



EXPATRIATES UNIT SUBSCRIBER AGREEMENT FOR (a) THE E-ID ACCOUNT AND (b) CERTIFICATES WITHIN THE RESIDENCE PERMIT / DOCUMENT

Subscribers must carefully read the terms and conditions in this Subscriber Agreement (the 'Agreement') prior to use of any Electronic Identity Account ('the e-ID Account') and/or Authentication and Qualified Electronic Signature Certificates (jointly referred to as the 'Certificates') within the Residence Permit/Document (the 'e-ID') issued by the Government of Malta.

1. Subject Matter.

This Agreement contains the terms and conditions under which a Subscriber shall use:

- a) the e-ID Account;
- b) the Certificates.

The provision of e-ID Account and Certificates services are strictly related. The e-ID may require the use of the Certificates for the delivery of e-Services that require enforced authentication.

This Agreement also contains the terms and conditions relating to the use and reliance upon the Certificates as per the Trusted Service Provider's ('TSP') Certificate Policy ('CP'), which can be found at <https://repository.qca.gov.mt>

2. Entire Agreement.

This Agreement, together with Certificate Policy in the case of the Certificates, forms the entire and sole agreement between the Government of Malta and the Subscriber with respect to the Subject Matter of this Agreement and shall supersede all previous negotiations, communications and other agreements whether written or oral relating to it. There are no representations, terms, statements or conditions binding on the parties other than those contained in this Agreement and the CP and the Subscriber has not relied or is not relying on any other information, discussion or understanding in entering into and completing the transactions contemplated in this Subscriber Agreement. Nothing in this paragraph shall affect any party's liability for fraud or fraudulent misrepresentation. Should any of the provisions of this Agreement contradict the provisions of the CP in relation to the Certificates, the CP shall prevail.

3. Definitions.

Unless otherwise stated in this Agreement, the terms and words used in this Agreement in relation to the Certificates, have the same meaning as in the TSP's glossary which can be found at <https://repository.qca.gov.mt>. 'Application Form' refers to the application form signed by the data subject to be issued with the Residence Permit/Document.

PART A – TERMS SPECIFIC TO E-ID ACCOUNT

4. Authority responsible for e-ID Account.

The Authority responsible for the e-ID Account and for the relative terms and conditions set out hereunder shall be the Registration Authority ('RA'). Identity Malta Agency (Expatriates Unit) shall act as the RA.

5. Use of e-ID Account.

The Subscriber shall:

- a) ensure that his/her usernames, passwords and activation links relating to the e-ID Account ('e-ID Credentials') are not compromised;
- b) immediately notify the RA on becoming aware that his/her e-ID Credentials are compromised, or there is substantial risk of compromise;
- c) ensure that all information provided to the RA in relation to the generation and issuance of his/her e-ID Account (including all information submitted by him/her during the registration process) is true, complete and up-to-date;
- d) immediately notify the RA if there is any other change to his/her e-ID registration information or any other information provided to the RA;
- e) make use of his/her e-ID Account only for the purposes for which it was issued and within the usage and reliance limitations as specified in this Agreement and all other applicable laws, agreements and terms and conditions of use related to the subject matter of this Agreement;
- f) check the details set out in his/her e-ID Account on receipt and promptly notify the RA if incorrect or improper information has been created.

6. Warranties by the RA on the e-ID Account.

The Subscriber agrees that use of the e-ID Account, including access and usage of any functionality or multiple profile contained in the e-ID Account as well as access and usage of any electronic service connected to the electronic portal of the Government of Malta is solely at the Subscriber's own risk. The RA expressly disclaims all warranties of any kind, whether express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement. The Subscriber understands and agrees that any transaction, material and/or data downloaded or otherwise obtained through the use of e-ID Account is done at the Subscriber's own discretion and risk and that usage of the e-ID Account may be construed as an 'electronic signature' in terms of the Maltese Electronic Commerce Act.

