

Special Terms and Conditions: Connective Validation Services

1. Scope

1.1. Besides the License Terms and Conditions applying to all Connective Services (of which the Connective Validation Services are deemed a part), additionally the provisions of the Special Terms and Conditions: Connective Validation Services apply to the usage of the Connective Validation Services. By signing the present Annex, the Client agrees to the Special Terms and Conditions: Connective Validation Services. Connective Validation Services may only be used by the Client after signature of the Special Terms and Conditions: Connective Validation Services. The Client acknowledges and agrees the scope of the present Special Terms and Conditions: Connective Validation Services is limited to Connective Validation Services. No other (Connective) Services are governed by the provisions of this Annex.

1.2. Connective Validation Services were audited by an external conformity assessment body ([LSTI](#)) in accordance with the EU Regulation 910/2014 on electronic identification and trust services for electronic transactions in the internal market (hereafter "eIDAS") and certifying conformity against article 32 of eIDAS and all applicable sections from ETSI TS 119 441 and ETSI TS 319 401. Connective Validation Services are published on the Belgian Trusted List as Qualified Signature and Seal validation service.

2. Connective Validation Services

2.1. Connective Validation Services enables Clients to validate electronic signatures for the application of e-seals and certifications and confirms whether the electronic signature constitutes a qualified, advanced or basic electronic signature. By means of the Connective Validation Services, the Client can assess the validity of the electronic signature.

2.2. Connective Validation Services does not take any responsibility related to activities of any other parties involved in the signature validation such as but not limited to the signer, any Trust Service Providers involved (amongst others Certificate Authorities, Time Stamping Authorities, Signature Creation Applications, etc.) or any other Signature Validation Service Providers, European or foreign trusted list providers, or the European Commission providing the List of Trust Lists.

2.3. More detailed information on Connective Validation Services is available in (i) Connective's Signature Validation Service Policy – Unique identifier: 1.2.528.56.1004.4.2 (OID), and (ii) Connective's Trust Service Practice Statement - Unique identifier: 1.2.528.56.1004.4.1 (OID) as made available on Connective's [Trust Center](#).

3. Client's responsibilities

3.1. Connective Validation Services may only be used by users and/or Clients which have explicit consent of Connective (or of Connective's partners) to do so, and to the extent as set out in the License Terms and Conditions and these Special Terms and Conditions: Connective Validation Services and any other applicable documentation that was made available. Connective Validation Services may only be used in relation to certificates, e-seals and electronic signatures which are recognized by Connective.

3.2. In case a certificate, e-seal or electronic signature was not recognized when using Connective Validation Services, an error message will be returned. Such error message shall in no way constitute a statement from Connective in respect of the validity of the electronic signature, certificate or e-seal concerned.

3.3. The Client takes appropriate measures to ensure that users will maintain confidentiality of passwords and applicable credentials to use Connective Validation Services and promptly communicate Connective any circumstance raising suspicion or risk of them being compromised.

4. Availability

4.1. Connective shall use its best efforts to ensure an availability of the Connective Validation Services of 99.5%, during Business Days.

5. Event Logs

5.1. Connective Validation Services monitors the usage of Connective Validation Services by means of event logs. Such event logs are in any case retained for a period of one (1) year as from their creation date.

6. Complaints

6.1. The Client or any other stakeholder may, at any moment in time, reach out to its dedicated relationship manager or directly to Connective's TSP Board (tsp-board@connective.eu) regarding any complaint related to the usage of Connective Validation Services. Connective and the Client (or the relevant stakeholder) shall in first instance try to resolve such complaint in good faith. The parties involved shall ensure that their representatives shall meet as often as they may reasonably deem necessary in order to gather and provide each other with all information on the matter at issue which the parties believe to be relevant for resolving the complaint.

6.2. For the avoidance of doubt, the present complaint handling procedure shall have no impact on the Parties' termination rights or other rights under the License Terms and Conditions or these Special Terms and Conditions: Connective Validation Services.

7. Liability

7.1. For the avoidance of doubt, and without prejudice to any specific (more extensive) limitation of Connective's liability as set out in this Annex, the clause in respect of limitation of liability in the License Terms and Conditions shall also be applicable to this Annex and the services made available pursuant to this Annex.

8. Definitions

8.1. Capitalized terms used in this Annex and not separately defined herein, shall have the respective meanings ascribed to such terms in the License Terms and Conditions.