJA .....                  | 5  |
| 5. FORMAL CERTIFICATION PROCEDURE .....                    | 5  |
| 6. DRUGE REGULATIVNE DOLOČBE.....                          | 10 |
| 6. OTHER REGULATORY PROVISIONS.....                        | 10 |



# GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 2 of 13  
Stran: 2 od 13

## 1. NAMEN IN PODROČJE UPORABE

Ta dokument opredeljuje postopke, s katerimi družba Bureau Veritas d.o.o. (v nadaljnjem besedilu: BV) ureja formalne postopke za certificiranje kvalificiranih storitev zaupanja v skladu z Uredbama (EU) št. 910/2014 in 2024/1183 "eIDAS".

## 2. TERMINOLOGIJA – DEFINICIJE IN KRATICE

TERMINOLOGIJA – DEFINICIJE IN KRATICE – "eIDAS" so hranjene v dokumentu '[Pr. SPA 17-7 Terminologija – definicije in kratice-eIDAS](#)'.

## 3. TEHNIČNI PREDPISI IN REFERENČNA DOKUMENTACIJA

V procesu certificiranja kvalificiranih storitev zaupanja - "eIDAS" SPA 17 Bureau Veritas uporablja tehnične predpise in referenčno dokumentacijo, navedene v [Pr. SPA 17-5 SEZNAM STANDARDOV ZA CERTIFICIRANJE - "eIDAS" SPA 17](#).

## 4. SPLOŠNI POGOJI

**(Obveznosti Bureau Veritas d.o.o.)** BV omogoča neomejen dostop do svojih storitev vsem organizacijam, ki zaprosijo za certifikacijo po Uredbah (EU) št. 910/2104 in 2024/1183 "eIDAS" brez kakršnega koli razlikovanja. Bureau Veritas si pridržuje pravico do zavrnitve vloge ali do prekinitve pogodbe o certificiranju s pogodbeno stranko na podlagi utemeljenih razlogov, o čemer mora stranko tudi obvestiti. Dostop do certificiranja ni odvisen od velikosti TSP-ja ali od njene pripadnosti nekemu združenju ali skupini, prav tako pa za certificiranje ni pogoj število že opravljenih certifikacij. Cenik certifikacije se oblikuje glede na sredstva, ki so dejansko potrebna za izvajanje storitve. Cenik in njegovo uporabo nadzoruje vodja certifikacijskega organa.

BV se zavezuje, da ne bo izvajal svetovalnih dejavnosti in da bo zagotavljal, da presojevalci niso v pogodbenem razmerju z zainteresiranimi organizacijami oz. družbami v obdobju dveh let pred izvedbo storitve in v obdobju dveh let po tem.

Odločitve BV o certificiranju temeljijo na skupni oceni celotnega procesa presoje, v katerega so zajeti objektivni dokazi, preizkusi in preverjanja, izvedena v obliki začetne in certifikacijske presoje pred priporočilom za odobritev certificiranja in po njej. BV ne garantira uspešnega izida odločitve o odobritvi certificiranja oziroma izdaje ustreznega certifikata po opravljeni presoji. Ker se objektivni dokazi o skladnosti pridobivajo na podlagi vzorčenja, njihov pozitiven rezultat sam po sebi še ne zagotavlja skladnosti z vsemi predpisanimi zahtevami.

## 1. PURPOSE AND AREA OF USE

This document defines the procedures with which Bureau Veritas d.o.o. (hereinafter: the BV) regulates its formal processes for certifying qualified trust services in accordance with Regulation (EU) No. 910/2014 and 2024/1183 "eIDAS".

## 2. TERMINOLOGY – DEFINITIONS AND ABBREVIATIONS

TERMINOLOGY – DEFINITIONS AND ABBREVIATIONS – "eIDAS" SPA 17 are stored in the document '[Pr. SPA 17-7 Terminologija – definicije in kratice-eIDAS](#)'.

## 3. TECHNICAL REGULATIONS AND REFERENCE DOCUMENTATION

In the process of certifying qualified trust services - "eIDAS" SPA 17, Bureau Veritas uses the technical regulations and reference documentation, listed in [Pr. SPA 17-5 LIST OF CERTIFICATION STANDARDS - "eIDAS" SPA 17](#).

## 4. GENERAL TERMS AND CONDITIONS

**(Obligations of Bureau Veritas d.o.o.)** BV enables unlimited access to its services for all organizations requesting certification under Regulation (EU) No. 910/2104 and 2024/1183 "eIDAS", without any discrimination. However, Bureau Veritas reserves the right to reject an application or to terminate a certification agreement with a contract Client for well-founded reasons and shall be obliged to inform the Client thereof. Access to certification does not depend on the size of the TSP or its affiliation with any association or group. Certification is also not conditional upon the number of already completed certifications. The price list for certifications is formed based on the means actually required to perform this service. The price list and the application thereof are supervised by the certification body's director.

BV undertakes not to perform consulting activities and to make sure that the auditors are not contractually related to interested organizations or companies for a period of two years before and two years after this service is provided.

Decisions of BV related to certification are based on the overall assessment of the total audit process, which includes objective evidence, testing and verifications performed in the form of initial and certification audit before and after recommendations to approve certification. BV does not guarantee a successful outcome of the decision to approve certification or the issuance of an appropriate certificate when the audit has been completed. Since objective evidence on conformity is obtained based on sampling, its positive result in



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 3 of 13  
Stran: 3 od 13

BV se zaveda pomena nepristranskosti pri certificiranju, zato je pri opravljanju svojih nalog objektivni in se izogiba morebitnim navzkrižjem interesov. Nadzor nad ohranjanjem nepristranskosti pri BV opravlja poseben Certifikacijski odbor, ki zastopa stranke, zainteresirane za certificiranje.

**(Obveznosti TSP)** TSP, ki se prijavi v postopek certificiranja, se zavezuje:

(a) da bo pri izvajanju vseh svojih storitev izpolnjevala zahteve za certificiranje;

(b) da bo omogočala začetno certificiranje in izvedbo kontrolnih presoj ter presoj na podlagi posredovanih sprememb, da bo BV predložila vso zahtevano dokumentacijo ter omogočila dostop do vseh dokumentiranih informacij ter da bo BV omogočala dostop do lokacij, naprav in, če bi bilo potrebno, svojih podizvajalcev za potrebe izvede presoj skladno z zakonsko veljavnimi pogoji in ob spoštovanju lastnih postopkov;

(c) da bo pri presojanju omogočala udeležbo opazovalcev (presojevalci pripravniki BV, predstavniki NOD in predstavniki akreditacijskih organov) skladno z zakonsko veljavnimi pogoji in ob spoštovanju lastnih postopkov;

(d) da bo omogočila presojevalcem pripravnikom, tehničnemu osebju BV in njihovim predstavnikom, kot tudi predstavnikom akreditacijskih ustanov in/ali predstavnikom NOD, dostop do kateregakoli dela presoje ali procesa presoj z namenom, da se preverja skladnost dela presojevalcev BV z ustreznimi standardi akreditacijskih organov.

