



Terms on the use of the e-Delivery service by authorized users

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Contents

1. The subject of the regulation and the scope of application of the Regulations	3
2. General Terms and Conditions of Use of the Service	3
3. Permissions for unverified users	3
4. Evidence regarding shipments made by the User	3
5. Glossary of terms	4
6. Document History.....	5

1. The subject of the regulation and the scope of application of the Regulations

The purpose of these Regulations on the use of the Service by other users (hereinafter referred to as the **Terms**) is to define the terms of use of the Service by users authorized by the Service User (hereinafter referred to as **Users**), who do not have verified identity and powers of attorney, based on the submitted application for access to the Service. The document is available on the website at: <https://www.certum.pl/pl/repozytorium>.

2. General Terms and Conditions of Use of the Service

- 2.1. The Service Recipient has the option of granting access authorization along with assigning permissions and roles (described in the User Manual available on the website at <https://pomoc.certum.pl/pl/e-doreczenia/dokumentacja/>) to the Box within the Service (hereinafter referred to as the Box) to other Users who will be granted access to the Service.
- 2.2. The Service Recipient, independently supervises and enables access to the Box to Users, for whose actions he is responsible as for his own actions, while at the same time being the administrator of the personal data of such Users.
- 2.3. The User does not have access to the Box as part of the Service Recipient Service.
- 2.4. Users invited by the Service Recipient are not subject to verification by Certum.

A User who has access to the Box Recipient's Service may send correspondence on behalf of the Service Recipient.

3. Permissions for unverified users

- 3.1. As part of access to the Box within the Service or the box integrated with the client's document flow system (EZD), the User will have access to:
 - a) correspondence received on behalf of the Service Recipient (owner of the Box),
 - b) correspondence sent on behalf of the Service Recipient (owner of the Box),
 - c) work correspondence – on behalf of the Service Recipient (owner of the Box).

Note: Permissions and their scope are granted by the Service Recipient.

4. Evidence regarding shipments made by the User

All proofs of shipments made by Users, transferred to a Service that is not an RDE service, will show the data of Service Recipient and not the User. Type F Proofs will be generated:

- a) F.1 - Transfer to a non-RDE service,
- b) F.2 - Error forwarding to non-RDE service,
- c) F.3 - Receiving a shipment from a non-RDE service.

5. Glossary of terms

Application for access to the Service - an electronic document that constitutes confirmation of the authenticity of the Service Recipient's data and consent to assigning this data to him. On the basis of this application, Certum grants access to the Service. The application is submitted via the website.

Box as part of the Service – a tool enabling sending, receiving and storing data (electronic correspondence, with an effect equivalent to a registered letter with acknowledgment of receipt) in accordance with the RDE Service Standard. Submitting an application for an electronic delivery address (ADE) and entering it in BAE will be equivalent to requesting to receive correspondence at the address registered in the electronic address database (BAE). Certum offers free the Boxes enabling communication with public administration and paid Boxes enabling communication with both public administration and commercial entities. A special mode within the Box is the “read only” option, which involves the inability to receive, send or read the content of Shipments. The Box in this mode is available for a period of one calendar year starting from the date of closing the Box by its owner and allows access to the metadata of Shipments and Evidence related to them during this period.

Evidence – electronic confirmations issued by the Service, which, in accordance with the law and relevant standards, document the course and time of the process of forwarding a given shipment, in particular confirm the interaction with the sender and the addressee (proof of sending and receipt) and maintaining the integrity of the shipment. Evidence from legal presumption is considered credible. A detailed list of evidence generated when using the Service can be found in the e-Delivery Policy, in section 4.6.3.

EZD – an external document flow system located directly in the client’s infrastructure.

F-type evidence – evidence related to connections to systems other than the RDE service, evidence provided by the Service of sending and receiving shipments.

RDE - Registered electronic delivery service. This can be a public or qualified service. The service is used by the sender and the addressee who are registered accordingly to the selected RDE service.

Service – qualified registered electronic delivery service provided by Certum .

Service recipient – a natural person or a person authorized by a natural person or legal entity to request access to the service and for whom access has been granted. The Service Recipient is authorized to receive or send shipments on behalf of the natural person or legal entity by whom he or she has been authorized. The Service Recipient may be:

- Owner – a natural person, a person performing a profession of public trust, an entrepreneur, or a public entity. The Owner may appoint an Administrator who is responsible for the day-to-day management and use of the Service on behalf of the Owner.
- Administrator – a natural person appointed by the Owner who is responsible for the day-to-day management and use of the Service.

User – a natural person or a person authorized by a natural person or legal person who has been granted access to the Service by the Service Recipient.

6. Document History

Document change history		
1.0	November 15, 2022	Preparation of the document.
1.1	August 5, 2024	Update service name.
1.2	January 16, 2025	Document proofreading.
1.3	March 27, 2026	Update of the glossary of terms, addition of information about the user manual available on the website. Added information about generated receipts.