



## **Qualified Certification Authority**

### **Manual for Clients – Persons Independently Gainfully Employed**

**version 1.0.5**

#### **Operational Documentation**

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This document is a widely recommended strategy for the clients of the Certification Authority PostSignum QCA. We suggest that you consult minor differences from this strategy (as well as possible problems) with the concrete business or contact place.

## 2 Definitions of the Terms used

Since we are going to use a lot of terms in this text, we want to explain them first. We strove to explain these individual terms so that general public can easily understand them.

To denote the Qualified Certification Authority of the Czech Post - **PostSignum QCA** – the abbreviation **QCA** will be used in the text. „Qualified Certification Authority“ may appear as well.

Commercial Certification Authority of the Czech Post - **PostSignum VCA** – is an affiliated Authority to QCA. A little bit unusual abbreviation **VCA** is used to denote a commercial authority. It is derived from the Czech term.

For the Czech Post, national enterprise, the abbreviation **CP** will be used in the text.

**Business place** is the office of CP, where the contract between the client (legal entity) and CP can be made. This office also enters the clients and applicants to the QCA system, which must be realized before the certificate issuing. **Operator of the business place (BP Operator)** is the term denoting the service person at the business place.

**Contact place** is the office of CP, which issues and revokes certificates. Also the contract can be concluded there (especially in case of nonentrepreneurial natural persons, persons independently gainfully employed and small organizations). **Operator of the Registration Authority, or RA Operator**, is the term denoting the service person at the contact place.

**Client** is a natural person (individual), a person independently gainfully employed or legal entity (organization), who entered into a contractual relation with CP by making a contract on the provision of certification services of CP.

**Legal Representative of the Organization** is a person authorized to act on behalf of the specific organization. This person has been entered into, for example, Commercial Register, or any other Register. Legal Representative is, therefore, the director of the organization, city mayor, head of the association, etc. The Legal Representative signs the Certification Services Order for the QCA.

**Authorized Person** is the representative of the organization (one or more) who defines for the QCA which employees may ask for which certificates. The Authorized Person may be the Legal Representative, but it is better, especially for the organizations with a more complex organizational structure, to define a different person, for example the heads of the personnel department of the individual organizational units.

The term **Applicant** indicates a person who comes to the contact place to obtain the certificate. It can be either natural persons or employees of organizations. Also the legal representative and authorized person can be the applicant, of course.

**The MWSA Identification Sign** is a unique number of each person, allocated by the Ministry of Work and Social Affairs. The applicant for the certificate may ask for this number being included in his certificate. The MWSA Identification Sign in the certificate may be

required for the communication with the state authorities. Allocation of the Identification Sign is free of charge.

**MWSA** is the abbreviation of the Ministry of Work and Social Affairs.

**Electronic Signature** presents certain data that are bound to the given message. The electronic signature is generated by the specific person and enables to check the fact that the message has been signed by this person and the message has not been altered.

**Electronic Mark** is, to put it simply, the electronic signature generated automatically by the technical device. Electronic mark is subjected to different legal regulations and a different term has to be used.

A **private key/public key** pair is the basis of the operations of data decryption/encryption and electronic signature generating/verification. While the private key must remain in the possession of the given person, the public key of this person may be accessible to everybody.

**Electronic Certificate Request** is a data structure (in a file), used for the requesting for the certificate. The certificate request contains the public key, which will be "stored" in the issued certificate.

**Certificate** is a data structure bound to the certain person. Using this certificate it is possible to identify this person beyond any doubt. Using this certificate it is possible to verify the electronic signature of the given person. The issued certificate contains information about its holder, validity period, purpose of usage, public key and any other. Issuing certification authority signs the content of the certificate so that it is possible to prove that it has been issued by this authority.

**Qualified Certificate** is a certificate used for the verification of the electronic signature. It differs from a „common“ certificate since it was issued by the Qualified Certification Authority.

**Qualified System Certificate** is a certificate used for the verification of the electronic mark. Again it is issued by the Qualified Certification Authority.

**Certification Policy** is a document determining the purpose of the certificates issued under this policy. It further defines the conditions of certificate issuing, certificate revocation, etc.