(e) da bo evidentirala reklamacije, omogočala BV vpogled v tovrstne evidence in da bo reklamacije reševala z ustreznimi korektivnimi ukrepi;

(f) da bo BV obveščala o vseh spremembah pri izvajanju storitev zaupanja/*gradnikov storitve*, ki bo na osnovi presoje odločila ali so za ohranitev certificiranja potrebne dodatne presoje. Obveščanje mora potekati na elektronski naslov: [eidasslovenia@bureauveritas.com](mailto:eidasslovenia@bureauveritas.com) ;

(g) da za izvajanje bistvenih storitev/*gradnikov storitve* (npr.: upravljanje s strojnimi varnostnimi moduli HSM; upravljanje s preklicanimi seznammi za potrdila CRL; upravljanje s prijavno službo overitelja), ne bo uporabljala storitev zunanjih nekvalificiranih ponudnikov storitev zaupanja (ki ne bi ustrezali definiciji QTSP (Qualified Trusted Service Provider));

(h) da bo pri *zunanjih* kvalificiranih ponudnikih storitev zaupanja QTSP, ki bi vključevali enega ali več strojnih

and of itself does not guarantee conformity with all of the prescribed requirements.

BV is well aware of the significance of an impartial approach to the certification process. Therefore, in the performance of its tasks, BV is objective and avoids any conflict of interest. At BV, the maintenance of impartiality is overseen by a special Certification Committee, which represents clients interested in being certified.

**(Obligations of the TSP)** The TSP applying for the certification procedure hereby undertakes:

(a) to meet the certification requirements in the provision of all of its services;

(b) to enable initial certification and the performance of surveillance audits and audits on the basis of the communicated changes, to submit all of the required documentation to BV, and to give it access to all of its documented information, as well as to give BV access to its locations, equipment and, if necessary, also its subcontractors for the needs of performing its audits in accordance with the legally applicable conditions and in line with its own procedures;

(c) to enable the participation of observers in the performance of audits (trainee auditors at BV, as well as NOD representatives and representatives of accreditation bodies) in accordance with the legally applicable conditions and in line with its own procedures;

(d) to enable trainee auditors, the technical staff of BV, and its representatives, as well as the representatives of accreditation bodies and/or NOD representatives, access to any part of the audit or the audit process in order to check whether the work done by BV auditors is in line with the relevant standards of accreditation bodies.

(e) to record any complaints and enable BV to view any such records, as well as to resolve complaints with appropriate corrective actions;

(f) to inform BV of any changes in the performance of trust services/*component services*, whereby BV shall determine on the basis of its assessment whether any additional audit is needed to maintain certification. Such notices shall be sent to the e-mail address:

[eidasslovenia@bureauveritas.com](mailto:eidasslovenia@bureauveritas.com);

(g) not to use the services/*component services* of external non-qualified trust service providers (which would not fit the definition of a QTSP (Qualified Trusted Service Provider) for the implementation of the essential services (e.g. management of Hardware Security Modules (HSM); management of Certification Revocation Lists (CRL); management of the certifier's application service);

(h) that for *external* qualified trust service providers (QTSP) which would include one or more Hardware Security



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 4 of 13  
Stran: 4 od 13

varnostnih modulov – HSM namenjene izvajanju kvalificiranih storitev QTSP-ja, mora QTSP zagotoviti ustrezne kriterije za monitoring in operativni nadzor teh naprav, si pri njih zagotoviti pravico do izvedbe presoje ter poskrbeti, da bodo presojevalci certifikacijskega organa, predstavniki NOD in ocenjevalci Slovenske Akreditacije imeli odobren dostop do teh naprav.

(i) da bo ohranjala ustrezno višino finančnih sredstev in/ali sklenila ustrezno zavarovalno polico za civilno odgovornost, pri kateri bo upoštevan najvišji združljiv znesek izgub za posamezen dogodek, ki bi bil povezan s potencialnim napačnim ravnanjem in številom strank z navedeno vrednostjo transakcij;

(j) da bo hranila poročilo o presoji najmanj 4 leta in ga bo v 3 (treh) dneh po prejemu posredovala NOD za nadaljevanje postopkov odločitve o določitvi organizacije kot kvalificiranega ponudnika storitev zaupanja (QTSP) in o vpisu organizacije na "Listo zaupanja" (Trusted List).

**(Obvezujoči predpisi in certifikacijske omejitve)** BV se zavezuje, da bo z vzorčenjem preverjal, ali TSP zagotavlja skladnost storitev zaupanja, ki se certificirajo, TSP pa je sama odgovorna za pravilno izvajanje svojih aktivnosti, za upoštevanje zakonskih obveznosti, povezanih s storitvami zaupanja, ki jih izvaja, in pogodbenih obveznosti do svojih strank.

**(Registracija in zaupnost podatkov)** BV bo s podatki, pridobljenimi v postopkih certificiranja, ravnala zaupno. Te podatke lahko razkrije le v zakonsko določenih primerih in, kadar gre za akreditirane sheme, akreditacijskim organom in pristojnemu NOD. Podatki, povezani s TSP, se hranijo najmanj 4 (štiri) leta in v celotnem ciklu trenutne certifikacije ter za predhodni certifikacijski cikel v primeru ponovne certifikacije ali dlje če so take zakonske zahteve.

**(Trajanje pogodbe)** Pogodba začne veljati z dnem, ko jo podpišeta obe pogodbeni stranki, in je veljavna do izteka določenega v pogodbi. Pri pogodbi se poleg pogojev, navedenih v teh splošnih pravilih, smiselno upoštevajo tudi splošni pogoji opravljanja storitev BV.

Pogodba se razveljavi, če v enem letu od njene sklenitve zahtevanega certifikata ne bi bilo mogoče izdati, razlogov za to pa ne bi bilo mogoče pripisati BV, in ob preklicu ali umiku certifikata.

Modules (HSM) intended for the performance of the QTSP qualified services, the QTSP shall provide the appropriate criteria for the monitoring and operative supervision of this equipment, make sure that it has the right to perform audits at such service providers, and make sure that the certification body's auditors, NOD representatives and representatives of the Slovenian Accreditation have been approved access to this equipment.

(i) to maintain an appropriate amount of monetary funds and/or conclude an appropriate insurance policy for civil liability, taking into account the highest aggregate amount of loss for each individual event relating to potential misconduct and the number of clients with the stated value of transactions;

(j) to keep each audit report for at least 4 years and submit it to NOD within 3 (three) days of receipt thereof for continued procedures to verify whether an organization should be identified as a qualified trust service provider (QTSP) and include it on the Trusted List.

