



ECD_CO_1001.01_ Registered Email Service Policy

Documentation control

Version History

Version	Date	Author	Description
1	02/8/2021	Eva Pané	Initial version
2	5/12/2022	Jordi Ramon	Review of standards
2.1	03/05/2023	Gloria Salvador	ONAC accreditation references

Distribution List

Company
Lleida SAS

Classification and Status

Ranking	Status
Public	Approved

Referenced Documents

Description

Table of contents

1. Introduction	1
1.1 Aim	1
1.2 Scope	1
1.3 Distribution.....	1
1.4 Review	1
2. Preliminary Considerations	2
Requests, Complaints, Claims, Applications and Appeals.....	4
3. Policy Management	4
4. Operational Requirements for Registered Email Service	4
Description	4
Service Request	5
Who can request the service	5
Registration process and responsibilities.....	5
Service Request Procedure	6
<i>Documentation Verification</i>	6
<i>Approval or Rejection of Service Requests</i>	6
<i>Processing Time for Service Requests</i>	6
Service Activation	7
<i>Actions by Lleida.net RA during Service Activation</i>	7
<i>Notification to the Applicant by Lleida.net of Service Activation</i>	7
<i>Notification of Service Activation by Lleida.net to Other Entities</i>	7
Service Acceptance	7
<i>How the Service is Accepted</i>	7
Use of the Registered Email Service.....	7
<i>User's Use of the Service</i>	7
Service Renewal	8
Service Modification.....	8
Service Cancellation	8
<i>Conditions for Cancellation</i>	8
<i>Who can Request Cancellation</i>	9
<i>Cancellation Request Procedure</i>	9
5. Rates	10
6. Service Security Policies	11
7. Obligations	12
8. Control Map	12

1. Introduction

1.1 Aim

To inform the general public about the guidelines established by Lleida SAS for providing the Registered Electronic Mail service as an ECD in accordance with the provisions of Law 527 of 1999, Law 1437 of 2011 and the regulations that amend or complement them, in the territory of Colombia, as specified in the Accreditation Certificate issued by ONAC to Lleida SAS ([22-ECD-009.pdf \(onac.org.co\)](#)).

1.2 Scope

All members of Lleida SAS, a Digital Certification Entity, as well as all third parties identified within the scope of the Digital Certification Entity's Management System.

1.3 Distribution

Approved by the Management of Lleida SAS, this Policy must be accessible to all individuals listed in the specified distribution list of the document control, through appropriate channels as established in the procedure ECD_CO-3001 – Documentation Repository Management.

1.4 Review

This Service Policy will be reviewed and approved annually by the Security Committee of Lleida.net. However, if significant changes occur for the organization, whether they are operational, legal, regulatory, or contractual in nature, a review will be conducted whenever deemed necessary to ensure that the Policy always remains updated.

2. Preliminary Considerations

The Registered Email Service Policy, hereinafter referred to as the *Policy*, is a document prepared by Lleida SAS (hereinafter referred to as Lleida.net), acting as a Digital Certification Entity (hereinafter referred to as ECD) which contains the rules and procedures that Lleida.net applies as guidelines for providing the Registered Email Service in accordance with the provisions of Law 527 of 1999, Law 1437 of 2011, and any regulations that may amend or complement them, within the territory of Colombia.

The Policy complies with the following guidelines:

- Specific Accreditation Criteria for Digital Certification Entities CEA 3.0-07 (hereinafter referred to as CEA) which must be met to obtain the accreditation as an ECD from the National Accreditation Body of Colombia (hereinafter referred to as ONAC).
- Law 527 of 1999
- Standards and protocols:

Simple Mail Transfer Protocol (SMTP) RFC 821, 822, 2822, 5321, 5322

<https://tools.ietf.org/html/rfc821>

<https://tools.ietf.org/html/rfc822>

<https://tools.ietf.org/html/rfc2822>

<https://tools.ietf.org/html/rfc5321>

<https://tools.ietf.org/html/rfc5322>

Multipurpose Internet Mail Extensions (MIME) RFC 1847, 2045, 2046, 2047, 4288, 4289, 2049, 2231, 2387

