

Duties as an RA Agent using the Swisscom RA app

1 Starting point: RA Agency Agreement with Swisscom

You have been appointed as an RA Agent (Registration Authority Agent, also an RA Master Agent, hereafter "RA Agent") and you have completed the training provided by Swisscom in this regard.

Background and what you must adhere to as an RA Agent:

Your organisation (e.g. your employer, hereafter "Your Organisation") has entered into an RA Agency Agreement with Swisscom (Switzerland) Ltd (hereafter "Swisscom"). This Agreement regulates how Your Organisation and Swisscom identify persons who wish to use the trust service of Swisscom for electronic signatures: As a provider of trust services for electronic signatures, Swisscom operates a registration authority and provides Your Organisation with an RA app with which individuals can be taken through the identification process. Specifically, Your Organisation appoints RA Agents, who take individuals who need to be identified through the identification process using the RA app.

You are obligated towards Your Organisation in your role as an RA Agent to use the RA app carefully, in line with the instructions received during Swisscom training and in accordance with the following terms and conditions.

You are obliged to terminate your RA agent activity if you leave the organisation. Contact the RA-Master Agent of your organisation, or if you are a RA-Master Agent yourself, contact another RA Master Agent of your organisation.

2 Adherence to confidentiality

As part of your activity as an RA Agent, you will receive access to information about the customers of Swisscom as well as other business and technical information of Swisscom.

You are obligated for an unlimited period to keep the confidential information in strict confidence. In particular, you are prohibited from disclosing or making confidential information accessible to unauthorised third parties.

The Swisscom RA app is being made available to you for carrying out your activities as an RA Agent. You are obligated to comply with the requirements set forth in the following Sections.

3 Confidential information

Confidential information shall include:

- all information of which you become aware as an RA Agent during the course of conducting the identification process using the Swisscom RA app, as well as
- all perceptions for which it must be presumed that Swisscom or its business partners have an interest in preserving the confidentiality thereof and which are not accessible to the public nor commonly known;

provided that in case of doubt, information shall be deemed to be confidential

Information that must be treated confidentially includes specifically the following information:

- Login details for registering with the RA app (company identifier).
- All data collected by the RA app, including in particular:
 - photographs of the identity document,
 - all information relating to the identity document examined (such as name, place of origin, document number and expiry date),
 - the mobile phone number,
 - photographs of the person identified using the RA app.
- Any other details provided during the identification process by the person concerned.

You are obligated to process confidential information exclusively for the agreed purpose of your activity as an RA Agent.

You acknowledge that any breach of the duties of confidentiality and cooperation agreed upon with Your Organisation may also constitute a breach of statutory provisions, which could result in criminal prosecution. This applies for example in relation to trade secrets.

4 Swisscom RA app

You are obligated to use the RA app exclusively in accordance with the instructions received during the RA app training completed by you and in accordance with any other requirements of Your Organisation. In particular, you must comply with the following points for each identification process you conduct using the RA app:

- examination of whether the identification papers are genuine with reference to tactile and optical features, as specified in the app;
- recording of the front and rear sides of the identification document;
- photographic recording of the person to be identified as proof of his/her presence onsite;
- examination of the mobile phone number;
- ensuring that the data have been read correctly from the identification documents, and making corrections as necessary;
- informing the person identified that for the signature he/she must accept the terms and conditions of use in advance;
- discontinuing identification processes that could not be completed using the app or that resulted in discrepancies. Consultation with Swisscom concerning all such discontinued identification processes through the point of contact specified in Section 6.

You are obligated to take every reasonable and readily available opportunity to protect the mobile phone used by you from attacks and malware ("viruses", "worms", "Trojan horses" and the like), in particular by using software that is continually updated (operating system and apps). You must ensure that you always use the most recent version of this RA app offered in the app store. You are further obligated to protect your mobile phone from being accessed by third parties (password, fingerprint etc.). In particular, you must not use any data relating to your person (date of birth and the like) for the secret number sequence (PIN) for your mobile ID or for your personal password when using other processes. You may not disclose any

records of the mobile ID PIN and/or personal password to any other person, and you must keep them securely and separate from your mobile phone or in encrypted form and protect them from access by third parties.

After submitting identification data through the RA app, you will receive a confirmation request on your mobile phone. Once you have confirmed the data submitted, an electronic signature will be generated at Swisscom on a PDF document containing the identification data confirmed by you. This PDF document is retained and used by Swisscom for evidentiary purposes.

5 Master RA Agent

If you have been authorised by Swisscom as a Master RA Agent, you can appoint further RA Agents (or Master RA Agents) yourself. You are obligated to ensure that these RA Agents are trained in accordance with Swisscom requirements and to provide Swisscom with confirmation of completion of training before any allocation to a specific role, except where such confirmation is transmitted automatically. You acknowledge that Swisscom is entitled at any time and without stating reasons to decline to authorise RA Agents or to revoke their authorisation. As an RA Master Agent, you receive access to an administration portal for appointing further RA Agents or RA Master Agents. You are obligated to protect this administration portal from access by third parties and in particular not to disclose any access authentication data to any other person.

6 Contact point

Please contact Your Organisation if anything is unclear or if there are any discrepancies or with any questions concerning the obligations set forth in this document. If you have any technical problems with the RA app, please contact Swisscom Support +41 (0) 800 724 724, menu "Data Services", keyword "All-in Signing Service", citing the PRO number of Your Organisation specified in the Agreement.

All incidents and technical notices are published by Swisscom under the link <https://trustservices.swisscom.com/service-status>. The contact persons should subscribe to this page via RSS feed (e.g. via Outlook) or view it regularly.