**(Compulsory regulations and certification limitations)** BV undertakes to check by sampling whether the TSP ensures conformity of its trust services undergoing certification, and the TSP itself shall be responsible for correct performance of its activities, for its conformity with the legal obligations relating to the trust services it provides, and with its contractual obligations to its own customers.

**(Registration and confidentiality)** BV shall maintain the confidentiality of any data it obtains during its certification processes. Such data may be disclosed only in legally stipulated cases and, when accredited schemes are involved, also to the accreditation bodies and the competent NOD. Data associated with the TSP shall be kept for at least 4 (four) years and over the entire cycle of the current certification, as well as for the previous certification cycle in the case of re-certification, or even longer if this is required by law.

**(Term of the agreement)** The agreement shall come into force on the day when it is signed by both parties and shall remain in force until the expiry of the time period determined in the agreement. In addition to the terms and conditions stated in these General Rules, the general terms and conditions for BV services shall also be reasonably taken into account in the agreement.

The agreement shall be annulled if the required certificate cannot be issued within one year of its conclusion and the reasons for this are not attributable to BV, as well as upon any certificate revocation or withdrawal.



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 5 of 13  
Stran: 5 od 13

### 5. FORMALNI POSTOPEK CERTIFICIRANJA

Zainteresiran TSP zaprosi BV za pripravo ponudbe, pri čemer ji bistvene podatke posreduje v posebnem vprašalniku. Ti podatki morajo zajemati:

- a) storitve TSP/*gradnike storitev*, za katere se zahteva certificiranje;
- b) certificiranje(-a), ki je/so predmet zahtevka(-ov) eIDAS

c) in druge elemente, navedene v vprašalniku.

BV pregleda popolnost prejetih informacij, pri sebi preveri možnost izvedbe navedene storitve v zahtevanih terminih in zainteresiranemu TSP pošlje ponudbo, v kateri bo, če bo ponudba sprejeta, opredeljen tudi njen ekonomski vidik.

Ponudba zajema vse stroške procesa certificiranja, vključno s stroški certifikacijske presoje in stroški kontrolnih presoj, usmerjenih v ohranjanje veljavnosti certifikata v celotnem obdobju certifikacijskega cikla (dve leti) in njegovi obnovi. Pri določitvi časovnih okvirov, potrebnih za izvedbo presoje, BV uporablja smernice akreditacijskega organa, ki med drugim upoštevajo tudi:

- obseg certificiranja ponudnika storitev zaupanja (TSP, na primer: št. uporabljenih informacijskih sistemov, št. zaposlenih, št. izdanih certifikatov, št. *gradnikov storitev*);
- kompleksnost TSP;
- vrste poslov v okviru predvidenega namena;
- obseg in vrste tehnologije, ki se uporabljajo pri izvajanju različnih komponent storitev zaupanja;
- število lokacij;
- obseg zunanjih ponudnikov (outsourcinga) in tretjih oseb v okviru namena posamezne storitve zaupanja;
- obstoječe certifikate.

**(Začetna / Certifikacijska presoja)** Dejavnosti, predvidene za dvoletni certifikacijski cikel, vključujejo prvo certificiranje, ki se opravi v dveh fazah (Stage 1 in Stage 2) in zajema začetno presojo (Stage 1) in certifikacijsko presojo (Stage 2) ter kontrolno presojo (ki mora biti izvedena v okviru +/-30 dni od izračunanega datuma kontrolne presoje (zadnji dan (re)-certifikacijske presoje + 365 (tristopetinšestdeset dni)), ki se opravi enkrat letno, in re-certifikacijsko presojo, ki mora biti izvedena pravočasno (vsaj 90 dni pred iztekom veljavnosti certifikata).

Za izvedbo presoj BV imenuje presojevalsko ekipo, o kateri pravočasno obvesti TSP. BV izvede določitev presojevalske ekipe z upoštevanjem ustrezne strokovne usposobljenosti posameznih članov presojevalske ekipe in odsotnosti njihovih dejanskih ali potencialnih navzkrižij interesov ali vlog. TSP lahko, če ima za to utemeljen razlog, zaprosi za

### 5. FORMAL CERTIFICATION PROCEDURE

An interested TSP may ask BV to prepare an offer, and it shall provide the essential data via a special questionnaire. These data shall include:

- a) the TSP services/*components services* for which certification is requested;
- b) the certification(s), which is (are) the subject of eIDAS request(s)
- c) and any other elements stated in the questionnaire.

BV shall review the completeness of received information, check its own ability to provide the required service within the requested time frame and send an offer to the interested TSP, in which, should such offer be accepted, its economic aspects shall also be defined.

The offer shall include all of the costs of the certification process, including the costs of certification audits and the costs of surveillance audits aimed at maintaining the certificate's validity over the entire duration of the certification cycle (two years) and its renewal. In determining the timeframes required to perform the audit, BV shall apply the accreditation body's guidelines which among other things also take into account the:

- scope of certification of the trust service provider (TSP, for example, the number of used information systems, the number of employees and the number of issued certificates, *number of component services*);
- complexity of the TSP;
- types of business transactions within the planned purpose;
- scope and types of technologies used in the implementation of various trust service components;
- number of sites;
- scope of external contractors (outsourcing) and third parties within the purpose of each individual trust service;
- the existing certificates.

**(Initial/Certification audit)** The activities envisaged for the two-year certification cycle include the first certification, which is done in two stages (Stage 1 and Stage 2) and comprises the initial audit (Stage 1), the certification audit (Stage 2) and surveillance audit (which shall be done within +/- 30 days of the calculated date of surveillance audit (last day of the (re)-certification audit + 365 (three hundred and sixty-five days)), which is done once a year, and a re-certification audit which shall be done on a timely basis (at least 90 days before certificate expiry).

For the performance of these audits, BV shall appoint an audit team, and shall inform the TSP of this on a timely basis. BV shall compose this audit team taking into account the corresponding professional qualifications of the individual audit team members and the absence of their actual or potential conflicts of interests or roles. If it has a well-founded



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 6 of 13  
Stran: 6 od 13

delno ali celotno zamenjavo članov presojevalske ekipe, pri čemer mora svoje razloge navesti v pisni obliki. Presojevalsko ekipo lahko sestavljajo tudi člani/presojevalci in/ali tehnični eksperti, ki niso zaposleni pri BV, pri čemer je za njihovo delovanje odgovoren BV. Tehnični ekspert (i) zagotavlja presojevalski ekipi posebna znanja ali strokovno pomoč v postopku presoje, ter se ne šteje kot presojevalec. Tehnični ekspert (i) so vedno odgovorni vodji presojevalske ekipe.

