

**Electronic Signatures and Trust Infrastructures (ESI);
General Policy Requirements for
Trust Service Providers**
(ETSI EN 319 401 V3.1.1 (2024-06))

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ÖVE/ÖNORM EN 319 401 V2.3.1:2021-08-01.

ETSI EN 319 401 V3.1.1 (2024-06)



Electronic Signatures and Trust Infrastructures (ESI); General Policy Requirements for Trust Service Providers

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Foreword

This European Standard (EN) has been produced by ETSI Technical Committee Electronic Signatures and Infrastructures (ESI).

National transposition dates	
Date of adoption of this EN:	30 May 2024
Date of latest announcement of this EN (doa):	31 August 2024
Date of latest publication of new National Standard or endorsement of this EN (dop/e):	28 February 2025
Date of withdrawal of any conflicting National Standard (dow):	28 February 2025

Modal verbs terminology

In the present document "**shall**", "**shall not**", "**should**", "**should not**", "**may**", "**need not**", "**will**", "**will not**", "**can**" and "**cannot**" are to be interpreted as described in clause 3.2 of the [ETSI Drafting Rules](#) (Verbal forms for the expression of provisions).

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Introduction

Building trust in the online environment is key to economic and social development. Lack of trust, in particular because of a perceived lack of security, makes consumers, businesses and administrations hesitate to carry out transactions electronically and to adopt new services. Trust service providers are often an essential element to establish trust between parties transacting electronically, particularly in open public networks, and can be used, for example, to provide trusted identity information and help establish secure communications between transacting parties. Examples of such trust service providers are issuers of public key certificates, time-stamping service providers, providers of remote electronic signature generation or validation services.

For participants of electronic commerce to have confidence in the security of these trust services they need to have confidence that the Trust Service Providers (TSPs) have established a set of procedures, processes and security measures in order to minimize the operational and financial threats and risks associated.

Further, the cybersecurity of all essential digital services is vital for digital transformation of Europe with digital services and electronic transactions. The provision of eIDAS trust services is identified as an essential element of Europe's digital infrastructure. The Directive (EU) 2022/2555 [i.13] of the European Parliament and of the Council of 14 December 2022 on measures for a high common level of cybersecurity across the Union, amending Regulation (EU) No 910/2014 and Directive (EU) 2018/1972, and repealing Directive 2016/1148 (NIS2 Directive or NIS2) identifies in article 3 that requirements for cybersecurity risk management measures are applicable, as essential entities, to Qualified Trust Services Providers as per eIDAS Regulation. Furthermore, as eIDAS trust services are identified as fundamental element of Europe's digital infrastructure and NIS 2 is applicable to eIDAS trust services the present document also aims to meet the requirements of NIS2.

The present document specifies baseline policy requirements on the operation and management practices of TSP regardless the service they provide including cybersecurity requirements abiding NIS2. Other standards, addressing particular type of trust service, can build on the present document to identify supplement requirements for particular type of trust service.

The present document is aiming to meet the general requirements to provide trust and confidence in electronic transactions including, amongst others, applicable requirements from Regulation (EU) No 910/2014 [i.1].

EXAMPLE: ETSI EN 319 411-2 [i.7], annex A describes the application of the present document to the requirements of Regulation (EU) No 910/2014 [i.1] requirements for TSPs issuing EU qualified certificates.

1 Scope

The present document specifies general policy requirements relating to Trust Service Providers (TSPs) that are independent of the type of TSP. It defines policy requirements on the operation and management practices of TSPs.

Other specifications refine and extend these requirements as applicable to particular forms of TSP. The present document does not specify how the requirements identified can be assessed by an independent party, including requirements for information to be made available to such independent assessors, or requirements on such assessors.

The present document aims to support the requirements on NIS2 Directive [i.13] and addresses the general requirements for security management and cybersecurity of trust services (qualified and non-qualified).

NOTE: See ETSI EN 319 403-1 [i.2] for details about requirements for conformity assessment bodies assessing Trust Service Providers.

2 References

2.1 Normative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

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Not applicable.

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The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

- [i.1] [Regulation \(EU\) No 910/2014 of the European Parliament and of the Council of 23 July 2014](#) on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC.
- [i.2] ETSI EN 319 403-1: "Electronic Signatures and Infrastructures (ESI); Trust Service Provider Conformity Assessment; Part 1: Requirements for conformity assessment bodies assessing Trust Service Providers".
- [i.3] CA/Browser Forum: "Network and certificate system security requirements".
- [i.4] Recommendation ITU-R TF.460-6 (2002): "Standard-frequency and time-signal emissions".
- [i.5] ETSI EN 319 411-1: "Electronic Signatures and Infrastructures (ESI); Policy and Security Requirements for Trust Service Providers issuing certificates; Part 1: General requirements".