	Digital trust process	
	ILNAS/PSDC/A005	
Approved by: Alain Wahl	Version 1.0 – 02.07.2015	Page 1 of 4


ILNAS/PSDC/A005

Rights and responsibilities of PSDCs

Modifications: first edition

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	Digital trust process	
	ILNAS/PSDC/A005	
Approved by: Alain Wahl	Version 1.0 – 02.07.2015	Page 2 of 4

Responsibilities of ILNAS

ILNAS publishes the PSDC status on a list that contains the following information:

- The registered name and address of the supervised PSDC together with the scope of activities;
- A supervision number;
- The stated term of validity of the supervision;
- The issue date (date the supervision issue takes effect);
- A brief description of the supervision;
- Standards related and regulatory documents that are the basis for PSDC's services.

All information provided to ILNAS will be treated as strictly confidential.


	Digital trust process	
	ILNAS/PSDC/A005	
Approved by: Alain Wahl	Version 1.0 – 02.07.2015	Page 3 of 4

Responsibilities of supervised PSDCs

Maintaining the PSDC status

As part of maintaining the PSDC status, the PSDC must:

- Adhere to legal requirements, especially concerning right of domicile;
- Meet requirements of the technical regulation requirements and controls for certifying Digitisation or archiving service providers (PSDCs);
- Agree to supervision and to cooperate verifying conformity to certification standards. This cooperation includes, among other items, the following:
 - Authorizing assessment teams to be present at tests or verification trials;
 - Allowing the supervision organization to carry out any reasonable checks of the PSDC's capacity to perform tests or checks;
 - Guaranteeing Digital trust department supervision teams access to their subcontractors' premises as part of checks conducted for supervision programs;
 - Providing a copy of their certificate of the conformity assessment and of the final conformity assessment report against the technical regulation requirements and controls for certifying Digitisation or archiving service providers (PSDCs);
 - Providing a copy of the accreditation certificate of the conformity assessment body against the technical regulation requirements and controls for certifying Digitisation or archiving service providers (PSDCs);
 - Providing the dates of the conformity assessment;
 - Providing information, documents and records necessary to the assessment and to maintain the PSDC status;
 - Adhere to the supervision program;
 - Authorize supervision visits outside of the Digital trust department program undertaken as a result of a complaint. Such visits may not occur within five working days of digital trust department notifying the PSDC of this type of site visit;
 - Facilitate cooperation with the Digital trust department in the observation of services performed by the PSDC.
- Settle application fees and assessment fees, including travel and lodging fees, regardless of assessment results and settle fees for subsequent Digital trust department supervision visits;
- Agree to include the organization's name in the national PSDC list published on the Digital trust department site following acceptance of notification.

	Digital trust process	
	ILNAS/PSDC/A005	
Approved by: Alain Wahl	Version 1.0 – 02.07.2015	Page 4 of 4

Supervised PSDC, in dealing with third parties

- May not use its supervision in a manner detrimental to the reputation of the supervision body, nor make statements relating to their supervision that could reasonably be considered misleading or that could mislead a third party;
- Must conform not only to the directives contained in this document but also to any ethical rules that apply in a particular area of activity;
- Shall immediately desist from the use of its supervision status on the expiration date and halt all type of advertising that refers to this supervision in any manner whatsoever;
- Shall clearly state in contracts with its customers that the organization’s supervision or any link to a test or control procedure can never be construed as an approval of a product by the Digital trust department.

Major changes, events, incidents or complaints

The supervised PSDC must inform the ILNAS – Digital trust department immediately of all major changes, events, incidents and complaints relating to its supervision that may arise in any aspect of the organisation’s status or operations that have a bearing on the following events. The notification of one of these events shall lead to a supervision review requiring either a full conformity assessment or a surveillance conformity assessment depending on the criticality, the implications and the nature of the notified event:

- Its legal, commercial, ownership or organizational status;
- Structure, management and staff in key positions;
- Key policies or practices;
- Resources and premises;
- Scope of supervision;
- Security breach or any incident with regards to the PSDC;
- Complaints by third parties;
- Intention to cease one or more of PSDC services (note that such a notification will lead to the change of the actual PSDC status into “supervision in cessation” in the list of PSDCs);
- Expected or unexpected termination of a PSDC service;
- All other areas that may impact the capability of the PSDC to meet supervision requirements.

The Digital trust department of ILNAS can initiate a supervision review at any time on its sole discretion.