



## Reporting a certificate problem: TLS certificate

**Note:** Fields with a red border are required fields.

1. What are the reasons for revoking the certificate?

Description of the problem

2. When did you detect the problem?

Date

Time

3. Which certificate is concerned?

Serial number of the certificate (hex)

Issuing CA

URL where certificate details can be viewed.

D-TRUST order number



4. To whom does the certificate belong?

Company

Street

No.

Postcode

City

Country

5. What is your relationship to the certificate? *\*required field*

My organization is the holder of the certificate

I am the authorized certificate contact verified by D-TRUST

No relationship

6. How can we reach you?

Title

Company

First name

Family name

Telephone

E-mail

**Privacy policy in the event of security incidents**

**Why do we collect data within the scope of this process?**

As the certificate issuer, D-TRUST must provide a way to report suspected certificate misuse. The following data of the reporting entity will then be gathered: first and family name (optional), e-mail (mandatory) and telephone number (optional).

In order to settle the issue, D-TRUST is obliged to contact both the entity reporting the security incident and the subscriber. Please refer to the Baseline Requirements of the CA/B Forum (<https://cabforum.org/baseline-requirements-documents/>).

The legitimate interest of D-TRUST is to protect our products and the general public from insecure online communications (using TLS-secured connections).

**How do we process the data and how long is the data stored?**

You can report a security problem with TLS and/ or Sub-CA certificates in the Support section of Bundesdruckerei's website. Simply complete the form provided and send it to the e-mail address shown there. The report will then be processed in a defined process in the IT systems of Bundesdruckerei and D-TRUST. Any personal data from the report will be kept in Bundesdruckerei and D-TRUST's IT systems until the entire incident has been clarified. If neither the reporting entity nor the subscriber provides further feedback within a period of 12 weeks, the data will be deleted at the end of the following year.

**Who will be informed about the incident?**

In order to process the case, both Bundesdruckerei GmbH and the respective conformity assessment body will receive the contents of the report including the personal data of the reporting entity.

The subscriber and interested third parties registered in the CA/Browser Forum (<https://cabforum.org/>) as certificate consumers will receive the contents of the report without the personal data of the reporting entity via their established communication channels (for instance, <https://bugzilla.mozilla.org/>).

**Who is responsible within the meaning of the General Data Protection Regulation?**

This information can be found in section 1 (Responsibility) and section 3 (Rights of the Data Subjects) of the Privacy Policy of the sign-me remote signature system ([https://www.d-trust.net/internet/files/D-TRUST\\_Privacy\\_Policy.pdf](https://www.d-trust.net/internet/files/D-TRUST_Privacy_Policy.pdf)).