

TERMS AND CONDITIONS GOVERNING THE LANKASIGN DIGITAL CERTIFICATE USER/OWNER

LankaPay (Private) Limited

Dear Sir/Madam,

We/I

The undersigned request and authorize LankaPay (Private) Limited (hereinafter referred to as "LankaPay") to issue a digital certificate and allow the use of the said digital certificate and hereby agree to be bound by the following terms and conditions and indemnity.

The Digital Certificate will be issued by LankaPay (Private) Limited (LankaPay) which will enable the Certificate Owner to participate in the LANKAPAY Public Key Infrastructure (PKI).

Disclaimer: LankaPay takes no responsibility for the manner and the circumstances in which the Certificate User uses the said digital certificate.

1. Definitions

- i. Certificate User shall be the person in whose name the digital certificate is issued.
- ii. Certificate Owner shall be the organization or establishment or the entity that signs the legal agreement with LANKAPAY and under whose authorization, certificates are issued to the Certificate Users within that organization or establishment or the entity

2. Background

LANKAPAY functions as a Certificate Service Provider (CSP) under the brand name LANKASIGN to provide enhanced and secure services in Sri Lanka, through the use of X.509 digital certificates and associated technologies. The CSP services of LANKAPAY will be provided using an industry standard Certificate Authority operated by LANKAPAY and hereinafter referred to as LANKAPAY-CSP. As part of this service, LANKAPAY issues digital certificates to eligible LANKAPAY customers.

3. Duties and Obligations of LANKAPAY {the Certificate Service Provider (CSP)}

- I. LANKAPAY shall use its best endeavours to control intermediate systems used to generate private keys or transfer data and shall comply with CSP physical and operational standards to give the Certificate Owners and Certificate Users the best secured service. LANKAPAY shall take reasonable care in all Certification Authority (CA) service processes to ensure keys are generated, distributed, and revoked securely and in a trustworthy manner.
- II. LANKAPAY shall communicate to Certificate Owners and users any proposed changes to the status of the CSP service and any implied changes to the Certificates.

- III. LANKAPAY shall be at all times be obliged by Annexes hereto
- IV. Once a Certificate Owner or a Certificate User submits a revocation request to LANKAPAY, LANKAPAY will process same within two (02) business days.
- V. LANKAPAY shall use its best endeavours to ensure prompt service to the Certificate Owner/Users in the event of technical or compatibility issues.

4. **Duties, Obligations and Undertakings of the Certificate Owners**

- i. Certificate Owner acknowledges and agrees that all digital transmissions authenticated through the use of a digital certificate shall have the same legal effect, validity and enforce ability as if the transmissions had been in writing and duly signed by the parties thereto in accordance with all applicable laws, rules and regulations.
 - ii. The Certificate Owners shall not dispute, contest or otherwise challenge the legal effect, validity or enforceability of a digital transmission authenticated through the use of a Digital Certificate solely because it is in digital form.
 - iii. The Certificate Owner shall undertake that forthwith upon termination, revocation or expiry of this Agreement (howsoever caused), it shall cease the use of the Certificates issued under this Agreement.
 - iv. Responsibilities of Certificate Owners utilizing Secure Signature Creation Devices (SSCD): where a Certificate/Key Pairs reside on a SSCD, for example cryptographic USB tokens or other secure media, the Certificate Owner represents warrants and covenants with and to LANKAPAY that it shall;
 - a. not use personal data or other easily guessed terms (for example, Name, Passport Number, Date of Birth etc.) as the activation code or password for SSCD;
 - b. separately store if necessary, the activation code or password from the SSCD; and
 - c. change the activation code or password if the Certificate Owner knows or reasonably ought to know the activation code or password has been compromised.
 - v. For the avoidance of doubt it is hereby agreed between the parties that a breach of the aforesaid duties and obligations of the Certificate Owner could amount to a breach of the provisions contained in the Computer Crimes Act No. 24 of 2007.
 - vi. For the avoidance of doubt, the Certificate Owner shall be responsible in relation to the use of the Certificate and shall ensure that the Certificate User shall conform to all of the obligations stated herein.
 - vii. Certificate Owner shall ensure the configurations related to the digital certificate owner/user is performed according to the guidelines provided in
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www.lankaclear.com and that recipients and other relying parties are advised to do same to enable validation of certificates.

