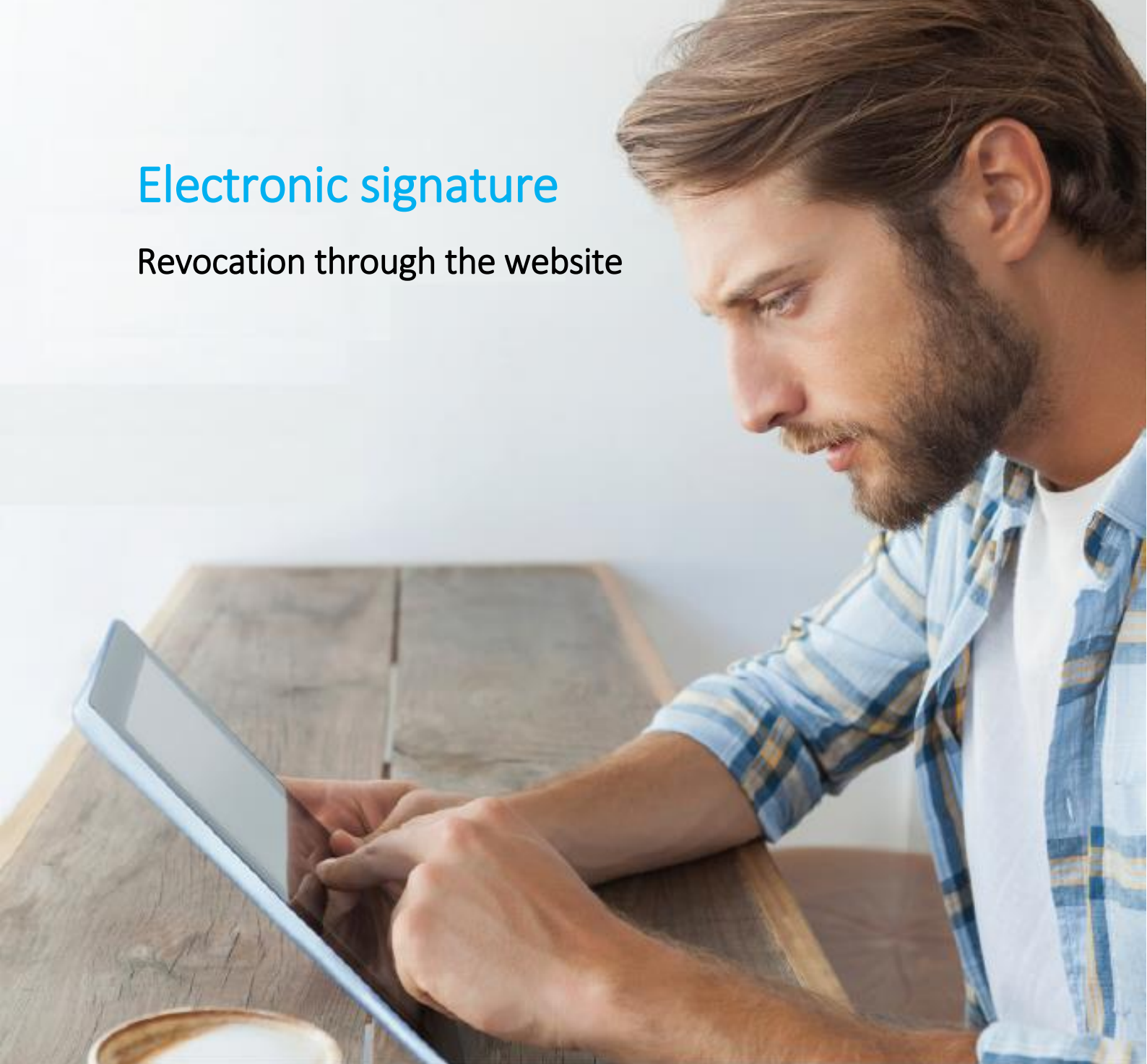


Electronic signature

Revocation through the website



The process of revoking a qualified certificate through the website (for persons who do not have an account on panel.certum.pl)

version 1.0

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1. What is revocation of a qualified certificate?

Certificate revocation is equivalent to the loss of certificate validity and is **permanent (irreversible)**. It also results in the termination of the agreement concluded between the subscriber (the person for whom the certificate was issued) and Certum without reimbursement of the payment for the unused period.

This instruction describes the process of certificate revocation through the website and is intended for persons who do not have an account on panel.certum.pl

Tip: A qualified certificate is needed to create an electronic signature – which is why you will also encounter the term 'certificate' in the next steps of this instruction.

2. Steps of the revocation process

Start the revocation process by going to the website revoke.certum.eu, then select the option **Revoke qualified certificate**.