<https://tools.ietf.org/html/rfc1847>

<https://tools.ietf.org/html/rfc2045>

<https://tools.ietf.org/html/rfc2046>

<https://tools.ietf.org/html/rfc2047>

<https://tools.ietf.org/html/rfc4288>

<https://tools.ietf.org/html/rfc4289>

<https://tools.ietf.org/html/rfc2049>

<https://tools.ietf.org/html/rfc2231>

<https://tools.ietf.org/html/rfc2387>

<https://tools.ietf.org/html/rfc1521>

Secure/Multipurpose Internet Mail Extensions (S/MIME) RFC 5751

<https://datatracker.ietf.org/doc/html/rfc5751>

Hypertext Transfer Protocol (HTTP)

<https://www.ietf.org/rfc/rfc2616.txt>

HTTP Over TLS (HTTPS)

<https://datatracker.ietf.org/doc/html/rfc2818>

CAdES (CMS Advanced Electronic Signatures). ETSI TS 101 733

https://www.etsi.org/deliver/etsi_ts/101700_101799/101733/02.02.01_60/ts_101733v02020p.pdf

PAdES (PDF Advanced Electronic Signatures). ETSI TS 102 778

https://www.etsi.org/deliver/etsi_ts/102700_102799/10277801/01.01.01_60/ts_10277801v010101p.pdf

RFC 3126 Electronic Signature Formats for long term electronic signatures

<https://datatracker.ietf.org/doc/html/rfc3126>

RFC 5126 CMS Advanced Electronic Signatures (CAdES)

<https://datatracker.ietf.org/doc/html/rfc5126>

RFC 3161 Internet X.509 Public Key Infrastructure Time-Stamp Protocol (TSP)

<https://datatracker.ietf.org/doc/html/rfc3161>

RFC 5905 Network Time Protocol Version 4: Protocol and Algorithms Specification

<https://datatracker.ietf.org/doc/html/rfc5905>

DETAILS OF THE ENTITY PROVIDING LEGAL CERTIFICATION SERVICES

Company name:	LLEIDA S.A.S.
N.I.T.	900571038-3
Address:	81st Street # 11 - 55 Office 903
City/Country	Bogotá/Colombia
Telephone:	+5713819903
E-mail:	co@lleida.net
Website:	www.lleida.net/co
Accreditation Certificate No.	22-ECD-009
Accreditation Certificate	22-ECD-009.pdf (onac.org.co)

DETAILS OF THE REGISTERING ENTITY

The registration entity is the same as the digital certification service provider.

Requests, Complaints, Claims, Applications and Appeals

Requests, complaints, claims, applications and appeals regarding the services provided by Lleida SAS will be addressed through various mechanisms available to the subscriber and will be resolved by relevant and impartial individuals.

- By e-mail to clientes@lleida.net . The following template available at www.lleida.net/co must be attached. ECD_CO 4501 Template PQRSA Lleida SAS
- By phone at +57 1 381 9903

They must be resolved and notified within a maximum period of 15 days, following registration, analysis, and the preparation of a formal report that will be provided to the subscriber.

3. Policy Management

The administration of the Service Policies is the responsibility of the Integrated Management System process.

Contact Person

Name: Eva Pané Vidal

Position: ECD Supervisor

Contact telephone number: +57 1 381 9903

E-mail: compliance@lleida.net

The policies must be approved by the Security Committee. Once approved, it is the responsibility of the ECD Supervisor to update the latest version of these on the web portals.