**(Predmet presoje)** Cilj presoje je preveriti, ali so zahteve navedene v Uredbah (EU) št. 910/2014 in 2024/1183 ter [relevantnih ETSI EN standardih](#) izpolnjene.

Presoja se izvede izključno za storitve *zaupanja/gradnike storitev navedene* v uvodni fazi predložitve vloge. Po potrebi se lahko prvotni obseg spremeni, do začetka Stage 2 presoje, vendar je potreben ponoven izračun potrebnega časa za izvedbo presoje in morebitno spremembo pogodbe. Presoja se izvede na lokaciji (ah) izvajanja storitev zaupanja v obliki neposrednega ali/in oddaljenega nadzora, s katerim se bo ugotavljala skladnost izvajanja storitev zaupanja z zahtevami navedene v Uredbah (EU) št. 910/2014 in 2024/1183 ter relevantnih ETSI EN standardih.

**(Kontrolne presoje)** V obdobju veljavnosti certifikata BV izvaja kontrolne presoje, katerih cilj je ovrednotiti ohranjanje pogojev delovanja glede na pogoje, ki so omogočili prvotno izdajo certifikata. Ta dejavnost se izvaja na sedežu TSP in izbranih lokacijah, če te obstajajo, na lokaciji ali oddaljeno. Pogostost opravljanja teh presoj, ki je odvisna od programa presoj, za prvi certifikacijski cikel pa je določen v vsakokrat veljavni pogodbi.

Kontrolne presoje se izvajajo in ugotovitve se dokumentirajo v poročilu.

**(Rezultati presoj)** Ob koncu vsake posamezne presoje bo vodja presoje poročal na zaključnem sestanku o ugotovitvah presoje ter morebitna poročila o ugotovljenih neskladnostih predal TSP, celotno poročilo presoje pa bo dostavil v roku 5 (pet) delovnih dni od zaključnega sestanka.

**(Neskladnosti)** Odobritev certificiranja z odprtimi neskladnostmi pri ni dovoljena. Implementacija ustreznih korektivnih ukrepov mora biti preverjena pred odobritvijo certificiranja.

reason to do so, the TSP may request a partial or total replacement of audit team members, whereby its reasons for this should be stated in writing. The audit team may also be composed of members/auditors and/or technical experts who are not employed at BV, whereby BV shall be responsible for their work. The technical expert (s) shall provide the audit team with special knowledge or professional assistance in the audit process and shall not be deemed one of the auditors. The technical expert(s) shall always report to the audit team leader.

**(Subject of audit)** The objective of audit shall be to check whether the requirements from Regulation (EU) No. 910/2014, 2024/1183 "eIDAS", and [the relevant ETSI EN standards](#) have been met.

Audit shall be done exclusively for the trust services/*component services* stated in the initial stage of filing the application. If necessary, the initial scope may be changed by the beginning of Stage 2 of the audit, but the time needed to complete the audit has to be re-calculated and the agreement shall be changed as necessary. The audit shall be conducted at a location(s) at which the trust services are provided in the form of on site or/and remote audit, with which conformity of the provision of trust services with the requirements of Regulation (EU) No. 910/2014, 2024/1183, and the relevant ETSI EN standards will be audited.

**(Surveillance audits)** During the period of a certificate's validity, BV shall perform periodic surveillance audits, the purpose of which is to evaluate continued conformity with the operating conditions, compared to the ones which enabled the initial issuance of the certificate. This activity shall be performed at the headquarters of the TSP and at selected locations, if any exist, on-site or remote. The frequency of such surveillance audits, which depends on the surveillance audits program for the first certification cycle, shall be determined in the initial and after valid agreement. Each surveillance audit shall be performed, and its findings shall be documented in a report.

**(Results of audits)** At the end of each individual audit, the audit team leader shall report on the findings of the audit at the final meeting and shall provide any reports on established non-conformities to the TSP. The complete audit report shall be delivered to the client within 5 (five) business days of the final meeting.

**(Non-conformity)** Approval of certification with an unresolved non-conformity shall not be permitted. The implementation of appropriate corrective actions shall be verified before certification may be approved.



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 7 of 13  
Stran: 7 od 13

Vodja presoje določi skrajni rok za odpravo vseh neskladnosti tako, da so korektivni ukrepi v celoti uvedeni pred priporočilom za prvo odobritev certificiranja ali iztekom veljavnosti obstoječega certifikata.

Korektivni ukrepi za odpravo neskladnosti se morajo pričeti izvajati takoj. Korekcija, analiza vzrokov in korektivni ukrepi, skupaj z ustreznimi dokazili o uvedbi/izvajanju, morajo biti predloženi najkasneje v roku 80 dni od zadnjega dne presoje. Za odpravo ugotovljenih neskladnosti je na razpolago največ 90 dni od zadnjega dne presoje. Postopki pregleda ustreznosti predloženih korektivnih ukrepov in interni postopki odobritev certificiranja trajajo najmanj 10 dni. V primerih, ko je obdobje med datumom presoje in datumom veljavnosti certifikata krajše od 90 dni, se 90 dnevni rok za odpravo vseh neskladnosti ustrezno skrajša, če želi ponudnik storitev zaupanja obdržati kontinuiteto certificiranja.

Vse odgovore in dokumente o izvedenih korektivnih ukrepih na ugotovljene neskladnosti ponudnik storitev zaupanja pošlje v pisarno BV. Dokumenti so lahko v elektronski (zaželeno) ali papirnati obliki. Dokazila, da je bil korektivni ukrep za odpravo neskladnosti izveden in je uspešen morajo biti predložena presojevalcu v pregled.

**(Presoja za odpravo neskladnosti)** V primeru neskladnosti se vedno izvede presoja za odpravo neskladnosti, ki se lahko izvede on-site ali off-site.

Odziv ponudnika storitev zaupanja na ugotovljene neskladnosti pregleda presojevalec v štirih delih: korekcija, analiza vzrokov, korektivni ukrepi in preverjanje učinkovitosti uvedenih korektivnih ukrepov. Pri pregledu teh preveri uvedene korektivne ukrepe, oceni njihovo uspešnost in odloči ali se lahko predlaga odobritev certificiranja oziroma nadaljevanje certificiranja. Lahko pa zahteva dodatne dopolnitve, ki morajo biti ponovno predložene v pregled.

Presoja za odpravo neskladnosti se lahko dodatno zaračuna.

**(Odobritev certificiranja)** Za odločitev v zvezi z odobritvijo certificiranja je pristojen vodja certifikacijskega organa BV, ki bo za to ponovno pregledal celoten postopek in vse pridobljene informacije. Odobritev certificiranja pri še neodpravljenih neskladjih ne bo izvedena.