**Revocation** of the certificate is a process in which the validity of the certificate is terminated before the date of real certificate expiration. The certificate must be revoked when it is impossible to use it any longer (for example because of disclosure, computer crash, etc.). After its revocation the certificate is placed into the certificate revocation list.

**The Certificate Revocation List (CRL)** is a data structure (in a file) containing the list of certificates that have been revoked. This list is accessible to public so that everybody can check whether his certificate (or, for example, the certificate of his partner in communication) is still valid.

## **3 Introduction**

### **3.1 Foreword**

Thank you for your interest in the services of the Qualified Certification Authority of the Czech Post, **PostSignum QCA**. The purpose of this document is to give you, in a comprehensive form, all the necessary information needed for the successful issue of the certificate for you.

Certification Authority **PostSignum QCA** has been, from the very beginning, prepared for the provision of services for the two very different groups of clients – organizations and nonentrepreneurial natural persons without ID No.

Procedures for entrepreneurial natural persons (persons independently gainfully employed) are based on the procedures for organizations with some steps simplified or completely removed.

### **3.2 Briefly about making a contract and issuing of the certificate**

An independently gainfully employed person makes a contract with the Czech Post on the provision of certification services in accordance with the common business practice.

An independently gainfully employed person prepares the order for the certification services where he/she enters himself/herself as the authorized person. He/she further prepares a client form on the basis of which the certificate is issued. After making a contract at the contact place the independently gainfully employed person is entered into the QCA system and the issuing of the certificate is immediately completed.

The first issuing of the certificate is therefore quite complicated, but the issuing of other certificates requires just a minimum of required materials.

In the following chapters we are going to describe the whole process in a great detail.

**Note:**

Independently gainfully employed persons communicate, in the period of the contract validity, with the business place, which supervises the contact place where the contract has been made.

### **3.3 Sources of information on QCA**

Questions of clients concerning the process of making a contract, certificate issuing and revocation will be answered by every contact or business place. If you have more complicated questions, contact user support.

You can find most information on QCA on the web link <http://qca.postsignum.cz>. We will be often referring to these pages later in the text.

## **4 Prior to making a contract...**

### **4.1 Shall I apply for a qualified or commercial certificate?**

Qualified certificate can be used for the communication with the state authorities. There is one disadvantage of these certificates, i.e. they can be used only for data signing while commercial certificates can be used also for data encryption.

If you want to communicate mainly with the state authorities, it is better for you to apply for the qualified certificate.

If you want to use certificates for data encryption, you will have to get the commercial certificate. In that case you should download the corresponding client manual from the web pages of PostSignum VCA.

### **4.2 Shall I use the certification service as a representative/employee of the organization, a person independently gainfully employed or nonentrepreneurial natural person?**

If you want to use the issued certificate for the performance of duties for your employer, you will be in the position of the employee of the organization in relation to QCA. Download the appropriate version of this document.

If you want to communicate with your partners (for example state authorities) as a natural entrepreneurial person, you will be in the position of an independently gainfully employed person in relation to QCA.

If you want to use the issued certificate for your private purposes, you will be in the position of a nonentrepreneurial natural person in relation to QCA. Download the appropriate version of this document.

### **4.3 What kinds of certificates issued by QCA will I need?**

Each Certification Authority offers quite specialized services. The client should decide in advance what kind of certificate he/she will need. Appropriate information on the issued certificates is stated in the certification policy, which can be found on the web pages of QCA. In this chapter we will try to state the most important advices, which should help you in choosing the right kind of certificate. We will further state important information concerning the issuing of certificates.

- QCA certificates are always issued on the basis of the electronic certificate request. Your application should be able to generate the certificate request together with your key pair. On the web pages of QCA it is possible to generate the key pair and the electronic certificate request; key pair with the certificate can then be imported into your application.
- Certificates for independently gainfully employed persons may be issued under these policies:

**Certificates for the verification of the electronic signature of the employee,  
Certificates of the organization for the verification of the electronic mark.**

Certificates issued under the first policy are qualified certificates designed for persons. Certificates issued under the second policy are qualified system certificates and are designed for the technical devices (applications on servers).

