



Electronic Signatures and Infrastructures (ESI); Policy and Security Requirements for Registered Electronic Mail (REM) Service Providers

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51 Intellectual Property Rights

52 IPRs essential or potentially essential to the present document may have been declared to ETSI. The information
 53 pertaining to these essential IPRs, if any, is publicly available for **ETSI members and non-members**, and can be found
 54 in ETSI SR 000 314: "*Intellectual Property Rights (IPRs); Essential, or potentially Essential, IPRs notified to ETSI in*
 55 *respect of ETSI standards*", which is available from the ETSI Secretariat. Latest updates are available on the ETSI Web
 56 server (<http://ipr.etsi.org>).

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 58 can be given as to the existence of other IPRs not referenced in ETSI SR 000 314 (or the updates on the ETSI Web
 59 server) which are, or may be, or may become, essential to the present document.

60 Foreword

61 This draft European Standard (EN) has been produced by ETSI Technical Committee Electronic Signatures and
 62 Infrastructures (ESI), and is now submitted for public review before approval by TC ESI and submission for the
 63 combined Public Enquiry and Vote phase of the ETSI standards EN Approval Procedure.

64

Proposed national transposition dates	
Date of latest announcement of this EN (doa):	3 months after ETSI publication
Date of latest publication of new National Standard or endorsement of this EN (dop/e):	6 months after doa
Date of withdrawal of any conflicting National Standard (dow):	12 months after doa

65

66 Modal verbs terminology

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

70 "**must**" and "**must not**" are **NOT** allowed in ETSI deliverables except when used in direct citation.

71 Introduction

72 **EDITORIAL NOTE: TBC**

73

1 Scope

EDITORIAL NOTE: TO BE REVIEWED

The present document specifies generally applicable policy and security requirements for Electronic Registered Email Service Providers (EREMSP), including the services they provide.

The present document is applicable to:

- The policy and security requirements of the qualified and non qualified REMS Providers;
- the general and security requirements of the qualified and non qualified REMS.

The present document does not specify interconnection requirements

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.

Referenced documents which are not found to be publicly available in the expected location might be found at <http://docbox.etsi.org/Reference>.

NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are necessary for the application of the present document.

- | | |
|-----|---|
| [1] | ETSI EN 319 401: "Electronic Signatures and Infrastructures (ESI); General Policy Requirements for Trust Service Providers". |
| [2] | ETSI EN 319 521: "Electronic Signatures and Infrastructures (ESI); Policy and security requirements for Electronic Registered Delivery Service Providers" |

2.2 Informative 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.

NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

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 319 411-1: "Electronic Signatures and Infrastructures (ESI); Policy and security requirements for Trust Service Providers issuing certificates; Part 1: General Requirements". |
| [i.3.] | ETSI EN 319 411-2: "Electronic Signatures and Infrastructures (ESI); Policy and security requirements for Trust Service Providers issuing certificates; Part 2: Requirements for trust service providers issuing EU qualified certificates". |

- 114 [i.4] ETSI EN 319 421: "Electronic Signatures and Infrastructures (ESI); Policy and Security
115 Requirements for Trust Service Providers issuing ElectronicTime-Stamps".
- 116 [i.5] ETSI EN 319 403: "Electronic Signatures and Infrastructures (ESI); Trust Service Provider
117 Conformity Assessment - Requirements for conformity assessment bodies assessing Trust Service
118 Providers".
- 119

120 3 Definitions and abbreviations

121 3.1 Definitions

122 For the purposes of the present document, the terms and definitions given in ETSI EN 319 401 [1] and ETSI EN 319
123 521 [3] and the following apply:

124 EDITORIAL NOTE: PENDING DISCUSSION AND DECISION

125 Pending:

126 1. Clear definition of REM: smtp protocol/MIME to be under 531. Otherwise, 521 applies. REM is an email
127 solution under ERDS.

128 REM nature:

- 129 • The REMS shall provide the option for all its users to send and receive messages in MIME format.
- 130 • The REMS should provide the option for all its users to send message over SMTP and receive messages over
131 IMAP or POP.
- 132 • If the REMS support interconnection with other REMS, the REMS shall relay REM messages in the format
133 specified in 319 532-3.