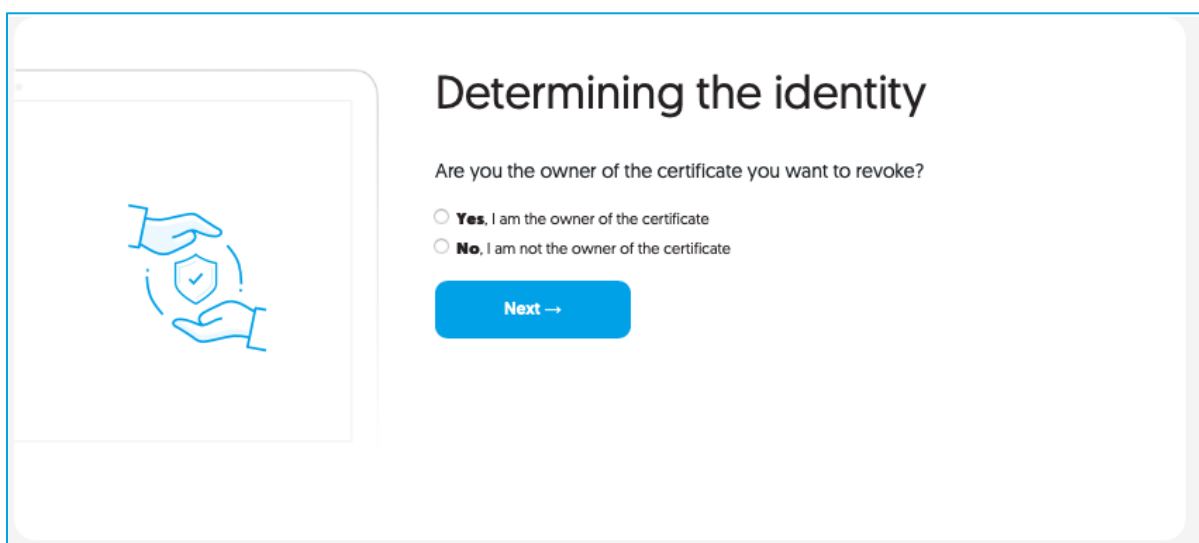
Revoke qualified certificate

In the next step, you will be asked if you are the owner of the certificate you want to revoke.



A personal certificate can only be revoked by the certificate owner.

2.1. Steps for the certificate owner



Determining the identity

Are you the owner of the certificate you want to revoke?

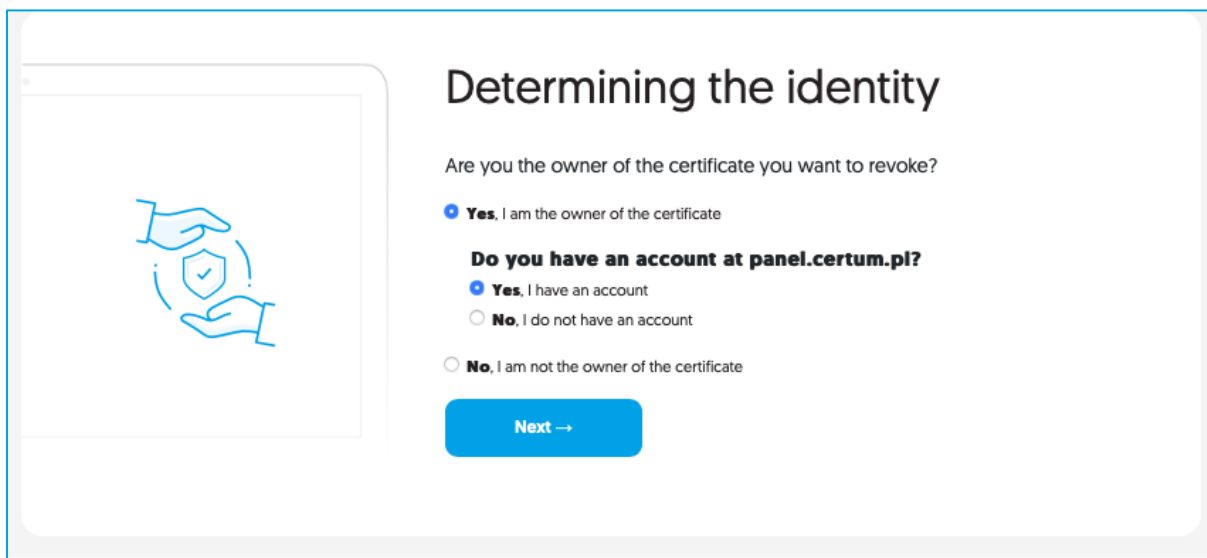
Yes, I am the owner of the certificate

No, I am not the owner of the certificate

Next →

If you are the certificate owner, answer the question – **Do you have an account on panel.certum.pl?**

If you have an account on panel.certum.pl tick – **Yes, I have an account**, click **Next** and you will be asked to log in to your account. The description of certificate revocation with the use of an account is described in a separate instruction.



Determining the identity

Are you the owner of the certificate you want to revoke?

Yes, I am the owner of the certificate

Do you have an account at panel.certum.pl?