- viii. Re-submit a set of corporate documents of the Certificate Owner at the time of renewing the digital certificate in the event of a change in the same.
- ix. Update LANKAPAY in the event of any change in the organization or Certificate User information (eg. Company Directors, address, name or number)
- x. The Certificate Owner shall be at all times be obliged by Annexes hereto.
- xi. Certificate Owner shall ensure to review and verify the digital certificates issued to the Certificate Users.
- xii. Certificate Owner shall ensure to request for revocation in case of compromise or if information in digital certificate issued to the Certificate Users is not accurate
- xiii. Certificate Owner shall ensure that:
 - a. In each event the Certificate User uses the Digital Certificate on behalf of the organization through which he/she has submitted the application, the Certificate User shall keep the said organization (ie. Certificate Owner) informed of same and obtain necessary approvals as required.
 - b. the Certificate User is solely responsible for exercising due diligence and reasonable judgment before choosing to place any reliance whatsoever on a Certificate; and
 - c. a certificate is not a grant, assurance or confirmation from LANKAPAY of any authority, rights or privilege save as expressly set out in the Summary Certificate Policy and Summary Certification Practice Statement relevant to the said Certificate.

5. **Legality of Information**

Certificate Owner shall solely be responsible for the legality of the information they present for use in certificates in any jurisdiction in which such content may be used or viewed. Certificate Owner is liable for any misrepresentations is made in a Certificate to third parties that reasonably rely on the representation contained therein.

6. **Notices**

Any notice or other information required or authorized by this Agreement to be given by the Certificate Owner to LANKAPAY may be given by hand with due acknowledgement or sent by courier, registered post or electronic form to LANKAPAY to the respective addresses mentioned below. The notice shall deemed to be delivered within seven days of such delivery whereas any updates given to the Certificate Owner may be published on www.lankaclear.com from time to time. Any

other notices including but not limited to legal notices shall be sent to the address which is stated hereof.

Certificate owner/user should use the certificate subjected to instructions and guidelines provided in LankaSign section of www.lankaclear.com.

Senior Manager – Information Security Solutions,
LankaPay (Private) Limited
Level 18, Bank of Ceylon Head Office,
“BOC Square”, No. 01, Bank of Ceylon Mawatha,
Colombo, 00100
TP: (94) 11 56900
Email: helpdesk@lankaclear.com

7. Fees

LANKASIGN-CSP charges fees as agreed via email for the certificate services provided to its clients for issuance, renewal and reissue of certificates which shall form part and parcel of this Terms and Conditions agreed by the Certificate Owner. LANKASIGN-CSP shall not charge fees for the revocation of certificates or for the provision of certificate status verification services for LANKASIGN-CSP issued certificates including OCSP Responder Systems and CRLs. Upon the issuance or renewal of a certificate, LANKASIGN-CSP shall not refund the payments made.

8. Indemnity by Certificate Owner

The Certificate Owner agrees to indemnify and hold LANKASIGN-CSP harmless from any acts or omissions resulting in liability, any loss or damage, and any suits and expenses of any kind that LANKASIGN-CSP, and the above mentioned parties may incur, that are caused by the use or publication of a certificate, and that arises from:

- i. Any false or misrepresented data supplied by the certificate owner/user.
- ii. Any failure of the certificate owner to disclose a material fact, if the misrepresentation or omission was made negligently or with intent to deceive the CSP, LANKASIGN-CSP, or any person receiving or relying on the certificate.
- iii. Failure to protect the certificate owner's/user's confidential data including private key, or failure to take reasonable precautions necessary to prevent the compromise, loss, disclosure, modification, or unauthorized use of the certificate owner's/user's confidential data.
- iv. Certificate Owner shall indemnify LANKAPAY against any and all claims by third parties for damages of any kind arising from the use of the said Certificate and/or use of CSP service provided by LANKAPAY.

