mitsoft

Qualified Long-term Preservation Service

Terms and Conditions

QLPS/TC

Version 1.05

Valid since 2026-09-01

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Approvals

Revision history

Version	Valid since	Description
1.00		First official version of the document
1.01		Fixed minor wording errors when comparing EN and LT versions
1.02	2023-05-15	Added identification of the service
1.03	2024-07-09	Updated after renewal of certificate identifying service
1.04	2024-10-01	Updated identification of the service
1.05	2026-09-01	Updated list of legal acts and standards

Approval of the document

	Name	Date	Signature
Reviewed by	Giedrius Noreikis	2026-05-28	
Approved by	Antanas Mitašiūnas	2026-05-29	

1. Purpose. The MitSoft long-term preservation of qualified electronic signatures and seals service provider (further – PSP) of the joint stock company "MIT-SOFT" (further – the MitSoft) discloses the general terms and conditions of the preservation service to the subscribers and relying parties. The long-term preservation of qualified electronic signatures and seals provided by the MitSoft PSP comply with the requirements stated in the Regulation (EU) No 910/2014 of the European Parliament and of the Council on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC, and the standards ETSI TS 119 511 "Electronic Signatures and Infrastructures (ESI); Policy and Security Requirements for Trust Service Providers providing long-term preservation of digital signatures or general data using digital signature techniques" and ETSI TS 119 512 "Electronic Signatures and Infrastructures (ESI); Protocols for trust service providers providing long-term data preservation services". The terms and conditions stated here can be complemented by the Subscriber agreements between the PSP and the subscribers. The preservation submitter is not allowed to provide hash values only.

2. Contact information. All issues concerning the long-term preservation of electronic signatures and seals service can be addressed to the contacts below:

Person:	Antanas Mitašiūnas, the director of the joint stock company "MIT-SOFT"
Address:	Kalvarijų st. 276-100, LT-08316 Vilnius
Phone:	+370 5 233 3922
URL:	https://www.mitsoft.lt/
E-mail:	info@mitsoft.lt

The long-term preservation service is available at https://qtsp.mitsoft.lt using web-service operations. The service is identified by an SSL certificate issued according to the DigiCert EV SSL certificate policy (OID: 2.16.840.1.114412.2.1).

Preservation profiles define the list of the supported web-service operations – the standard ones, defined by the ETSI TS 119 512 standard, and the extended ones, defined by the preservation profiles themselves. The supported preservation profiles are defined in the section 6.4 of Practice Statement.

Requests of the registered users are serviced using two modes:

a) Main system-to-system functionality: a secure (https) protocol and user identified by a Subscriber ID and eligible IP address;

b) Additional interactive functionality: PKI based authentication and authorization.

For user registration, the above contact information can be used.

3. Long-term preservation policy. Long-term preservation service is provided according to the preservation policy (OID: 0.4.0.19511.1.2), defined in the standard ETSI TS 119 511.

Long-term preservation service allows extension of the validity status of electronic signature or seal over long period of time in spite of obsolescence of cryptographic technology such as crypto algorithms, key sizes or hash functions, key compromises or the loss of the ability to check the validity status of public key certificates.

The users of the long-term preservation service provided by the PSP can be legal or natural persons needing the service provided by the PSP.

4. Information for parties relying on the PSP preservation service. Preservation service ensures preservation of qualified electronic signatures or qualified electronic seals. Preservation service preserves advanced electronic signatures or

advanced electronic seals (that are not qualified) only if such a requirement is listed in the Subscriber agreement.

Preservation is ensured by the means of the timely electronic signature/seal augmentation and qualified time stamps inclusion into the preserved signatures/seals. Only qualified time stamps, issued by the qualified time-stamping authorities, are used as preservation evidences. The list of the supported electronic document specifications and containers is defined in the preservation profile.

PSP obligation is to inform Subscribers and parties relying on the trust service of precise terms and conditions before entering into a contractual relationship.

