



## **DISCLOSURE STATEMENT**

### **Iron Mountain d.o.o.**

#### **CONTACT INFO**

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The above contact info can also be used for all information related to the Qualified Long-Term Preservation Service.

Applicable policy is issued to the public under the following data:

OID: 1.3.6.1.4.1.16100.66100.1.1 (Politika kvalifikovanog elektronskog čuvanja dokumenata)

Original title in Serbian: "Politika pružanja kvalifikovanog elektronskog čuvanja dokumenata"

## **RELIANCE LIMITS**

All events involved in Qualified Long-Term Preservation Service life cycle are recorded. Documentations are retained as archive records for a period no less than ten (10) years. Audit logs are retained as archive records for the period defined within archiving policy.

## **OBLIGATIONS OF SUBSCRIBERS**

Subscribers are required to act in accordance with the Policy/General Terms and the relevant Subscriber Agreement. In particular:

- By concluding and signing the Agreement, Subscribers declare that they are familiar with and agree to the terms and conditions defined in the Agreement, as well as these General Terms and Conditions and CPS, and are obliged to comply with them all the time of using Qualified Long-Term Preservation Service.
- Subscribers are obliged to provide correct data when registering to use Qualified Long-Term Preservation Service, as well as data related to issuing invoices for the services, they use within Qualified Long-Term Preservation Service. In this regard, Subscribers are obliged to report to the Service Provider any change in data concerning the services in question or the issuance of an invoice within 15 (fifteen) days from the date of the change.
- Subscribers are obliged to use the Qualified Trust Services that are the subject of the Agreement only in accordance with the applicable laws and regulations and in the manner defined in the CPS, i.e. the concluded Agreement.

## QUALIFIED LONG – TERM PRESERVATION SERVICE

The main task of the service is long-term preservation of the validity of the electronic signature or seal on the electronic document (e-document). In this respect and in accordance with the Policy, the SERVICE does not accept preservation of documents without signature/seal.

Iron Mountain d.o.o. as Long-Term Preservation Provider provides the electronic long-term preservation service to the Subscriber, within the following main service units:

- The Subscriber can upload electronically signed e-documents to the archive operated by the Long-Term Preservation Provider. At the reception of the e-document the Long-Term Preservation Provider checks the electronic signature(s) or seal(s) on the e-document, completes or compiles the long-term validation material, places electronic archive Time Stamp on the long-term validation material, and saves the accepted e-document.
- The Long-Term Preservation Provider securely preserves the accepted e-documents – the included files and long-term validation material – and ensures during the whole preservation period that only authorized persons have access to the preserved data and the entitled Subscriber has continuous access to the preserved data.
- The Long-Term Preservation Provider ensures the long-term validity provision of the electronic signatures and seals placed on the e-documents and on the files preserved in the e-documents. The Long-Term Preservation Provider ensures the long-term readability of the files in the e-documents and in case of specified file formats during the preservation period.
- The Subscriber has access continuously to the e-documents, signatures and seals placed by them in the archive of the Long-Term Preservation Provider and to the corresponding long-term validation material and they can download them.
- At the request of the Subscriber the Long-Term Preservation Provider issues an authentic acknowledgement that it preserves the e-documents, and that at the time of the acceptance to the archive the electronic signatures or seals on the e-document and on the documents stored in the e-documents were valid.

Qualified Long-Term Preservation Service is described in detail within the document Practice Statement for qualified long-term preservation service.

Accordingly, in case the relying parties want to check the validity of the document, they have to contact Iron Mountain. The Iron Mountain uses the following services provided by PKSCA:

- Qualified Electronic Certificate Status (CSA),
- Qualified Time Stamping (TSA),
- Creation of Qualified Electronic Signatures/Seals (SigS),
- Qualified Validation Service (ValS).



According to that, Iron Mountain d.o.o. contacts PKSCA services for verification validity and long-term preservation of validity.

## **LIMITED WARRANTY AND DISCLAIMER/LIMITATION OF LIABILITY**

Iron Mountain d.o.o. shall not in any event be liable for any loss of profits, loss of sales or turnover, loss or damage to reputation, loss of contracts, loss of customers, loss of the use of any software or data, loss or use of any computer or other equipment (save as may arise directly from breach of the CP/CPS), wasted management or other staff time, losses or liabilities under or in relation to any other contracts, indirect loss or damage, consequential loss or damage, special loss or damage, and for the purpose of this paragraph, the term "loss" means a partial loss or reduction in value as well as a complete or total loss.

## **APPLICABLE AGREEMENTS, CPS, CP**

The following documents are available online at [www.digidocs.rs/dokumenti](http://www.digidocs.rs/dokumenti):

1. Policy for qualified long-term preservation service
2. Practice Statement for qualified long-term preservation service
3. Subject Agreement
4. Subscriber Agreement

## **REFUND POLICY**

Not applicable.



## APPLICABLE LAW, COMPLAINTS AND DISPUTE RESOLUTION

Law of Republic of Serbia and dispute resolution by courts of Republic of Serbia.

## TSP AND REPOSITORY LICENSES, TRUST MARKS, AND AUDIT

In the provision of trust services, Iron Mountain d.o.o. maintains several certifications.

These include:

1. ISO 9001 Certificate (issued by DNV-GL based on audit on an annual basis)
2. ISO/IEC 27001 Certificate (issued by DNV-GL based on audit on an annual basis).

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