134 2. Define, style of operation and the two option S&N/S&F (Definition to be included in section 3.1. and
135 requirements in the appropriate clause)

136

137 3.2 Abbreviations

138 EDITORIAL NOTE: TO BE DISCUSSED AND AGREED

139 For the purposes of the present document, the following abbreviations apply:

140	REMS	Registered Electronic Mail Service
141	REMSP	Registered Electronic Mail Service Provider
142	QREMS	Qualified Registered Electronic Mail Service
143	QREMSP	Qualified Registered Electronic Mail Service Provider

144 S&N Store and notify

145

146 3.3 Notation

147 The requirements identified in the present document include:

- 148 a) requirements applicable to any REMS. Such requirements are indicated by clauses without any additional
149 marking;
- 150 b) requirements applicable under certain conditions. Such requirements are indicated by clauses marked by
151 "[CONDITIONAL]";

- 152 c) requirements that include several choices which ought to be selected according to the applicable situation.
 153 Such requirements are indicated by clauses marked by "[CHOICE]";
- 154 d) <the 3 letters REQ> - <4-5 letters type of service, whether qualified (QREMS) or non-qualified (REMS) < the
 155 clause number> - <2 digit number - incremental>.optional<1 lowercase letter) to distinct elements from a list>

156
 157
 158
 159

Editorial note: cumulative requirements

160 4 General provision on policies and practices

161 EDITORIAL NOTE: Throughout the document, to decide which requirements apply to QREMS or to REMS

162 NOTATION: REQ-REMS-XX-XX or REQ-QREMS-XX-XX

163 EDITORIAL NOTE: There are some interoperability requirements pending discussion within TC ESI not included in
 164 this draft.

165 4.1 REMS Practice statement

166 REQ-REMS-XX All requirements from EN 319 401[1] clause 6.1 shall apply.

167 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 4.1 shall apply.

168 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 4.1 shall apply.

169 In addition, the following REMSP and REMS-specific requirements apply.

170 EDITORIAL NOTE: PENDING DISCUSSION AND DECISION

171 REQ-REMS-XX-XX REMS practice statement shall describe the procedures used by the REMSP for identifying and
 172 authenticating users of the REMS.

173 REQ-REMS-XX-XX REMS practice statement shall describe which user agents are supported by the REMS.

174 REQ-REMS-XX-XX REMS practice statement shall state whether the REMS supports S&N style or not for messages
 175 submitted within this REMS.

176 REQ-REMS-XX-XX REM practice statement shall state whether the REMS supports S&N style or not for messages
 177 relayed by another REMS.

178 REQ-REMS-XX-XX [Conditional] If the REMS support S&N style, evidence for acceptance/rejection/no-response
 179 shall be provided.

180 REQ-REMS-XX-XX [Conditional] If the REMS support S&N style, REM practice statement shall describe how the
 181 recipient can accept or reject the incoming message

182 REQ-REMS-XX-XX [Conditional] If the REMS support S&N style, the method of determining the time period for
 183 acceptance/rejection shall be specified in the REM policy or REM practice statement

184 REQ-REMS-XX-XX REMS practice statement shall state which event types the REMS provides evidence for.

185 REQ-REMS-XX-XX [Conditional] If more than one REMSP interoperate to provide the REMS, each REMSP practice
 186 statement shall state whether the REMS supports relaying messages to other REMS and on what conditions.

187 REQ-REMS-XX-XX [Conditional] If more than one REMSP interoperate to provide the REMS, each REMSP practice
 188 statement shall state whether the REMS supports accepting relayed messages from other REMS, and if applicable, on
 189 what conditions.

190 REQ-REMS-XX-XX [Conditional] If more than one REMSP interoperate to provide the REMS, each REMSP practice
 191 statement shall state whether the REMS supports relaying messages to other non-REM ERDS, and if applicable, on
 192 what conditions.

193 REQ-REMS-XX-XX [Conditional] If more than one REMSP interoperate to provide the REMS, each REMSP practice
194 statement shall state whether the REMS supports accepting relayed messages from other non-REM ERDS and on what
195 conditions.

196

197 4.2 Terms and conditions

198 REQ-REMS-XX All requirements from EN 319 401[1] clause 6.2 shall apply.

199 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 4.2 shall apply.