9. General Provisions

- i. **Term:** The Certificate shall be effective from the date of issuing of the said Certificate unless revoked or expired under the following conditions:
 - a. The Certificate may be revoked on the request of Certificate Owner/User or
 - b. The Certificate shall be revoked immediately by LANKAPAY due to a breach of the terms and conditions hereof by the Certificate Owner or
 - c. Certificate can be revoked by submitting a revocation application form to LANKAPAY or
 - d. The due expiration of the Certificate
 - ii. **General:** Termination of this Certificate shall not affect any actions taken prior to such termination and all rights and liabilities are preserved and will survive such termination.
 - iii. **Governing Law and Jurisdiction:** This Terms and Conditions shall be construed, interpreted and dealt with under the laws of the Democratic Socialist Republic of Sri Lanka.
 - iv. **Dispute Resolution:**
 - a. Before resorting to any dispute resolution mechanism including adjudication or any type of Alternative Dispute Resolution, parties agree to notify LANKASIGN- CSP of the dispute with a view to seek dispute resolution.
 - b. If any dispute or difference whatsoever arises between the parties concerning matters relating to this terms and conditions or any provision hereof, the Certificate Owner and/or the organization through whom it has applied the digital certificate as the case may be herein shall use their best endeavours to resolve the dispute or difference amicably. Failing amicable resolution within 30 days of such dispute or difference by the parties hereto the dispute or difference shall then be finally resolved by arbitration by a sole Arbitrator or in the event the Parties hereto cannot agree to the appointment of a sole Arbitrator by a panel of three Arbitrators at Colombo as per the Arbitration Act No. 11 of 1995 of Sri Lanka.
 - v. **Transfer and Assignment:** Certificate Owner shall not transfer or assign the said Certificate to a third party.
 - vi. **Waiver:** The failure by either Party to exercise or enforce any right conferred by these presents shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement hereof at any time. Further, no waiver of any term or condition by either Party shall be deemed subsequent waiver of that term or waiver of any other term or condition.
 - vii. **Severability:** In the event any provision of these presents including those relating to any limitations of liability or limitation on warranties is held to be invalid or unenforceable, the remaining provisions of these presents shall remain in full force and effect.
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- viii. **Breach:** In addition to any remedy that it may have at law or in equity, in the event that the Certificate Owner is in breach of these presents, LANKAPAY shall be entitled to immediately suspend or terminate this Certificate. LANKAPAY may investigate any such incidents, cooperate with law enforcement authorities.
- ix. **Confidentiality:** Other than as may be required to be disclosed pursuant to any applicable law, the parties undertake that the confidential information shall be treated as confidential and shall not disclose the confidential Information to any person without the prior written approval of the other party, the confidentiality obligations hereof shall survive the, revocation or expiration of the Certificate.
- x. **Limitations to liability:** LANKAPAY disclaims all warranties and obligations of any type, including any warranty of fitness for a particular purpose, and any warranty of the accuracy of unverified information provided, save as contained herein. LANKAPAY does not warrant the quality, functions or performance of any software or hardware device. In no event (except for fraud or willful misconduct or negligence) shall LANKAPAY be liable for any indirect, incidental or consequential damages; any loss of income or profits; any loss of data; any liability that arises from compromise of a certificate owner's private key; any liability that arises from the use of a certificate that is not valid, expired or revoked; any liability that arises from the use of a certificate that has not been issued or used in confirmation with this CP/CPS; any liability incurred due to reliance on verified information contained in the certificate if the faults in this verified information are due to fraud or willful misconduct of the Certificate Owner\User or any other indirect, technical issues or incompatibilities, incorrect use of the product, non-adherence to published guidelines, consequential or punitive damages arising from or in connection with the use, delivery, license, performance or non-performance of digital certificates or digital signatures.

The Company hereby agrees to be bound itself and its successors to the above terms, conditions and indemnity. In witness whereof the Company doth in pursuance of a resolution of the Board of Directors affix its Seal hereunto/cause the signatures of Authorized officers as herein below.

Annex 1

Certification Service Provider
Summary - Certificate Policy (CP)

<https://www.lankaclear.com/assets/images/knowledge-center/lankasign/downloads/36-CSP-Summary-Certificate-Policy-V3-0.pdf>

Annex 2

Certification Service Provider
Summary - Certification Practice Statement (CPS)

<https://www.lankaclear.com/assets/images/knowledge-center/lankasign/downloads/38-CSP-Summary-Certification-Practice-Statement-V3-0.pdf>

Annex 3

Operating System Compatibility

<https://www.lankaclear.com/assets/images/knowledge-center/lankasign/downloads/Annex-3.pdf>

(Signature Page Follows)

Name of Company:

Address of Company:

Reg. No of the Company:

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Authorized signature

Designation:

Date:

Company seal

For office use only	
Date	
Signature of the authorized officer	
Designation of the authorized officer	