- Certificates for the verification of the electronic signature can be used in communication with the state authorities. Especially if you want to communicate with the Ministry of Work and Social Affairs, it is important to include the MWSA Identification Sign in your certificate. Other state authorities may require this number in certificate in the future.
- Requests for the certificates for the verification of the electronic mark will be submitted mostly by the state authorities that intend to operate the so called electronic registry. Independently gainfully employed persons will not, in most cases, need these certificates.
- According to the law the certificates issued by QCA cannot be used for data encryption. In that case consider the use of commercial certificates issued by the affiliated authority **PostSignum VCA**.
- Certificates issued for the independently gainfully employed persons contain the data „identification number and a (business) name of the independently gainfully employed person“ and the name of the independently gainfully employed person (or the name of the marking device), optionally also the data „the name of the organizational unit“, „e-mail address“ and „the position of the employee in the organization“.
- Even if we talk about an e-mail address as an optional data we recommend that you have the certificate issued with the e-mail address. The certificate without a (correct) e-mail address cannot be used for sending the undersigned e-mail messages. E-mail address in qualified certificates for persons independently gainfully employed is now **mandatory**.

#### 4.4 Where can I get the necessary things done?

The following table gives the list of activities and office where you can get the necessary things done. These activities are explained later in the text.

Activity	Business place	Contact place
Making a contract	yes	yes
Entering the basic information about the client into the QCA system	yes	yes
Entering the data from the client forms into the QCA system	yes	yes*
Entering the data from other client forms into the QCA system	yes	no
Changes in the contract / client forms	yes	no
Certificate issuing	no	yes
Certificate revocation	no	yes

\* Valid only during the so called fast entering of the client into the QCA system at the contact place:

- An independently gainfully employed person delivers in person the order together with the client list(s) to the contact place.

- *It must be a client form for the issuing of the certificate for the verification of the electronic signature of independently gainfully employed person without the filled in certificate data „OU (organizational unit)“.*
- *After entering the data into the system the issuing of the certificate for the independently gainfully employed person may follow.*

*This limitation is valid only for the first hand-over of the client form. In other client forms it is possible to apply for the certificates for the verification of the electronic mark and certificates containing organizational units.*

#### **4.5 Shall I have the MWSA Identification Sign assigned?**

The MWSA Identification Sign is a number assigned by the Ministry of Work and Social Affairs (MWSA), which quite unequivocally identifies you as a person. It is similar to your Personal Identification Number but it is impossible to derive the date of birth and sex from the MWSA Identification Sign.

The MWSA Identification Sign may be required for the communication with some state authorities. That is why we recommend you to apply for its assignment and placing to the issued certificate. Assignment of the MWSA Identification Sign is free of charge.

#### **4.6 Shall I allow publication of my certificate?**

Allowing or prohibiting the publication of the certificate is set in the client form.

It means that you may agree with providing access to your certificate to all users who can upload download it from the web pages or address directory services of PostSignum QCA.

Since the certificate is, in fact, a public data entity, refuse its publication only for really serious reasons.

### **5 Preparation for making a contract**

Entrepreneurial natural persons will apply in most cases for certificates for the verification of the electronic signature. However, this manual will describe also the applying for certificates for the verification of the electronic mark.

Making a contract consists in the order preparation by the client that becomes a contract on the provision of certification services after the acceptance by CP. An independently gainfully employed person further delivers a prepared client form and brings the documents for the issuing of the certificate.

#### **5.1 How to obtain the forms**

The client downloads the order form and client form from the web pages of QCA. These documents may also be sent to him by the business or contact place.

#### **5.2 How to fill in the order form**

Fill in the form following these instructions:

- In point **1** in the section **Provider** the data on the organizational unit of CP you will be making a contract with are set automatically. Check the address to make sure you have the correct version of the order. In the **Client** section enter your business data.
- In point **2** check whether you want to make a contract for the definite or indefinite period. It is more common to make a contract for the indefinite period.
- In point **3** check which certificates you want to apply for (qualified and/or commercial). You can check one or both boxes.
- In point **4.4** choose whether you intend to give consent to the use of your contact data for the purposes of marketing and advertising of products and services of CP. By checking the box you indicate that you withhold your consent.
- In point **5** fill in your identification data, place and date.