4. Operational Requirements for Registered Email Service

Description

This is a service provided by Lleida.net. Acting as a communications operator and trusted third party, Lleida.net receives, forwards and delivers an email from a sender to one or more recipients. The service generates digitally signed evidence with a timestamp, proving the sender's email address, recipient email addresses, message content, message attachments, and delivery to the destination server's email inbox. Additionally, an annex containing information related to accessing the content of the registered email is attached. This annex is automatically generated in case of downloading a pixel inserted in the registered email. Since the pixel

download is an action beyond Lleida.net's control, Lleida.net is not responsible for the information obtained through such download or for any damages that may result from it.

It is a necessary requirement that the sender of the registered email is enabled in a whitelist.

The registered email can be sent from the sender's own email account or it can be integrated using APIs.

Service Request

Any person requiring the provision of the Registered Email Service can request it through Lleida.net's website or via email or phone. The RA (Registration Authority) will forward the request to the Sales Department, which will contact the interested party and request the necessary documentation for identification.

Users requesting our products accept the terms and conditions of the specific services outlined in this Policy.

Lleida.net reserves the right to request additional documents in their original or copy form to verify the identity of the applicant. Lleida.net may also waive the presentation of any document when the identity of the applicant has been sufficiently verified through other means.

The applicant agrees that Lleida.net has the discretionary right to reject a request for the Registered Email Service when, in its judgment, it could jeopardize the credibility, commercial value, reputation of GSE, legal or moral suitability of the entire certification system, notifying the non-approval without the need to specify the reasons.

Who can request the service

Any natural or legal person who is legally entitled and duly identified can apply for the Registered Email Service.

Registration process and responsibilities

Lleida.net's RA (Registration Authority), after fulfilling the authentication requirements and verifying the applicant's data, will approve the service activation request. All related information will be recorded in the RA's system.

Service Request Procedure

Documentation Verification

The verification of the applicant's documentation is carried out by Lleida.net's RA, responsible for authorizing the service activation. They check whether the provided information is valid and if the attached documentation complies with the requirements defined for the service according to this Policy.

The documents that must be attached for the service request are:

- Service Provision Contract
- Applicant's identification document
- Document of Existence and Legal Representation of the Company, not older than thirty (30) days
- Unique Tax Registry – RUT

Documents will be accepted in scanned or electronic original format, ensuring legibility for information use.

Approval or Rejection of Service Requests

If, once the applicant's documentation is validated, the provided information complies with the requirements established by this Policy, the request is approved. If it is not possible to validate the applicant's documentation or there is no full authenticity of the provided information, the request is denied, and the Registered Email Service is not activated. Lleida.net assumes no responsibility for the consequences that may arise from the non-approval of the Registered Email Service, and the applicant to whom the issuance of the respective service has been denied accepts and acknowledges this.

Likewise, Lleida.net reserves the right not to activate the Registered Email Service, even if the identification of the applicant or the information provided by them has been fully authenticated, for legal or commercial convenience reasons, or if it could jeopardize the good name or reputation of Lleida.net, potentially endangering the digital certification system.

Processing Time for Service Requests

The deadline for the approval of a request by Lleida.net's RA is three (3) business days from the moment complete documentation and information are received. The time for service activation is one (1) business day once complete documentation is received.

Service Activation

Actions by Lleida.net RA during Service Activation

The final step in the Registered Email Service activation process is the delivery of access credentials by Lleida.net's RA and their secure handover to the responsible party. The activation process securely links registration information and the provided credentials.

Notification to the Applicant by Lleida.net of Service Activation

Through an email that includes the Registered Email Service credentials, the applicant accepts and acknowledges that upon receiving the said email, the Registered Email Service is considered delivered. It will be deemed that the email with the formal document notifying the activation of the digital certification service has been received when said email enters the information system designated by the applicant at the email address provided in the request documentation.

Notification of Service Activation by Lleida.net to Other Entities

There are no external entities that need to be notified of the service renewal.

