

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/s 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 Certification 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 LANKASIGN CSP. As part of this service, LANKASIGN CSP issues digital certificates to eligible LANKASIGN customers.

3. Duties and Obligations of LANKASIGN CSP

- i. LANKASIGN CSP shall use its best endeavors 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 User/s the best secured service. LANKAPAY shall take reasonable care in all CSP service processes to ensure keys are generated, distributed, and revoked securely and in a trustworthy manner.

- ii. LANKASIGN CSP shall communicate to Certificate Owners and Certificate Users any proposed changes to the status of the CSP service and any implied changes to the Certificates.
- iii. LANKASIGN CSP shall be at all times be obliged by Annexes hereto.
- iv. Once a Certificate Owner or a Certificate User submits a manual revocation request to LANKASIGN CSP, LANKASIGN CSP will process same within two (02) business days. LankaSign CSP connected systems may have automated revocation processes dependent on such connected systems.
- v. LANKASIGN shall use its best endeavours to ensure prompt service to the Certificate Owner/Users in the event of technical or operational issues.

4. Duties, Obligations and Undertakings of the Certificate Owner

- 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 enforceability 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 Owner or Certificate User 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 the Certificate (howsoever caused), it shall cease the use of the said Certificates issued under this Agreement.
 - iv. Responsibilities of Certificate Owner 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 No, 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.
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- 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/s 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 www.lankapay.net 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 LANKASIGN CSP 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. Certificate owners, users and third-party recipients of signed documents shall ensure that the certificate is valid by using LankaSign CSP validation services prior signing, proceeding or accepting the authenticity of a document by following certificate validation instructions provided in www.lankapay.net.
- 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/s use/s the Digital Certificate on behalf of the organization through which he/she has submitted the application, the Certificate User/s shall keep the said organization (ie. Certificate Owner) informed of same and obtain necessary approvals as required.
 - b. The Certificate User/s is/are 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 they make 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 shall be given by hand with due acknowledgement or sent by courier, registered post or electronic form to LANKAPAY to the address mentioned below. The notice shall be deemed to be delivered within seven days of such delivery whereas any notices given to the Certificate Owner may be published on www.lankapay.net from time to time. Any other notices including but not limited to legal notices shall be sent to the Certificate Owner to the address which is stated on the Agreement.

Senior Manager – IT, LankaPay (Private) Limited,
'The Zenith', 161/A,
Dharmapala Mawatha, Colombo 07, Sri Lanka.
TP: (94) 11 2356900
Email: helpdesk@lankapay.net

7. Fees

LANKAPAY charges fees for the certificate services provided to its clients for issuance, renewal and reissue of certificates prior processing of same as communicated via email which shall form part and parcel of this Agreement. LANKAPAY reserves the right to revise the said fees from time to time. LANKAPAY shall not charge fees for the revocation of certificates or for the provision of certificate status verification services for LANKASIGN-CSP issued certificates including Online Certificate Status Protocol (OCSP) Responder Systems and Certificate Revocation List (CRL)s. 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 LANKAPAY, LANKASIGN-CSP and its Certificate Users 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:

- a) Any false or misrepresented data supplied by the Certificate Owner/User.
- b) Any failure of the Certificate Owner to disclose a material fact, if the misrepresentation or omission was made negligently or with intent to deceive LANKAPAY, LANKASIGN-CSP, or any person receiving or relying on the certificate.
- c) Failure to protect the Certificate Owner's/Users' confidential data including their private key, or failure to take reasonable precautions necessary to prevent the compromise, loss, disclosure, modification, or unauthorized use of the Certificate Owner's/Users' confidential data.

- d) 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:

This Agreement shall be effective from the date of signing by the last Party in the jurat hereof unless terminated under the following conditions and all issued Digital Certificates shall be revoked.