Print the filled in form in two copies. Do not sign the order for the time being.

### **5.3 How to fill in the client form**

In the client form, you specify the kind and content of certificates that will be issued to you. There are various types of client forms:

- client forms for certificate issuing according to the certification policies,
- change client forms to maintain your personal data and issued certificates (change of your personal data or certificate data, locking or removing the applicant for certificate from the QCA system, stopping the certificate issuing).

The client forms are filled in using these instructions:

#### **5.3.1 Client form for certificates for the verification of the electronic signature of the entrepreneurial natural person**

- Enter the contract number. This data can be found on the concluded contract, it has been added by the business or contact place. Leave the field blank, if the contract was not yet concluded.
- Enter your identification data into the first table – name and surname and identification number.
- Enter mandatory certificate data into the second table. State your name and surname into the CN field. The “number of the applicant in organization” field is already set. State your e-mail address as last mandatory data.
- Still in the second table, you can fill in the optional data – name of organizational unit (we recommend leave it blank) and position in the organization.
- Choose under the tables whether the certificate is to be published on the web pages and on the LDAP server QCA. Checking the box indicates that the certificate will not be accessible to the general public. But we recommend you to allow the publication of the certificate (i.e. leave the box empty).
- You also check whether the certificate should contain the MWSA Identification Sign. If you want to communicate with the state authorities we recommend you to check the box. Assignment of the MWSA Identification Sign is free of charge.

- If you have checked that you require the MWSA Identification Sign you have to fill in the second page of the form. There is a form in which you give your consent with the provision of your personal data for MWSA. Filling in and undersigning the form is a necessary condition for the assignment of the MWSA Identification Sign.

Print the client form but don't sign it yet. The form for MWSA must be printed on the separate paper, do not use the double-side print.

### **5.3.2 Client form for certificates for the verification of the electronic mark of the entrepreneurial natural person**

- Enter the contract number. This data can be found on the concluded contract, it has been added by the business or contact place. Leave the field blank, if the contract was not yet concluded.
- Enter your identification data into the first table – name and surname and identification number.
- Enter mandatory certificate data into the second table. State the name of marking device into the CN field.
- Still in the second table, you can fill in the optional data – name of organizational unit (we recommend leave it blank) and e-mail address. We strongly recommend that you enter the e-mail address!
- Choose under the tables whether the certificate is to be published on the web pages and on the LDAP server QCA. Checking the box indicates that the certificate will not be accessible to the general public. But we recommend you to allow the publication of the certificate (i.e. leave the box empty).

Print the client form but don't sign it yet.

If the name of the certificate contains the so called domain name (e.g. **cpost.cz** or **mydomain.com**) you must prepare the declaration of domain owner. You declare there that you own specified domain. The declaration form can be downloaded from web pages of QCA.

(However, we expect that independently gainfully employed persons need no system qualified certificates containing the domain names in most cases.)

### **5.3.3 Change client form for certificates for the verification of the electronic signature of the entrepreneurial natural person**

- Enter the contract number. This data can be found on the concluded contract, it has been added by the business or contact place. Leave the field blank, if the contract was not yet concluded.
- Enter your identification data into the first table – name and surname and identification number.
- In the second table fill in the current values of mandatory and optional data of the corresponding certificate.
- In the Client data maintenance part, you can change your personal data, lock, unlock or completely remove yourself from the QCA system.

- In the Certificate data maintenance part, you can change the certificate data, publication of the certificate, inserting the MWSA Identification Sign to the certificate or completely stop the issuing of the certificate. If you request inserting the MWSA Identification Sign to the certificate you must fill in the third page of the form. There is a form in which you give your consent with the provision of your personal data for MWSA. Filling in and undersigning the form is a necessary condition for the assignment of the MWSA Identification Sign.

Print the client form but don't sign it yet.