Service Acceptance

How the Service is Accepted

No confirmation is required from the responsible party as acceptance of the received service. The Registered Email Service is considered accepted by the responsible party from the moment they request its issuance. Therefore, if the information contained in the service activation communication does not correspond to its status or was not provided correctly, the responsible party should request its cancellation, and the latter accept this, according to the cancellation procedure described in section 5.11.

Use of the Registered Email Service

User's Use of the Service

The user of the service issued by Lleida.net accepts the terms of use established in this Policy simply by requesting the activation of the service. They may only use it for the explicitly mentioned and authorized purposes stated in this Policy. Consequently, the Registered Email Service should not be used for activities outside of the mentioned purposes in this document. Once the service has expired, the user is obligated to cease using the associated credentials. Based on the above, the responsible party accepts and acknowledges that they will be solely

responsible for any harm, loss, or damage caused to third parties using the service after its expiration. Lleida.net assumes no responsibility for unauthorized uses.

Service Renewal

The Registered Email Service is renewed automatically, so if the user does not wish to continue using the service, they must inform this to the RA.

Service Modification

The Registered Email Service is provided with all its features and functionalities, therefore, requests for service modification are not applicable.

Service Cancellation

Conditions for Cancellation

The user may voluntarily request cancellation of the service at any time, but is required to request cancellation of the service in the following circumstances:

- a) Due to loss or unusability of credentials (username and password).
- b) The credentials have been exposed or are at risk of being misused.
- c) Changes in the circumstances for which Lleida.net authorised the service.

If the responsible party does not request the cancellation of the service in the event of the aforementioned situations, they will be responsible for any losses or damages incurred by third parties acting in good faith who relied on the service.

The user acknowledges and accepts that the Registered Email Service must be cancelled when Lleida SAS becomes aware of or has indications or confirmation of the occurrence of any of the following circumstances:

- a) At the request of the user or a third party on their behalf and representation.
- b) Due to a change of user.
- c) Upon the death of the user.
- d) Upon liquidation in the case of legal entities that acquired the service.
- e) Upon confirmation or evidence that any provided information is deliberately false.
- f) In the event of the cessation of operations by the certification entity.
- g) By court order or competent administrative authority.
- h) Due to a compromise of security for any reason, manner, situation, or circumstance.
- i) Due to the unexpected incapacity by the responsible person or entity.
- j) Due to the occurrence of new events that make the original data no longer correspond to reality.

- k) Due to the application of the terms and conditions document, in accordance with the causes established in the contract.
- l) Due to any reasonable cause that leads to the belief that the service used with digital certification has been compromised to the extent that its reliability is in doubt.
- m) Due to the improper handling by the responsible party of the service.
- n) For breach by the user or the legal entity it represents or to which it is bound by the terms and conditions document.

- o) Awareness of events that modify the initial state of the provided data, including but not limited to: termination of Legal Representation, termination of employment relationship, liquidation or dissolution of legal entity, cessation of public service, or change to a different one.
- p) At any time when there is evidence of false information provided by the applicant, subscriber, or person responsible.
- q) Due to non-compliance by Lleida SAS, the subscriber, or responsible party with the obligations established in the Policy.
- r) Due to non-payment of the fees for certification services, as agreed upon between the applicant and Lleida ASS.

Notwithstanding the above, Lleida SAS may also cancel the Registered Email Service when, in its judgement, it could jeopardize the credibility, reliability, commercial value, good name of the ECD, legal or moral suitability of the entire certification system.

Who can Request Cancellation

The responsible party, a third party acting in good faith, or any interested person can request cancellation when they have demonstrable knowledge of the facts and causes mentioned in the "**Conditions for Cancellation**" section of this Policy or when the service has been used for purposes other than those outlined in the "**User's use of the service**" section.

Any interested person who has demonstrable knowledge that the service is not in the possession of the subscriber or responsible party.

The IT team of both the RA and the CA, as the highest authority responsible for overseeing the security of Lleida SAS's technological infrastructure, has the authority to request cancellation of the service if they become aware of or suspect the compromise of credentials or any other event that may lead to the improper use of the service by the responsible person or by Lleida SAS.