Vodja certifikacijskega organa lahko:

The audit team leader shall determine the ultimate time limit for resolving all non-conformities, so that the corrective actions shall be implemented in their entirety before a recommendation is made for first approval of certification or before the expiry of an existing certificate.

The corrective actions to eliminate non-conformities shall begin to be implemented immediately. The correction, analysis of the causes, and corrective actions, along with appropriate evidence on their implementation/performance shall be submitted at the latest within 80 days of the last day of the audit. To eliminate any established non-conformity, a maximum of 90 days from the last day of the audit shall be granted. The procedures for assessing the appropriateness of the proposed corrective actions and internal procedures for certification approval shall last at least 10 days. In cases in which the period between the date of the audit and date of certificate expiry is shorter than 90 days, the said 90-day time limit for the elimination of any and all non-conformities shall be appropriately shorter if the trust service provider wishes to maintain the continuity of the certification.

All of the replies and documents on the implemented corrective actions regarding an established non-conformity shall be sent by the trust service provider to the office of BV. These documents may be provided either in electronic form (preferably) or as hard copy. The evidence proving that a particular corrective action for the elimination of a non-conformity was performed and was effective shall be submitted to the auditor for review.

**(Follow-Up Audit)** In the event of non-conformity, a follow-up audit is always carried out to remedy the non-conformity, which can be performed on-site or off-site.

The auditor reviews the trust service provider's response to the identified non-conformities in four parts: correction, analysis of causes, corrective actions, and verification of the effectiveness of the corrective actions taken. During the review, the auditor checks the corrective actions taken, evaluates their effectiveness, and decides whether certification can be approved or continued. However, the auditor may request additional information, which must be resubmitted for review. A follow-up audit may be subject to an additional charge.

**(Approval of certification)** The director of the certification body with BV shall be competent to pass the decision on the approval of certification. For this purpose, the said director shall do a repeat review of the entire procedure and all of the acquired information. In the case where non-conformity has not yet been eliminated, the approval of certification may not be issued.

The certification body's director may:



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 8 of 13  
Stran: 8 od 13

- (a) odobri certificiranje in dovoli izdajo certifikata za kvalificirane storitve zaupanja/*gradnik (e) storitev*, ki so skladne z zahtevami;
- (b) začasno odobri izdajo certifikata, če so bile izdane neskladnosti, ki ne vplivajo na izvajanje storitve zaupanja/*gradnik (e) storitev*, vendar največ za 90 dni za kvalificirane storitve zaupanja /*gradnik (e) storitev*, ki so skladne z zahtevami.

(c) Ne odobri izdaje certificiranja.

Vodja certifikacijskega organa izda svoj sklep na osnovi dokazil, s katerimi je bil do tistega trenutka seznanjen, lahko pa kadar koli odloči, da bi bilo treba izvesti dodatna preverjanja, če bi bilo po njegovi presoji to potrebno. Certificiranje, ki ga odobri BV kvalificiranemu ponudniku storitev zaupanja (QTSP), ne zagotavlja, da bo NOD uvrstil ponudnika storitev zaupanja (QTSP) na listo zaupanja (TSL).

**(Elementi certifikata)** Na certifikatu o skladnosti, ki ga izda BV, so navedene naslednje informacije (ki sicer ne spremenijo morebitnih drugih zakonodajnih določb):

- identifikacija in lokacija(e) TSP;
- identifikacija storitev zaupanja/*gradnik (e) storitev*, ki so predmet certificiranja
- identifikacija relevantnih (e) politik (e) za storitev zaupanja
- uporabljena certifikacijska shema;
- datumi veljavnosti certifikata (datum izdaje in datum veljavnosti);
- referenčni podatki družbe BV, ki je izdajateljica certifikata.

**(Prekinitev formalnega postopka)** Po preteku dvanajstih mesecev od prejema zahtevka v primeru, da TSP morda tudi po opravljenih več presojah za certifikacijo ali dodatnih presojah, ne more dokazati skladnost z zahtevami, se formalni postopki za pridobitev certifikata prekinejo, pogodba s to TSP pa se razveljavi. Če certifikat ni izdan, se TSP posreduje ustrezna utemeljitev zavrnitve, v kateri je naveden tudi minimalni časovni rok, ki mora preteči, preden se zahtevek lahko ponovno predloži v obravnavo.

**(Podaljšanje ali skrajšanje veljavnosti certifikata)** Pri posamezni uporabi certifikata lahko na posebno zahtevo TSP v obdobju njegove veljavnosti pride do podaljšanja ali skrajšanja veljavnosti certifikata. Za odobritev oziroma zavrnitev tovrstnega zahtevka je pristojna BV, pri čemer bo upošteval morebitne dopolnitve pogodbe in potrebo po dodatni presoji, ki bo lahko opravljeno v kombinaciji z že načrtovano presojo oziroma se bo izvedlo ločeno.

- (a) approve the certification and permit the issuance of the certificate for those qualified trust services/*component (s) services* which are compliant with the requirements;
- (b) temporarily approve the issuance of the certificate if a non-conformity was established that does not affect the performance of the trust services/*component (s) services*; this may be done within 90 days at a maximum for qualified trust services/*component (s) services* which are compliant with the requirements.

(c) not approve the issuance of the certificate.

The certification body's director shall issue his/her own decision based on the evidence received by that moment, but he/she may decide at any time that additional checking is needed if necessary, in his/her opinion.

The certification approved by BV for a qualified trust service provider (QTSP) does not guarantee that the NOD will include the trust service provider (QTSP) onto the Trust Service List (TSL).

**(Certificate elements)** The certificate of conformity issued by BV states the following information (which does not change any other legislative provisions):

- identification and location(s) of the TSP;
- identification of the trust services/*component (s) services* which are subject to certification
- identification of the relevant policy (policies) for the trust service
- used certification scheme;
- dates of certificate validity (date of its issuance and date of its validity);
- reference data on BV as the certificate issuer.

**(Termination of the formal procedure)** If the TSP cannot prove conformity with the requirements even after several completed certification audits or additional audits, after the expiry of twelve months from the receipt of the application formal procedures for certificate acquisition shall be terminated and the agreement with this TSP shall be annulled. If a certificate has not been issued, the TSP shall be provided with an appropriate explanation of the rejection, stating the minimum time period which shall lapse before another application may be submitted for review.

**(Extension or shortening of certificate validity)** With each individual use of the certificate, its validity can be extended or shortened on special request by the relevant TSP filed during the period of its validity. The entity competent to grant or reject such requests is BV, in doing so, it shall take into account any potential amendments to the agreement and need for additional audit, which may be done either in combination with an already planned audit or separately.