7. Warranties by the Subscriber on the use of the e-ID Account.

The Subscriber warrants:

- a) that he/she is solely responsible for any use as well as the contents of any transmission, message or transaction

performed through the usage of the e-ID Account including all functionalities and profiles that can be assigned to and/or generated by him/her through the use of the e-ID Account;

- b) to all Service Providers who will grant access to any electronic service provided through the portal of the Government of Malta ('Service Providers') that (i) no unauthorized person has ever had access to his/her e-ID Account and that the e-ID Account is being used exclusively for appropriate, authorised and lawful purposes; and (ii) at the time that any act, use or transaction is carried out or performed through by any other person or organisation on behalf of the Subscriber through the use of the assignment and/or delegation function available in the e-ID Account was validly authorised by the Subscriber and that such authorization was not revoked by the Subscriber, (iii) all representations made and documents submitted by the Subscriber during the application and registration for the e-ID Account are true and up-to-date.

8. Indemnity on the e-ID Account.

The Subscriber shall indemnify the RA and/or the Service Providers for any loss, damage and expense of any kind, arising out or in connection with (a) the manner and extent of the use of the e-ID Account by the Subscriber and/or by any person or organisation which the Subscriber appoints, assigns or delegates to appear and act on behalf of the Subscriber; (b) any negligence or willful misconduct made by the Subscriber when using his/her e-ID Account and/or by any person or organisation which the Subscriber appoints, assigns or delegates to appear and act on behalf of the Subscriber; (c) any falsehood or misrepresentation of fact by the Subscriber and/or any person or organisation which the Subscriber appoints, assigns or delegates to appear and act on behalf of the Subscriber; (d) any failure by the Subscriber and/or any person or organisation which the Subscriber appoints or delegates to appear and act on behalf of the Subscriber to disclose a material fact with the intent to deceive the RA or the Service Providers; (e) any failure by the Subscriber and/or any person or organisation which the Subscriber appoints, assigns or delegates to appear and act on behalf of the Subscriber to prevent the compromise, loss, disclosure, modification, or unauthorised use of their e-ID Credentials; and (f) any non-permitted use of the e-ID Account which falls outside the scope of this Agreement.

The Subscriber further agrees to release, indemnify, defend and hold harmless the RA and any of its contractors, agents, employees, officers, directors, affiliates and assigns from all liabilities, claims, damages, costs and expenses, including reasonable legal fees and expenses, of third parties relating to or arising out of any falsehoods or misrepresentations of fact by the Subscriber on the Application Form, any breach of intellectual property or other proprietary right of any person or entity, failure to disclose a material fact on the Application Form if the misrepresentation or omission was made negligently or with intent to deceive any party, failure to protect the subscriber's username, password, and activation links or to take the precautions necessary to prevent the compromise, loss, disclosure, modification or unauthorised use of same.

9. Data Protection - e-ID Account.

By agreeing to sign up for an e-ID Account, the Subscriber will provide the RA with personal data (the 'e-ID Personal Data'). The e-ID Personal Data is retrieved from the Application Form. The RA is committed to process the e-ID Personal Data in a lawful, fair and transparent manner and in observance with the principles set out by General Data Protection Regulation ('GDPR'), Article 5.

9.1 Data Controller - e-ID Account.

Data Protection Officer,
Identity Malta Agency
Castagna Building, Valley Road
MSD9020 – Msida
Telephone: +356 25904900
Email: dataprotection@identitymalta.com

9.2 Purposes and legal basis - e-ID Account.

Identity Malta Agency is an Agency of the Government of Malta established by S.L. 497.07.

The RA shall process the e-ID Personal Data to issue and manage the e-ID Account of the Subscriber, if the Subscriber agrees to sign up for it, including by providing such e-ID Personal Data to a third party at the Subscriber's request when the Subscriber decides to use the e-ID Account toward such third parties. The RA does not re-use the information for another purpose that is different to the one stated.

Processing is necessary for the performance of a contract to which the data subject is party and the delivery of services related to the Certificates under said contract (this Subscriber Agreement). Processing is also necessary for the performance of a task in the public interest by the RA.