200 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 4.2 shall apply.

201

202 In addition, the following REMSP and REMS-specific requirements and guidance apply.

203 **EDITORIAL NOTE: TO BE COMPLETED**

204

205 4.3 Information security policy

206 REQ-REMS-XX All requirements from EN 319 401[1] clause 6.3 shall apply.

207 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 4.3 shall apply.

208 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 4.3 shall apply.

209

210 In addition, the following REMSP and REMS-specific requirements and guidance apply.

211

212 **EDITORIAL NOTE: TO BE COMPLETED**

213

214 5 General provision on REMS

215 5.1 Message integrity and confidentiality

216 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 5.1 shall apply.

217 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 5.1 shall apply.

218

219 In addition, the following REMS-specific requirements and guidance apply.

220 **EDITORIAL NOTE: TO BE COMPLETED**

221

222 5.2. Sender and receiver identification and authentication

223 5.2.1. Initial identity validation

224 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 5.2.1 shall apply.

225 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 5.2.1 shall apply.

226

227 In addition, the following REMS-specific requirements and guidance apply.

228 **EDITORIAL NOTE: TO BE COMPLETED**

229

230 5.2.2 Identity verification renewal

231 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 5.2.2 shall apply.

232 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 5.2.2 shall apply.

233

234 In addition, the following REMS-specific requirements and guidance apply.

235 **EDITORIAL NOTE: TO BE COMPLETED**

236

237 5.2.3 Authentication

238 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 5.2.3 shall apply.

239 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 5.2.3 shall apply.

240

241 In addition, the following REMS-specific requirements and guidance apply.

242 **EDITORIAL NOTE: TO BE DISCUSSED AND AGREED**

243 REQ-REMS-XX-XX The user may authenticate using passwords only if protected and used with an authenticated
244 server (e.g. using TLS)

245

246 5.3 Time reference

247 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 5.3 shall apply.

248 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 5.3 shall apply.

249

250 In addition, the following REMS-specific requirements and guidance apply.

251 **EDITORIAL NOTE: TO BE COMPLETED**

252

253 5.4 Evidence

254 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 5.4 shall apply.

255 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 5.4 shall apply.

256

257 In addition, the following REMS-specific requirements and guidance apply.

258 **EDITORIAL NOTE: TO BE COMPLETED.**

259

260 5.4.2 Retention period

261 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 5.4.2. shall apply.

262 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 5.4.2 shall apply.

263

264 In addition, the following REMS-specific requirements and guidance apply.

265 **EDITORIAL NOTE: TO BE DISCUSSED AND AGREED**

266 **522-2 and 3 Evidence structure ¿mandatory for ERDS or only for REM? TBD**

267 • **Evidence content mandatory always**

268 • **Evidence format not mandatory**

269 **REQ-REMS-XX-XX Evidence for submission and consignment shall be provided by REMS.**

270 **REQ-REMS-XX-XX Evidence for handover should be provided.**

271 **REQ-REMS-XX-XX Evidence for other events may be provided.**

272 **REQ-REMS-XX-XX REM practice statement shall define how the evidence components are to be interpreted in those**
273 **cases where this is not defined by the present standard.**

274

275 6 Risk Assessment

276 The requirements from EN319 401 [1], clause 5 shall apply.

277 7 REMSP management and operation

278 7.1 Internal organization

279 7.1.1 Organization reliability

280 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.1.1 shall apply.

281 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.1.1 shall apply.

282 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.1.1 shall apply.

283

284 In addition, the following REMSP and REMS-specific requirements and guidance apply.

285 **EDITORIAL NOTE: TO BE COMPLETED**

286

287 7.1.2 Segregation of duties

288 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.1.2 shall apply.

289 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.1.2 shall apply.

290 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.1.2 shall apply.

291

292 In addition, the following REMSP and REMS-specific requirements and guidance apply.

293 EDITORIAL NOTE: TO BE COMPLETED

294

295 7.2 Human resources

296 REQ-REMS-XX All requirements from EN 319 401[1] clause 7. 2 shall apply.

297 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7. 2 shall apply.

298 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7. 2 shall apply.