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 9 of 13  
Stran: 9 od 13

**(Dodatne presoje)** Ponudnik storitev zaupanja mora na osnovi člena 24.2.a Uredb (EU) št. 910/2014 in 2024/1183 obvestiti nadzorni organ o vsaki (*načrtovani in nenačrtovani*) spremembi pri zagotavljanju svojih kvalificiranih storitev zaupanja ter o nameri o prenehanju opravljanja teh dejavnosti. Prav tako mora Ponudnik storitev zaupanja na osnovi ETSI EN 319 403 V2.3.1 točka 7.10 pisno obvestiti BV o vsaki nameravani spremembi pred njeno uveljavitvijo v praksi. Obveščanje mora potekati na elektronski naslov [idas-slovenia@bureauveritas.com](mailto:idas-slovenia@bureauveritas.com). Celotna re-certifikacijska presoja bo izvedena v primerih ko:

- (a) je izvedena večja sprememba v obsegu
- (b) je izvedena večja sprememba v storitvi zaupanja, ki je v obsegu
- (c) je v obseg dodana nova storitev zaupanja
- (d) je izvedena večja sprememba v IT sistemu ali poslovnih procesih ponudnika storitev zaupanja) se večji del storitev zaupanja preseli na drugo lokacijo.

V vseh ostalih primerih bo izvedena kontrolna presoja.

Po oceni BV se lahko pri TSP v naslednjih primerih izvedejo tudi druge vrste dodatnih presoj pri:

- (a) nepravilni uporabi logotipov;
- (b) reklamacijah zaradi situacij, ki bi lahko negativno vplivale na podobo BV;
- (c) preverjanju ukrepanja pri ugotovljenih neskladnostih (follow-up);
- (d) zahtevah, ki bi se pokazale v procesu odobritve certificiranja;
- (e) pri odpravi začasne prekinitve veljavnosti certifikata;
- (f) pri prejemu obvestila o večjih ali hudih nesrečah oziroma nesrečah s smrtnim izidom in/ali morebitnih kazenskih pregonih/hujših nepravilnostih ali opozorilih, povezanih s certificiranim **obsegom**;
- (g) pri spreminjanju storitve zaupanja/*gradnika storitve* TSP in urejenosti delovanja TSP;
- (h) pri zahtevi nadzornega organa na podlagi Uredb (EU) št. 910/2014 in 2024/1183 ali nacionalne zakonodaje;
- (i) pri drugih specifičnih zahtevah nadzornih organov.

Morebitna neskladja (NC) je treba ustrezno zabeležiti in jih obravnavati kot pri prvem certificiranju.

**(Obnovitev certifikata)** Certifikat je do preteka veljavnosti mogoče obnoviti v skladu z pogodbenimi določili.

Obnovitev se izvede na podlagi recertifikacijske presoje, ki se izvede enako kot certifikacijska presoja, pri kateri se preveri izpolnitev vseh zahtev.

**(Additional audits)** Pursuant to Article 24.2.a of the Regulation (EU) No. 910/2014 and 2024/1183, the trust service provider shall inform the NOD of any (*planned and unplanned*) change in the provision of its qualified trust services, as well as of its intention to stop performing these activities. Pursuant to ETSI EN 319 403 V2.3.1 point 7.10, the trust service provider shall also inform BV in writing of any intended change before such a change is implemented in practice. The related notifications shall be done via e-mail to the address [idas-slovenia@bureauveritas.com](mailto:idas-slovenia@bureauveritas.com). A full re-certification audit shall be done in the following cases:

- (a) if there has been a large change in the scope
  - (b) if there has been a large change in the trust service included in the scope
  - (c) if a new trust service has been included in the scope
  - (d) if there has been a large change in the IT system or business processes of the trust service provider or a major part of the services has been moved to a different location.
- In all other cases, surveillance audit shall be performed.

In the opinion of BV, other types of additional audits can also be performed at TSP in the following cases:

- (a) incorrect use of logos;
- (b) complaints due to situations which could have a negative impact on the image of BV;
- (c) checking of measures in the case of established non-conformities (follow-up);
- (d) new requirements which would arise during the process of certification approval;
- (e) when eliminating certificate suspensions;
- (f) when notification is received about major or severe accidents or accidents with fatalities and/or potential criminal prosecution or severe irregularities or warnings related to the certified **scope**;
- (g) in the case of changes in the TSP's trust service/*component services* or orderly functioning of the TSP;
- (h) in the case of supervisory body's request pursuant to Regulation (EU) No. 910/2014 and 2024/1183 or national legislation;
- (i) in the case of other specific requirements of the supervisory bodies.

Any non-conformity (NC) shall be appropriately recorded and handled as during the first certification.

**(Certificate renewal)** Each certificate may be renewed before its expiration in accordance with the contractual provisions. Such renewal shall be done on the basis of a re-certification audit which is conducted in the same way as a certification audit, whereby the conformity with all requirements is checked.



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 10 of 13  
Stran: 10 od 13

Formalne postopke za obnovitev certifikata je treba izvesti v obstoječem certifikacijskem ciklu, pravočasno (vsaj 90 dni pred iztekom veljavnosti certifikata), s tem se zainteresiranemu TSP omogoči dovolj dolgo časovno obdobje za odpravo morebitnih neskladij.

Formal procedures for certificate renewal shall be performed within the existing certification cycle and on time (at least 90 days before the certificate expiry). This gives the interested TSP a long enough time period to eliminate any non-conformity.

**(Veljavnost certifikata)** Certifikat je veljaven *največ* dve leti. Certifikacijski cikel začne teči z dnem sprejetja odločitve o izdaji certifikata oziroma z dnem preteka veljavnosti prejšnjega certifikata, pri re-certifikacijski presoji, pod pogoji, navedenimi v prejšnjem odstavku. TSP-ji, ki po preteku veljavnosti certifikata niso izvedle postopkov, potrebnih za obnovitev veljavnosti certifikata, izgubijo pravico do uporabe logotipa/razpoznavnega znaka BV in do izjave, da so njihove *storitve zaupanja/gradniki storitev* certificirane.

**(Certificate validity)** Each certificate shall be valid for *maximum* two years. The certification cycle shall begin on the day when the decision on certificate issuance is adopted or on the day when the previous certificate expires in the case of a re-certification audit under the conditions stated in the previous paragraph. Those TSPs which did not perform the procedures necessary to renew the certificate's validity after its expiry shall forfeit their right to use the logo/distinctive mark of BV or to make statements that their *trusted services/component services* are certified.

### 6. DRUGE REGULATIVNE DOLOČBE

**(Register certificiranih podjetij)** Seznam certificiranih TSP-jev, ki se hrani na sedežu družbe BV je zainteresiranim strankam dostopen na [spletni strani BV](#).

### 6. OTHER REGULATORY PROVISIONS

**(Register of certified companies)** A list of certified TSP's which is kept at the BV headquarters is available to interested parties on [BV website](#).