Cancellation Request Procedure

Interested parties seeking the cancellation of the service due to causes specified in this Policy can do so using the following procedures:

- By phone
- By email at clientes@lleida.net

The cancellation request for the service must be addressed with the utmost urgency, and the cancellation process should not take more than three (3) business days once the request is validated.

Once the formalities for cancellation are completed and if, for any reason, the cancellation of the service is not carried out within the terms established by this Policy, Lleida SAS, as a certification service provider, will be liable for damages caused to subscribers or third parties acting in good faith resulting from errors, omissions, or bad faith actions of the administrators, legal representatives, or employees of Lleida SAS in the execution of authorized activities. For this purpose, Lleida SAS has civil liability insurance in accordance with Article 9 of Decree 333 of 2014. Lleida SAS assumes no other commitments, provides no other warranties, and assumes no other responsibilities for certificate holders or trusted third parties, except as provided by the provisions of this Policy.

It is the responsibility of the service user, and they accept and acknowledge this, to inform third parties acting in good faith of the need to verify the validity of the email service they are using at any given time.

Within 24 hours following the cancellation of the Registered Email Service, Lleida SAS notifies the subscriber or responsible party via email about the service cancellation. Consequently, the applicant accepts and acknowledges that once they receive the mentioned email, their request has been attended to. It will be deemed that the email notifying the service cancellation has been received when said email enters the information system designated by the applicant, at the email address provided in the request form.

5. Rates

The Registered Email Service can be used in prepaid or postpaid mode.

In the case of prepaid mode, it is charged based on credits (CRE):

Mail size including attachments	CRE consumed by the service per recipient	Price per CRE (COP)	Total price (COP)
5MB	7	213,57	1,495.00
10MB	14	213,57	2,990.00
15MB	21	213,57	4,485,00
20MB	28	213,57	5,980.00

In the case of postpaid mode (monthly billing) it is charged based on Registered Units (CRT):

Mail size including attachments	CRT consumed by the service per recipient	Price per CRT (COP)	Total price (COP)
5MB	1	1,495.00	1,495.00
10MB	2	1,495.00	2,990.00
15MB	3	1,495.00	4,485,00
20MB	4	1,495.00	5,980.00

Prices without VAT

The cancellation request is free of charge.

The rates indicated here may vary based on special sales agreements that may be reached with users as part of promotional campaigns.

6. Service Security Policies

The service and the system that manages it address various security aspects:

- Secure

The system prevents unauthorized access to information, both through the platform and direct attacks on the servers it operates on.

- Traceable

All user actions involving a modification to a document are logged. In some services, such as registered communications, event auditing is signed and timestamped by a TSA (Timestamp Authority) to ensure its authenticity.

- Trustworthy

Original documents are not altered.

- Integrity

The expert evidence generated remains unaltered.

- Best Practices regarding Information Security

The Registered Email Service Management System is periodically audited according to ISO 27001 standards, maintaining the accreditation valid and available at the following link: https://www.lleida.net/docs/es/IS_632576_lleidanet.pdf

- Audited

In addition, technical reviews and Ethical Hacking assessments are conducted in accordance with OWASP standards.

7. Obligations

Obligations of Lleida.net as an ECD (Entity of Digital Certification Services)

Lleida.net, as a provider of certification services, is obligated under current regulations and in accordance with the Certificate Policies for Email Service and the DPC to:

1. Comply with current regulations, the DPC and the Certificate Policies.
2. Publish the DPC and each of the Certificate Policies on the Lleida.net website.
3. Inform ONAC about any modifications to the DPC and Certificate Policies.
4. Maintain the DPC and Certificate Policies with their latest version published on the Lleida.net website.
5. Issue the service in accordance with the Certificate Policies and defined standards.

8. Control Map

Standard	Section
CEA- 3.0-07	10.11