### **5.3.4 Change client form for certificates for the verification of the electronic mark of the entrepreneurial natural person**

- Enter the contract number. This data can be found on the concluded contract, it has been added by the business or contact place. Leave the field blank, if the contract was not yet concluded.
- Enter your identification data into the first table – name and surname and identification number.
- In the second table fill in the current values of mandatory and optional data of the corresponding certificate.
- In the Client data maintenance part, you can change your personal data, lock, unlock or completely remove yourself from the QCA system.
- In the Certificate data maintenance part, you can change the certificate data, publication of the certificate or completely stop the issuing of the certificate.

Print the client form but don't sign it yet.

If there is a change of certificate name and the new name contains the so called domain name (e.g. **cpost.cz** or **mydomain.com**) you must prepare the declaration of domain owner. You declare there that you own specified domain. The declaration form can be downloaded from web pages of QCA.

(However, we expect that independently gainfully employed persons need no system qualified certificates containing the domain names in most cases.)

## **5.4 Keys and electronic certificate request generation**

Since after making a contract the issuing of the certificate follows, you have to generate a key pair and electronic certificate request on your computer. Appropriate tools for this purpose are offered on the web pages of QCA. You can also download manuals describing the procedures of key generation in these tools.

# **6 Contract conclusion and issuing of the certificate**

You come to the contact place with:

- printed order forms,
- printed client form,

- Trade License Certificate (or another founding document where is your ID No stated),
- electronic certificate request,
- one personal document: passport issued by home country, foreign passport, stay permit, travelling identity card or stay permit issued by Czech authority (Citizens of selected European states can also submit an identity card issued by home country.)

RA Operator copies your personal document for the consequent issuing of the certificate under the Law No 227/2000 Coll. on the Electronic Signature.

## **6.1 Order acceptance by the Czech Post**

RA operator checks the data in the documents and, if correct, accepts it. You will get one copy of the undersigned order from the operator.

## **6.2 First client form acceptance by the Czech Post**

You will sign the client form(s) in the presence of the RA operator.

The operator then uses the client form to enter the necessary data in the QCA system. Then the issuing of the certificate can begin.

The contact place may process the client form only in case of the so called fast entering of the client into the system (see the chapter 4.4). In other cases the contact place can only send the document for the processing to the business place. The certificate issuing would be therefore completed during the second visit to contact place.

## **6.3 Issuing of the certificate**

You submit the diskette with the electronic certificate request. During the process of the certificate issuing the RA Operator checks your identity.

Written certificate request is printed and you approve it by your signature.

On the written request you state the so called revocation passphrase which relates to the process of the certificate revocation (see chapter 6.5). This passphrase is determined by you. You do not have to remember it since it will be stated in the certificate issuing protocol. The password should be different from other passwords, which you use.

After the issuing of the certificate you accept the issued certificate. Then the certificate issuing protocol is produced. The issued certificate, certificates and CRLs of the certification authorities and certification policy under which the certificate has been issued are copied on the diskette.

You have also the right to refuse the issued certificate. In that case the certificate non-issuing protocol is printed and the certificate is revoked.

**Attention!** In case you refuse the issued certificate a new one cannot be issued right away. You must generate a new key pair and certificate request and you must visit the contact place again.

## 6.4 Installation of the issued certificate

The certificate is installed into the application in which the keys have been generated. If this application serves only for the key generation the key export to the file following the import to the target application is realized.

Together with the issued certificate it is necessary to install also the certificates of the certification authorities of PostSignum QCA into the target application. You will find them on the diskette with the issued certificate or on the web pages of PostSignum QCA.

**Note:** In case of e-mail clients Outlook/Outlook Express it is necessary to install all certificates (and keys) into the OS Windows; in other cases probably directly to the target applications.

Procedures of the installation of the issued certificate and certificates of the certification authorities form parts of the manuals describing the key and certificate request generation. These manuals may be downloaded from the web pages of QCA.

## 6.5 Revocation of the certificate

It may happen that you cannot use your keys and issued certificate, for example for the reasons of disclosure of your private key (i.e. your computer is stolen, etc.), but also because of the computer crash. In that case you can ask for the revocation of your certificate corresponding to your disclosed (lost) private key.