**(Obvezno poročanje)** BV periodično obvešča Slovensko akreditacijo o stanju veljavnosti izdanih certifikatov.

**(Compulsory reporting)** BV periodically informs the Slovene Accreditation on the validity of issued certificates.

**(Prenos certifikata)** Pred prenosom certifikata je potrebno izvesti ponovno analizo celotnega poslovanja (pregled poročil vsaj na zadnji dve leti) certifikacijskega organa naslednika, (transfer) presoja centralnega sedeža ponudnika storitev zaupanja (TSP), ki mora trajati vsaj dva delovna dneva, in (transfer) presoja v enem delovnem dnevu za vsako lokacijo, na kateri se izvajajo dejavnosti povezane s storitvijo zaupanja/gradnika storitve. Pri prenosu certifikata TSP v katerih so bila v zadnjih dveh letih izdana neskladja z vidika neizpolnjevanja certifikacijskih zadev, mora (transfer) presoja ponudnika storitev zaupanja (TSP) trajati vsaj toliko časa, kolikor bi trajala glede na izračun števila presojevalskih dni za nov TSP, njen cilj pa mora biti potrditev uspešnosti sprejetih korektivnih ukrepov.

**(Certificate transfer)** Before transfer of a certificate, a repeat analysis of the overall business operations has to be done (review of reports at least for the past two years) relating to the successor certifying body, (transfer) audit of the trust service provider (TSP)'s central headquarters at least two business days in duration, and (transfer) audit done for one business day for each location, at which activities related to trust services/component services are performed. In the case of transfer of the certificate for TSP in which non-conformity was established in the past two years from the viewpoint of failure to meet certification matters, such (transfer) audit of the trust service provider (TSP) shall last at least as long as it would otherwise last based on the calculation of audit days for a new TSP, and its goal should be to confirm the success of the adopted corrective actions.

**(Začasna prekinitev veljavnosti certifikata)** BV si pridržuje pravico dočasne prekinitve veljavnosti certifikata, če:

- (a) bi na kontrolni presoji bile ugotovljene neskladnosti, ki bi hujše in s takojšnjimi posledicami vplivale na značilnosti certificiranih storitev/gradnikov storitev;
- (b) TSP pri neskladnostih, ugotovljenih pri kontrolnih presojah, v predpisanem času ne bi udeležila zahtevanih korektivnih ukrepov;
- (c) bi prišlo do reklamacij, pravnih postopkov ali neobveščanja v zvezi z upravnimi ali sodnimi ukrepi;

**(Certificate suspension)** BV reserves the right to suspend a certificate if:

- (a) a non-conformity is established during surveillance audit which affects the characteristics of certified services/component services severely and with immediate consequences;
- (b) in the case of a non-conformity established during surveillance audits, the TSP does not implement the required corrective actions within the prescribed time;
- (c) there are any complaints, legal procedures or failure to notify related to administrative or judicial measures;



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 11 of 13  
Stran: 11 od 13

- (d) TSP ne bi dovolil izvedbe kontrolnih presoj ali dodatnih presoj v predvidenih rokih, ki jih zahteva certifikacijski organ;
- (e) TSP ne bi pravočasno obvestila BV o bistvenih spremembah, ki bi zadevale organizacijo poslovanja TSP ali specifične lastnosti storitev/*gradnikov storitev*;
- (f) bi TSP nepravilno in zavajajoče uporabljala certifikat BV;
- (g) BV ne bi mogla izvesti kontrolne presoje, kot je predvideno kar bi pomenilo neizpolnitev obveznosti, ki bi temeljila na neizvedenem plačilu certifikacije;
- (h) bi TSP formalno zahtevala začasno prekinitev veljavnosti.
- (d) the TSP does not allow the performance of surveillance audits or additional audits within the prescribed time limits as required by the certification body;
- (e) the TSP does not inform BV on time of any significant changes relating to the organization of the TSP's business operations or any specific services/*component services* properties;
- (f) the TSP uses the BV certificate in an incorrect or misleading manner;
- (g) BV is unable to perform surveillance as planned, which constitutes failure to fulfil its obligations based on non-payment of certification;
- (h) the TSP formally requests certificate suspension.

O začasni prekinitvi odloča in ustrezen sklep sprejme vodja certifikacijskega organa, ki navede tudi začetek, trajanje (ki ne sme presežati 3 mesece), specifično zadevo, na katero se prekinitev nanaša (prekinitev lahko zadeva tudi le en sam del področja uporabe), in pogoje, pod katerimi bo lahko veljavnost certifikata obnovljena. Obdobje začasne prekinitve veljavnosti certifikata ne vpliva na njegovo veljavnost. V obdobju začasne prekinitve veljavnosti certifikata TSP ne sme uporabljati logotipa/prepoznavnega znaka, prav tako pa ga ne sme uporabljati pri oglaševanju in mora o tem v roku 3 dni obvestiti NOD.

Certificirana TSP mora torej izvesti vsa potrebna dejanja za obnovitev skladnosti s certifikacijskimi zahtevami in o tem mora obvestiti BV, ki si – na stroške TSP – pridržuje pravico, da izvede dodatno presojo.

Decisions on certificate suspension shall be made and an appropriate decision shall be passed by the director of the certification body, who shall also determine the beginning, duration (not exceeding 3 months), specific matter to which the suspension relates (suspension may also refer to a single area of use), and the conditions under which certificate validity may be renewed. The period of certificate suspension shall not affect its validity. During the period of certificate suspension, the TSP shall not use the logo/distinctive mark; it shall also not use it for any advertising and shall inform the NOD thereof within 3 days.

The certified party shall therefore perform all of the necessary actions to restore conformity with the certification requirements and shall inform BV thereof. BV reserves the right to perform an additional audit, at the TSP's cost.

**(Preklic certifikata)** BV lahko izdani certifikat prekliče, če:

- (a) v predvidenih časovnih rokih niso bili odpravljeni vzroki, ki so privedli do začasne prekinitve veljavnosti certifikata;
- (b) *nastanejo izjemno neugodne situacije (incidenti)*, ki ne ogrožajo le kakovostnih lastnosti in varnosti uporabe certificiranih storitev zaupanja/*gradnikov storitve*, temveč tudi samo podobo BV;
- (c) se ne izvedejo ukrepi za zagotavljanje skladnosti z zahtevami, predpisanimi za pridobitev certifikacije, v časovnih rokih, ki jih posreduje BV.

Odločitev o preklicu, o katerem odloča vodja certifikacijskega organa BV, začne veljati z dnem izdaje obvestila o sklepu.

Ob prejemu tovrstnega obvestila bo morala TSP poskrbeti za uničenje vseh certifikatov in mora o tem v roku 3 dni obvestiti NOD.