5. Service availability. MitSoft PSP long-term preservation service is available 7 days a week and 24 hours per day.

6. Limitations on the use. PSP does not set any limitations on the use of long-term preservation service other than declared in this Terms and Conditions, and Subscriber Agreement.

7. Subscriber obligations. Subscriber obligations are to accept preservation service terms and conditions and other duties stated in Subscriber agreement.

8. Relying party obligations. The relying party, when relying upon a preservation object, shall verify validity of preservation object received.

9. Verification of a preservation evidence. Preservation evidence can be verified according to the signature validation policy referenced in the preservation profile.

10. Event logs. The journals of the PSP system operation and activity registration (event logs), which can be used as a legal evidence when necessary, are maintained for two years.

11. Applicable law. PSP operates in the Republic of Lithuania and follows EU and Lithuanian laws and normative legal acts. The main laws and normative legal acts are the following:

- The Regulation (EU) No 910/2014 of the European Parliament and of the Council on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC;
- Commission implementing Regulation (EU) 2025/1946 of 29 September 2025 laying down rules for the application of Regulation (EU) No 910/2014 of the European Parliament and of the Council as regards qualified preservation services;
- The standard ETSI EN 319 401: "Electronic Signatures and Trust Infrastructures (ESI); General Policy Requirements for Trust Service Providers"
- The standard ETSI TS 119 511: "Electronic Signatures and Trust Infrastructures (ESI); Policy and Security Requirements for Trust Service Providers providing long-term preservation of digital signatures or general data using digital signature techniques";
- The standard ETSI TS 119 512: "Electronic Signatures and Infrastructures (ESI); Protocols for trust service providers providing long-term data preservation services";
- The Law on electronic identification and trust services for electronic transactions of the Republic of Lithuania issued on April 26, 2018;
- Council of the Communications Regulatory Authority of the Republic of Lithuania, Resolution No. TN-276, On the Approval of the Description of the Procedure for Granting the Status of a Qualified Trust Service Provider and the Performance of Certain Operational Requirements (June 23, 2026).

12. Settlement of disputes and complaints. All the complaints and disputes between the PSP and its users are resolved by positive-minded negotiations. In a case of failing to settle a dispute, it is addressed to the institutions of law enforcement.

13. Liability, warranty and its limitations. PSP is liable for its illegal operation and reimburses the harm incurred by the subscriber as compelled by the law of the Republic of Lithuania. PSP undertakes no additional obligations, except for those determined in the Subscriber agreements for provision of service in effect.

14. Applicable agreements and practice statement. PSP provides the long-term preservation service according to the preservation policy (OID: 0.4.0.19511.1.2), following the Practice statement (OID: 1.3.6.1.4.1.57890.1.4.1), this Terms and Conditions document as well as the Subscriber agreements with subscribers.

15. Audit. The compliance of the PSP's activities with the long-term preservation policy and the long-term preservation practice statement is verified in a way determined by the Practice statement.

16. Request for an export-import package. The request for export-import package can be done by subscriber's representative named as subscriber's administrator of MitSoft PSP long-term preservation service. The request for export-import package shall be done by e-mail indicating the criteria that to be used to select the preservation objects to be included in the export-import package.

17. Collection of validation data. Subscriber can provide submitted data object to MitSoft PSP for preservation of electronic signatures and/or seals containing any set of validation data. It is PSP responsibility to collect and verify signatures validation data at the extent possible to ensure electronic signatures and/or seals long-term preservation.

18. Inability to collect and verify all the validation data. When PSP is unable to collect and verify all the validation data, such electronic signature and/or seal obtains status INDETERMINATE and PSP takes attempt to adjust signature status during reasonable period of time. Subscriber can take decision to delete submitted data object depending on its signature status.

19. Assessment of service conformance and assessment scheme. The PSP ensures compliance with the requirements of the Regulation (EU) No 910/2014 by an audit performed by an accredited conformity assessment body.

20. Service accessibility. The TSP makes its services accessible to all applicants whose activities fall within its declared field of operation and that agree to abide by their obligations.