TSP Contact Info	The CA Manager, Gattard House, National Road, Blata l-Bajda, Malta Phone: (356) 2123 4710, Fax: (356) 2123 4701 For requests for certificate suspension and/or revocation please contact Identity Malta as follows:

	Electronic Identity Cards	Electronic Residence Permit Cards
Location	Gattard House, National Road, Blata l-Bajda	Evans Building, St Elmo's Square, Valletta
Contact Number	25904300	25904800
Monday	07:30 to 14:00	07:30 – 14:00
Tuesday	07:30 to 14:00	07:30 – 14:00
Wednesday	07:30 to 14:00 15:00 to 18:00	07:30 – 14:00
Thursday	07:30 to 14:00	07:30 – 14:00
Friday	07:30 to 14:00	07:30 – 14:00
Saturday	07:30 to 11:00	Closed

Certificate Type, Validation Procedures and Usage

Type	Validation Procedure	Restriction on Usage	Public	CP OID
Malta Citizen eID Electronic Signature	Face-to-face applicant registration	Permitted usage as specified in section 1.4 of the CPS	✓	2.16.470.4.2.2
Malta Citizen eID Authentication Certificate	Face-to-face applicant registration	Permitted usage as specified in section 1.4 of the CPS	✓	2.16.470.4.2.3
Malta Resident eID Electronic Signature Certificate	Face-to-face applicant registration	Permitted usage as specified in section 1.4 of the CPS	✓	2.16.470.4.3.2
Malta Resident eID Authentication Certificate	Face-to-face applicant registration	Permitted usage as specified in section 1.4 of the CPS	✓	2.16.470.4.3.3

Reliance limits	The Certificates are to be relied upon for the purposes of authentication and digital signatures. The audit logs are backed up and securely stored for a period of up to 40 years for evidential and audit purposes and in order to protect against loss or modification.
Obligations of Subscribers	The Subscriber warrants and represents that s/he: • accepts the procedures set by the CA in the CPS currently in effect for the provision of Certificates; • when applying to the RA for the National Identity Card, s/he has submitted precise, accurate and complete information, and complied with the corresponding registration procedures; • will use or rely on keys or Certificates only for purposes permitted by the CPS and for no other purpose; • gives an undertaking that s/he is the sole holder of the Private Keys within the National Identity Card linked to the Public Keys to be certified; • protects the Private Keys at all times against loss, disclosure, alteration or unauthorised use; • will immediately notify the CA in such manner as specified by the CA in the event of the compromise or suspected compromise of the Private Keys or the activation data (e.g. PIN codes); • will immediately inform the CA of any changes to the data on the Certificates; will comply with the terms and conditions of the service providers with whom it communicates while using the Certificate.
Certificate status checking obligations of relying parties	The Relying Party shall check the validity, suspension and revocation status of a Certificate on which the Relying Party may wish to rely, as well as all the Certificates in the Certificate Chain. If any of the Certificates in the Certificate Chain is expired or has been suspended or revoked, any reliance on an Electronic Signature performed with such Certificate is solely at the Relying Party's own risk. To this end the Relying Party shall on the occasion of each reliance refer to the CRL or the OCSP in accordance with the CPS.
Limitation of Liability	The CA shall have no liability in respect of any loss or damage (including, without limitation, consequential loss or damage) which may be suffered or incurred or which may arise directly or indirectly in relation to the use or reliance upon Certificates or associated public/private key pairs for any use other than in accordance with the Subscriber Agreement and/or which exceeds the indicated limitations of any such use or reliance. In any case, and to the extent permitted by law, the CA's total liability for damage caused to the Subscriber and any Third Party for any use or reliance on a Certificate shall be limited, in total, to two thousand five hundred Euro (€2,500) per transaction. This limitation shall be the same regardless of the number of Electronic Signatures, transactions or claims relating to such Certificate. The CA shall not be under any liability for failure to perform any of its obligations herein where such failure arises from a force majeure event that is an event beyond the CA's reasonable direct control, including, but not limited to, Acts of God (including weather of exceptional severity, floods, lightning or fire), general or local strikes, national emergency, acts or omission of Government or other competent authorities, fire or destruction of the CA's works or materials, insurrection or other civil disorder, war or military operations, or explosions.

Applicable agreements CPS, CP	Certification Practice Statement V1.4
	Certificate Policy - Citizen Electronic Signature (Qualified) and Authentication Certificates V1.4
	Certificate Policy - Resident Electronic Signature (Qualified) and Authentication Certificates V1.4
Privacy Policy	All personal data shall be processed according to the Data Protection Act as well as any other applicable law or guidelines published from time to time.
Refund Policy	Not applicable.
Applicable law, complaints and dispute resolution	The CPS is governed, construed and interpreted in accordance with the laws of Malta.
	Any dispute, controversy or claim arising under, out of or relating to this CPS and any subsequent amendments of this CPS, including, without limitation, its formation, validity, binding effect, interpretation, performance, breach or termination, as well as non-contractual claims, shall be referred to and finally resolved by the courts of Malta.
TSP and repository licenses, trust marks, and audit	The CAs are listed on the Malta Trusted List at http://www.mca.org.mt/tsl/MT_TSL.xml.

Version Control

1.0	25/11/2016	First Version for Release
1.1	Effective 10/04/2017	Updated in view of change to CPS V1.3 effective 10/04/2017, because of EIDAS Regulation compliance.
1.2	Effective 02/04/2018	Updated to include Identity Malta opening hours for certificate suspension and revocation, and new CPS version.