**(Odpoved certifikata)** TSP se lahko odpove certifikatu:

- (a) ob izteku obdobja, kot ga določa pogodba, pri čemer mora o odpovedi družbo obvestiti ustrezno in skladno z določili Splošnih pogojev storitev BV;

**(Certificate revocation)** BV may revoke an issued certificate if:

- (a) the reasons which led to certificate suspension have not been remedied within the stated time limits;
- (b) *exceptionally unfavorable situations (incidents)* occurs that does not only threaten the quality properties and safety of use of the certified trust service/*component services*, but the very image of BV;
- (c) actions for ensuring conformity with the prescribed requirements for obtaining the certificate have not been implemented within the time limits set by BV.

The decision on certificate revocation which is decided by the director of the BV certification body shall come into force on the day when the notification thereof is issued.

Upon receipt of such notification, the TSP shall make sure that the all certificates are destroyed and shall inform the NOD thereof within 3 days.

**(Certificate waiver)** The TSP may waive a certificate:

- (a) upon expiry of the period determined in the agreement. The company shall be appropriately informed of the waiver,



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 12 of 13  
Stran: od 13

- (b) če ne sprejme rezultatov opravljene presoje in pravilnika družbe BV v zvezi s certificiranjem ali certifikacijskih zahtev;
  - (c) ob prenehanju opravljanja dejavnosti.
- Odpoved začne veljati z dnem izdaje ustreznega obvestila in TSP mora o tem v roku 3 dni obvestiti NOD.

**(Učinki preklica in odpovedi)** Ob preklicu in odpovedi certifikata BV poskrbi za umik certifikata *ter objavo na spletni strani BV*. Po potrebi o tem obvesti tudi ustrezne upravne organe.

TSP se zaveže, da bo izvorni certifikat uničila, da ne bo uporabljal njegovih kopij in da bo iz tehnične in oglasne dokumentacije izbrisal vsakršno referenco ali simbol, ki bi se skliceval na preklican certifikat in da bo o tem v roku 3 dni obvestil NOD.

Ti pogoji začnejo veljati tudi pri certifikatih, ki niso bili obnovljeni, ko je pretekla njihova veljavnost.

### **(Uporaba certifikata in logotipa/prepoznavnega znaka)**

**BV** Po pridobitvi certifikata se lahko TSP v svoji dokumentaciji in pri svojem obveščanju dosledno sklicuje na pridobljeni certifikat ob upoštevanju področja uporabe, za katerega je certifikat pridobil, pri tem pa ne sme podajati dvoumnih informacij, zavajajočih vsebin ali diskreditirati BV.

BV TSP poleg tega pooblašča za uporabo lastnega prepoznavnega znaka, skladno z navodili za uporabo certifikacijskih oznak BV, povezanih z uporabljenim shemo. TSP pa se mora o načinih uporabe certifikata in/ali prepoznavnega znaka vsekakor predhodno posvetovati z BV, to pa stori tako, da ji pošlje osnutke uporabe, skladno s podrobnimi navodili, ki jih TSP posreduje BV.

Logotip/oznako lahko TSP začne uporabljati šele potem, ko tudi NOD odobri ponudniku storitev zaupanja (TSP) status kvalificiranega ponudnika storitev zaupanja (QTSP).

**(Reklamacije in prizivi)** BV redno pregleduje in obravnava reklamacije in prizive zainteresiranih strani, reklamacije in prizive, povezane s storitvami BV ter reklamacije in prizive, povezane s storitvami, ki jih za druge uporabnike izvajajo stranke BV.

Reševanje reklamacij poteka v skladu z operativnim postopkom *OP 8.2-02 Reševanje reklamacij in prizivov*.

Dokument je strankam na razpolago na zahtevo.

Reklamacijo ali priziv se lahko vloži tudi [na BV spletni strani](#).

in accordance with the provisions of the General Terms and Conditions of BV Services;

(b) if it does not accept the results of completed audit and the rules of BV related to certification or certification requirements;

(c) upon the termination of its business activities.

Such waiver shall come into force on the day when an appropriate notification is issued and the TSP shall notify the NOD thereof within 3 days.

**(Effects of revocation and waiver)** Upon any revocation or waiver of a certificate, BV shall make sure that the certificate is withdrawn, *and the withdrawal published on BV website*. If necessary, it shall also notify the relevant administrative authorities.

The TSP hereby undertakes to destroy the original certificate, not to use any copies thereof and to delete from its technical and advertising documentation any reference or symbol that would refer to the revoked certificate, as well as to inform the NOD thereof within 3 days.

The said terms and conditions shall also begin to apply for certificates which were not renewed after the expiry of their validity.

### **(Use of the certificate and logo/distinctive mark of BV)**

Having acquired a certificate, the TSP may consistently refer to the acquired certificate in its documentation and all its communications, taking into account the area of its use for which such a certificate was acquired. No ambiguous information or misleading contents may be provided and BV shall not be discredited in any way.

Furthermore, BV also authorizes the TSP to use its own distinctive mark, in line with rules for the use of the BV certification marks associated with the used scheme. However, the TSP shall definitely consult BV in advance regarding the ways of using the certificate and/or the distinctive mark. This can be done by sending drafts of their use to BV, in accordance with detailed instructions provided to the TSP by BV. The TSP may start using the logo/mark only after the NOD has also approved the qualified trust service provider (QTSP) status for the trust service provider (TSP).

**(Complaints and appeals)** BV regularly reviews and handles complaints and appeals filed by interested parties, complaints and appeals related to BV services, and complaints and appeals related to services provided to other users by the clients of BV.

The procedure for resolving complaints are conducted in accordance with operational procedure *OP 8.2-02 Reševanje reklamacij in prizivov* (Resolving Complaints and Appeals).

Complaints and appeals may be filed [on the BV website](#).



## GENERAL RULES FOR CERTIFICATION OF TRUST SERVICE PROVIDERS - "eIDAS" SPA 17\*

Pr. SPA 17-1

SPLOŠNA PRAVILA CERTIFICIRANJA PONUDNIKOV STORITEV ZAUPANJA - "eIDAS" SPA 17\*

Revision: 18

Revizija:

Page: 13 of 13  
Stran: od 13

### SPREJETJE/ODOBRITEV

S podpisom TSP sprejema vse navedeno v teh splošnih pogojih, ki so sestavni del pogodbenega odnosa TSP in BV, ki sta ga obe pogodbeni strani sprejeli/potrdili za izvedbo certificiranja.

### ACCEPTANCE/APPROVAL

By signing these Rules, the TSP accepts all of the above statements in these Rules which are an integral part of the contractual relationship between the TSP and BV, and which both Parties have accepted/approved for the implementation of certification.

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[datum] [Date]

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[za TSP] [On behalf of the TSP]