- a) The Agreement may be terminated with mutual consent by the parties hereto or
- b) the Agreement shall be terminated immediately by LANKAPAY due to a breach of Agreement by the Certificate Owner or
- c) either party may terminate this Agreement by giving not less than 30 days written notice to the other Party

- ii. **General:** Termination of this Agreement 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 agreement 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 Agreement or any provision thereof, the parties herein shall use their best endeavors 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:** Neither Party shall transfer or assign this Agreement to any third party without the prior written approval of the other Party.

- vi. **Entire Agreement:** This Agreement and the Annexes constitutes the complete agreement between the Parties hereto. Any addition, amendment or modification hereto shall be valid and effective only if done in writing signed by the duly authorized representatives of the Parties hereto subject to clause 7 hereto.

- vii. **Waiver:** The failure by either Party to the Agreement to exercise or enforce any right conferred by the Agreement shall not be deemed to be a waiver of any such right nor
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operate so as to bar the exercise or enforcement hereof at any time. Further, no waiver of any term or condition in this Agreement by either Party shall be deemed subsequent waiver of that term or waiver of any other term or condition.

- viii. Severability:** In the event any provision of this Agreement including those relating to any limitations of liability or limitation on warranties is held to be invalid or unenforceable, the remaining provisions of this Agreement shall remain in full force and effect.
- ix. 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 this Agreement, LANKAPAY shall be entitled to immediately suspend or terminate this Certificate User Agreement. LANKAPAY may investigate any such incidents, cooperate with law enforcement authorities.
- x. 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. Provided, however, that Parties may disclose the Confidential Information to its employees and professional advisors strictly on a need-to-know basis or as necessary or appropriate in connection with the execution and performance of this Agreement. Confidentiality obligations hereof shall survive the, revocation or expiration of the Certificate.
- xi. 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; any liability that arises from the use of a certificate that has not been issued or used in conformance with this 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, consequential or punitive damages arising from or in connection with the use, delivery, license, performance or non- performance of certificates or digital signatures.
- xii. Data Protection:** The Parties shall at all times comply with the relevant personal data protection legislation as may be applicable to each Party at all times in respect of the processing, dealing, storage or transfer of personal data or personal information of either of the Party and including its Affiliates, including but not limited to the personal data or personal information of the customers or employees of each Party or its Affiliates. The Parties shall not do or omit to do anything that could cause the other Party to contravene or that would result in either Party contravening or breaching any personal data protection laws/legislation under the relevant laws.
- xiii. Warranty of Authority:** The Parties and their signatories hereto represent and warrant that the Parties are duly incorporated as mentioned hereto, that they have full legal capacity to enter into this Agreement, that the signatories hereto are duly authorized to sign this Agreement on behalf of the Parties and that this Agreement shall be binding on the Parties
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The Certificate Owner hereby agrees to be bound itself and its successors to the above terms, conditions and indemnity.

Both parties agree that this Agreement shall determine the rights and obligations of the parties in relation to the provision of Lanka Sign Certificates and that this Agreement shall supersede and rescind any previous communications or agreements signed between the Parties.

Annex 1

Certification Service Provider - Certificate Policy (CP)

https://www.lankapay.net/upload/documents/LPPL_CertificatePolicy_LankaSign_v3.3.pdf

Annex 2

Certification Service Provider - Certification Practice Statement (CPS)

https://www.lankapay.net/upload/documents/LPP_CertificationPracticeStatement_LankaSign_v3.3.pdf

Annex 3

Operating System Compatibility

https://www.lankapay.net/upload/documents/LPPL_SecurityTokensCompatibility_LankaSign.pdf

Read and agreed to the terms and conditions of the above Annexes.

(Signature Page Follows)

Name of the Certificate Owner:

Address of the Certificate Owner:

Reg. No/ ID No:

Email:

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Authorised signature

Name:

Title:

Date:

Company seal (If applicable)

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|---------------------------------------|--|
| For office use only | |
| Date | |
| Name of the authorized officer | |
| Designation of the authorized officer | |
| Signature of the authorized officer | |