9.3 Recipients of Personal Data - e-ID Account.

e-ID Personal Data may be transferred to and accessed by the following recipients:

- a) Service Providers from whom the Subscriber requests an e-Service. The Service Providers and the e-Services

available to the Subscriber at the time of entering into this Agreement are found by searching "services" on the servizz.gov.mt website (<https://servizz.gov.mt>) and are subject to change. The government services are currently listed on <https://servizz.gov.mt/en/Pages/Servizz/Services/default.aspx>.

The Service Providers are public authorities of the Government of Malta offering online services in the public interest. They act in their capacity of data controllers once the e-ID Personal Data has been transferred to them.

The Service Providers process the e-ID Personal Data in order to render the e-Services available to the Subscriber, only if said e-Services are requested by the Subscriber.

- b) Malta Information Technology Agency ('MITA'), which acts as a data processor on behalf of the RA. MITA has access for technical purposes, and may use one or more sub-processors approved by the RA.

- c) Jobsplus, which acts as a data processor on behalf of the RA. Jobsplus has access for application processing purposes and may use one or more sub-processors approved by the RA.

The transfers will be done in line with applicable laws, and arrangements are in place in order to guarantee the confidentiality, integrity and availability of the e-ID Personal Data within these transfers.

Under certain conditions outlined in law, the RA may disclose personal data to third parties, (such as the other Government entities or law enforcement authorities) if it is necessary and proportionate for lawful, specific purposes. e-ID Personal Data will not be transferred to third countries or international organizations.

9.4 Storage period of Personal Data - e-ID Account.

As a rule, the RA does not keep personal data for longer than necessary for the purposes for which it was collected.

e-ID Personal Data will be stored by the RA for forty (40) years after the termination of this Agreement or the disabling of the e-ID Account of the Subscriber for whatever reason.

9.5 Data subject rights - e-ID Account.

The Subscriber can contact the Data Protection Officer in order to exercise his/her right to access, rectify and, as the case may be, erase, any personal data relating to him/her, in compliance with applicable laws. The RA may request the Subscriber to provide proof of identity (such as a copy of their residence permit/document or passport), before complying with the request. If the Subscriber feels that the RA has infringed his/her data protection rights, the Subscriber may submit an official complaint to the supervisory authority of the Member State of his/her habitual residence or place of work.

PART B – TERMS SPECIFIC TO CERTIFICATES

10. Authority responsible for the Certificates.

The Authority responsible for the Certificates and for the relative terms and conditions set out hereunder shall be the Trust Service Provider ('TSP'). The Malta Electronic Certification Services Limited ('MECS Ltd.') shall act as the TSP.

11. Identification Information of Certificates.

The Subscriber attests that the information submitted relating to the application for the Certificates, as may be corrected or updated from time to time, is true and complete and that s/he has complied with the corresponding registration procedures.

12. Acceptable Use or Reliance on Certificates.

- a) The reliance placed upon any Electronic Signature created using the authentication Certificate and associated Private Key embedded within the e-ID shall be limited to proof-of-possession of the e-ID and knowledge of the associated activation data. The TSP does not authenticate the content of any message signed using an Electronic Signature and accordingly does not entertain any liability or risk in relation thereto;

- b) The Subscriber shall use or rely on the Certificates only for the purposes permitted by the CP and this Agreement and for no other purpose. The Subscriber acknowledges and agrees that any use of, or reliance on, the Certificates for purposes of any other transactions is at the Subscriber's own risk and the TSP offers no express warranties regarding the fitness for purpose of the Certificates for any application not specifically approved in this Agreement or in the CP. To the fullest extent permitted by law, the TSP disclaims any implied warranties to the contrary;

- c) The TSP offers no express or implied warranties regarding the performance of any of the portal sites operated by the Government of Malta or other third parties;

- d) The Subscriber shall refrain from tampering with the Certificates and shall immediately inform the RA of any changes to the data on the Certificates;

- e) The Subscriber acknowledges that Certificates are not designed, intended, or authorised for use in hazardous circumstances or for uses requiring fail-safe performance;

- f) The Subscriber acknowledges and agrees that Certificates are personal to the relevant Subscriber and they are non-transferable. If a person relies upon a Certificate from an individual purporting to act on behalf of another legal person, the person does so entirely at its own risk;

- g) The Subscriber acknowledges that the service can be provided until the expiry of the Certificates.