299

300 In addition, the following REMSP and REMS-specific requirements and guidance apply.

301 EDITORIAL NOTE: TO BE COMPLETED

302

303 7.3 Asset management

304 7.3.1 General requirements

305 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.3.1.shall apply.

306 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.3.1. shall apply.

307 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.3.1. shall apply.

308

309 In addition, the following REMSP and REMS-specific requirements and guidance apply.

310 EDITORIAL NOTE: TO BE COMPLETED

311 .

312 7.3.2 Media handling

313 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.3.2. shall apply.

314 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.3.2. shall apply.

315 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.3.2. shall apply.

316

317

318 In addition, the following REMSP and REMS-specific requirements and guidance apply.

319 EDITORIAL NOTE: TO BE COMPLETED

320

321 7.4 Access control

322 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.4 shall apply.

323 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.4 shall apply.

324 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.4 shall apply.

325

326 In addition, the following REMSP and REMS-specific requirements and guidance apply.

327 **EDITORIAL NOTE: TO BE COMPLETED**

328

329 7.5 Cryptographic controls

330 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.5 shall apply.

331 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.5 shall apply.

332 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.5 shall apply.

333

334 In addition, the following REMSP and REMS-specific requirements and guidance apply.

335 **EDITORIAL NOTE: TO BE COMPLETED**

336

337 7.6 Physical and environmental security

338 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.6 shall apply.

339 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.6 shall apply.

340 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.6 shall apply.

341

342 In addition, the following REMSP and REMS-specific requirements and guidance apply.

343 **EDITORIAL NOTE: TO BE COMPLETED**

344 .

345 7.7 Operation security

346 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.7 shall apply.

347 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.7 shall apply.

348 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.7 shall apply.

349

350 In addition, the following REMSP and REMS-specific requirements and guidance apply.

351 **EDITORIAL NOTE: TO BE COMPLETED**

352

353 7.8 Network security

354 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.8 shall apply.

355 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.8 shall apply.

356 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.8 shall apply.

357

358 In addition, the following REMSP and REMS-specific requirements and guidance apply.

359 EDITORIAL NOTE: TO BE COMPLETED

360

361 7.9 Incident management

362 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.9 shall apply.

363 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.9 shall apply.

364 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.9 shall apply.

365

366 In addition, the following REMSP and REMS-specific requirements and guidance apply.

367 EDITORIAL NOTE: TO BE COMPLETED

368

369 7.10 Collection of evidence for REMSP internal services

370 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.10 shall apply.

371 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.10 shall apply.

372 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.10 shall apply.

373

374 The requirements from EN319 401 [1], clause 7.10 and EN319521 [3], clause 7.10. shall apply.

375 In addition, the following REMSP and REMS-specific requirements and guidance apply.

376 EDITORIAL NOTE: TO BE COMPLETED

377

378 7.11 Business continuity management

379 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.11 shall apply.

380 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.11 shall apply.

381 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.11 shall apply.

382

383 In addition, the following REMSP and REMS-specific requirements and guidance apply.

384 EDITORIAL NOTE: TO BE COMPLETED

385

386 7.12 REMSP termination and REMS termination plans

387 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.12 shall apply.

388 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.12 shall apply.

389 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.12 shall apply.

390

391 In addition, the following REMSP and REMS-specific requirements and guidance apply.

392 EDITORIAL NOTE: TO BE COMPLETED

393

394 7.13 Compliance

395 The requirements from EN319 401 [1], clause 7.13 shall apply.

396 REQ-REMS-XX All requirements from EN 319 401[1] clause 7.13 shall apply.

397 REQ-REMS-XX All REQ-ERDS requirements from EN 319 521 [2] clause 7.13 shall apply.

398 REQ-QREMS-XX All REQ-QERDS requirements from EN 319 521 [2] clause 7.13 shall apply.

399

400 ~~REQ-XXXXX-XX-XX~~ [Conditional] Where feasible, ERDSP and end-user products used in the provision of the
401 service shall be made accessible for persons with disabilities.

402

403 History

Document history		
V0.0.0.1	July 2017	Early draft for STF to contribute and comment
v.002	September 2017	Draft for Plenary ESI #60
V0.0.3	October 2017	Draft for public review

404

405