

## End User Terms & Conditions

These Terms and Conditions for IN Groupe Denmark A/S (TSP) signature solution describe the rules you must comply with to receive a qualified and/or advanced certificate and create a qualified and/or advanced signature. The Terms and conditions can also be found at IN Groupe Denmark A/S Repository at <https://pki.ingroupe.dk/repository/>

The signature solution allows you through various service providers to receive a qualified and/or advanced certificate and create a qualified and/or advanced signature using an electronic identification scheme connected to the solution.

IN Groupe Denmark A/S has developed and handles the operation and administration of the signature solution.

As part of the subscription, IN Groupe Denmark A/S will register whether the subscriber is a person or if the subscriber is a legal entity.

These Terms and Conditions are valid from December 1st, 2025.

### TSP contact info

IN Groupe Denmark A/S QTSP can be contacted using the email address below.

IN Groupe Denmark A/S  
Teknikerbyen 5, 2830 Virum  
CVR-nr.: 30 80 84 60  
Email: [info@pki.ingroupe.dk](mailto:info@pki.ingroupe.dk)

### Certificate type, validation procedures and usage

The signature solution is made available as a qualified and/or non-qualified services covering:

- Issuance of qualified certificates
- Issuance of advanced certificates
- Management of remote QSCD
- Issuance of qualified time stamps

The services are described in practice statements made available at <https://pki.ingroupe.dk/repository/>

The services are offered through relying parties and may be used through them based on separate agreements. End users must have a valid electronic identification under a scheme connected to the signature solution and be at least 18 Years old.

- The qualified certificates are issued under the policy QCP-n-qscd.
- The advanced certificates are issued under the policy NCP+.
- The time stamps are issued under the policy BTSP.

The trust services are offered 24/7 with planned service windows, which may disrupt service availability.

Service windows are declared well in advance with a notice at <https://pki-ingroupe-dk.statuspage.io>

### Reliance limits

Not applicable.

### Obligations of subscribers

When using a connected electronic identification scheme, the user is responsible for a correct registration and protection of provided authentication means in accordance with all T&Ss provided by the electronic identification scheme, including suspension and revocation of the electronic authentication means.

The information you have provided during registration with the electronic identification scheme will be added to a certificate which is included in the signature.

### Certificate status checking obligations of relying parties

Before a signature can be trusted, the relying party shall validate the signature and ensure that the certificate is valid at the time of signing.

The certificate shall be checked to match the profiles specified in the CPS, including but not limited to the key usage.

As part of the signature validation process, the subscriber shall ensure that the signing certificate is is-

sued by the current qualified or advanced issuing certificate from IN Groupe Denmark A/S and available at the list of trusted lists (<https://eidas.ec.europa.eu/efda/home>).

The signature includes a qualified time stamp, which shall also be validated. The subscriber shall ensure the time stamp certificate appears on the list of trusted lists and is not revoked.

### **Limited warranty and disclaimer/Limitation of liability**

Under no circumstances shall any End User be entitled to compensation higher than 2500 € pr. certificate for direct damage arising from the use of a certificate and/or the solution/service.

In no event will the TSP be liable for any indirect loss or damage.

### **Applicable agreements, CPS, CP**

The qualified and non-qualified trust services offered by IN Groupe Denmark A/S meets applicable requirements from regulation and international standards.

The practice statements describing how these requirements are met are available at <https://pki.ingroupe.dk/repository/>

### **Privacy policy**

IN Groupe Denmark A/S acts as a data processor on behalf of our clients, the data controllers. Acting as a data processor means that IN Groupe Denmark A/S is subject to processing personal data only according to the data processing agreements signed with each of our clients and only according to instructions. More information about the processing of personal data can be

found in our Privacy Statement located in the Repository.

IN Groupe Denmark A/S fulfills its obligation as a qualified trust service provider and shall maintain these records for 7 Years.

### **Refund policy**

Not applicable.

### **Applicable law, complaints and dispute resolution**

Any dispute in using the services is governed by the laws of Denmark.

Complaints may be directed to IN Groupe Denmark A/S using the email provided in TSP contact info.

In your complaint, please state and possibly attach:

- User ID
- Full name
- Address
- Phone number
- Description of the complaint, including any reasoned refusal from the relevant service provider, that denies you the eID
- Any relevant annexes
- Power of attorney, if you are complaining on behalf of someone else.

### **TSP and repository licenses, trust marks, and audit**

IN Groupe Denmark A/S qualified trust services have been conformity assessed by the conformity assessment body datenschutz cert GmbH.