Revocation request can be submitted at the contact place. You can visit the place in person or contact it by phone or e-mail. To enable the identification of the appropriate certificate you must tell the operator the serial number of your certificate or its name and issuing date. You will find these data in the certificate issuing protocol. Specify which certification authority issued this certificate - whether QCA or VCA.

You further tell the operator the revocation passphrase, which is, again, stated in the certificate issuing protocol. By this process it is verified whether you are entitled to ask for the revocation of the given certificate. If the passphrase is incorrect, you must come to the contact place in person (with one valid personal document) and fill in the written request for the revocation of the certificate (sample request may be downloaded from the web pages of QCA). The certificate is revoked after the verification of your personal document. This document is again copied in the same way as by the issuing of the certificate.

At the end of this process you will get the certificate revocation protocol.

After working hours of the contact places you can contact the so called nonstop revocation service via phone or e-mail (contact data are stated on the web pages of QCA). Also in that case it is necessary to give the same certificate data and revocation passphrase. If the revocation passphrase is not verified, the operator will recommend you the visit to the contact place during working hours.

You can ask for the certificate revocation as an **authorized person**. In that case you prepare the certificate revocation request, which can be downloaded from the web pages of QCA. The request is delivered to the Czech post by one of these ways:

- You print and sign the request. Deliver it in person to the nearest contact place where the certificate revocation will be performed. Your personal document is also required.

- You print and sign the request. Send it to the QCA center by post or fax. (After the working hours of QCA center, send the request to a fax number of the nonstop revocation service.)
- You send the prepared electronic document to the e-mail address of QCA center via the electronically signed e-mail. (You must own „personal“ certificate issued by PostSignum QCA or PostSignum VCA certification authority.)

The verification of the signature on the written request (by the notary or any other way) is **NOT** required.

Contact data of the QCA center, nonstop revocation service and contact places are available on the web pages of QCA.

## 6.6 Delivering of another client forms

Preparing of another client forms can be necessary due to these reasons:

- you want to issue new certificates containing different data
- you need to change data in the currently issued certificates or stop issuing of the certificates
- a change of your personal data happened
- you want to remove yourself from the QCA system

The delivery of other client forms depends on the selected way of verification of your signature:

- You sign the client form in the presence of the notary (signature verified by the notary). The client form is sent to the **business place** by post. In this case you pay to the notary for the verification of the signature.
- You bring the client form to the **contact or business place** in person and sign it in the presence of the CP employee (signature verified by the CP employee). In that case the signature verification is free of charge.
- If you own the certificate issued by the certification authority of the Czech Post (i.e. PostSignum QCA or PostSignum VCA), you can send the signed electronic version of the client form to the **business place** by e-mail. But you must also mail the signed original of the client form on paper (because of the written consent to the processing of your personal data by the Czech Post).

Other client forms may be processed only by the business place, that is why the document is sent to the business place after the verification of your signature by the CP employee at the contact place, which may cause delay.

You are informed about the data entering to the QCA system by e-mail or phone.

## 6.7 Change of the concluded contract with the Czech Post

In case of change of your business data or another stipulations in the contract the clause to the contract is concluded with the business place in appropriate region.

## **7 Other**

### **7.1 Invoicing**

The price list of QCA services forms a part of the contract. Current version of the price list can be obtained on the web pages of QCA.

The price for the QCA services is invoiced under the valid price list and contract according to the number of issued certificates. The invoice is not issued in case no certificates have been issued. The invoice is sent to the address stated in the contract.

### **7.2 Validity of the certificate and its renewal**

The validity of the certificate lasts one year. After that time it is necessary to ask for the new certificate.

If no change of your personal data or certificate data occurred, it is possible go to contact place to issue the certificate – procedures in chapters 5.4, 6.3 and 6.4 will be performed.

In addition to personal visit you can also apply for the subsequent certificate by the electronic way. Send an undersigned e-mail containing the request for subsequent certificate to electronic registry of PostSignum.

If a change of data occurred, submit the change client forms to business place. Business place performs the necessary changes in the QCA system and then informs you. Then you can come to the contact place to issue the certificate.

The certificate renewal is, again, subject to payment by invoice. The price of the certificate is determined under the valid price list.