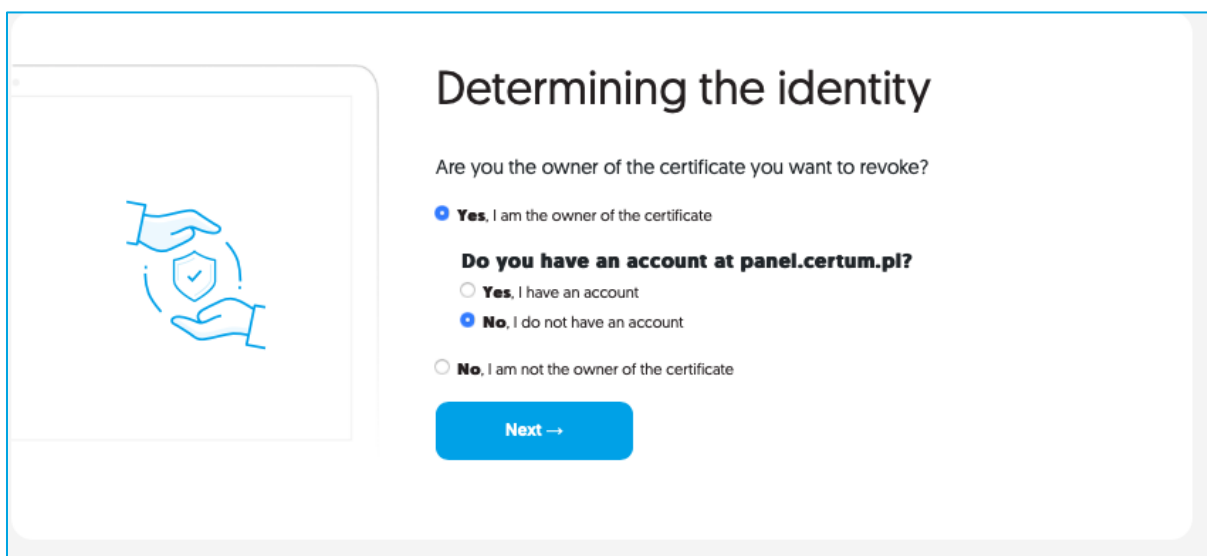
Yes, I have an account

No, I do not have an account

No, I am not the owner of the certificate

Next →

If you are the certificate owner and do not have an account on panel.certum.pl select - **No, I do not have an account**.



Determining the identity

Are you the owner of the certificate you want to revoke?

Yes, I am the owner of the certificate

Do you have an account at panel.certum.pl?

Yes, I have an account

No, I do not have an account

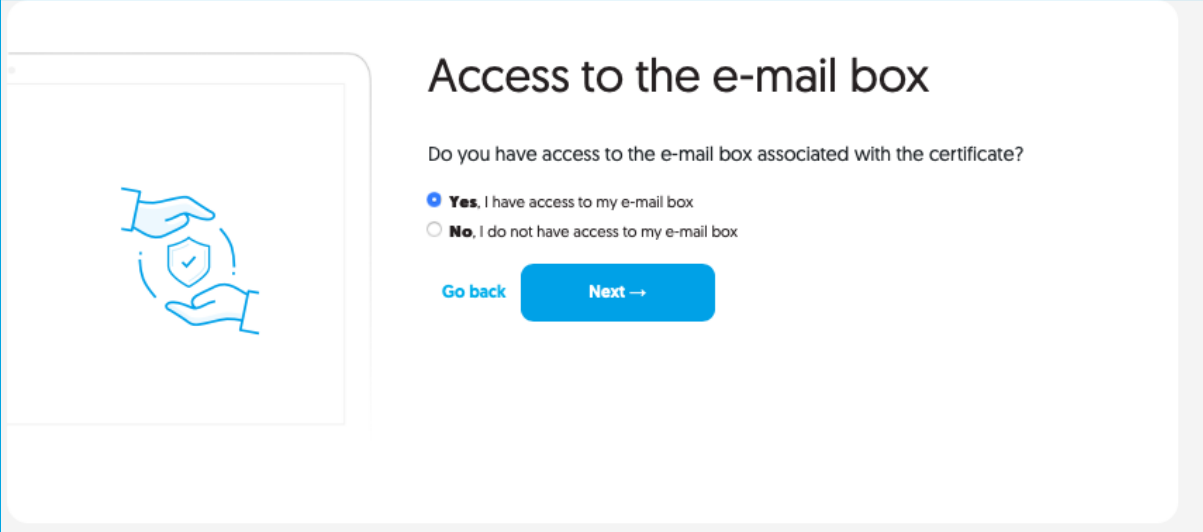
No, I am not the owner of the certificate

Next →

You will be asked **if you have access to the email box** contained in the certificate.

2.1.1. Yes, I have access to the email box

If you have access to the email box select – **Yes** and click **Next**.



Access to the e-mail box

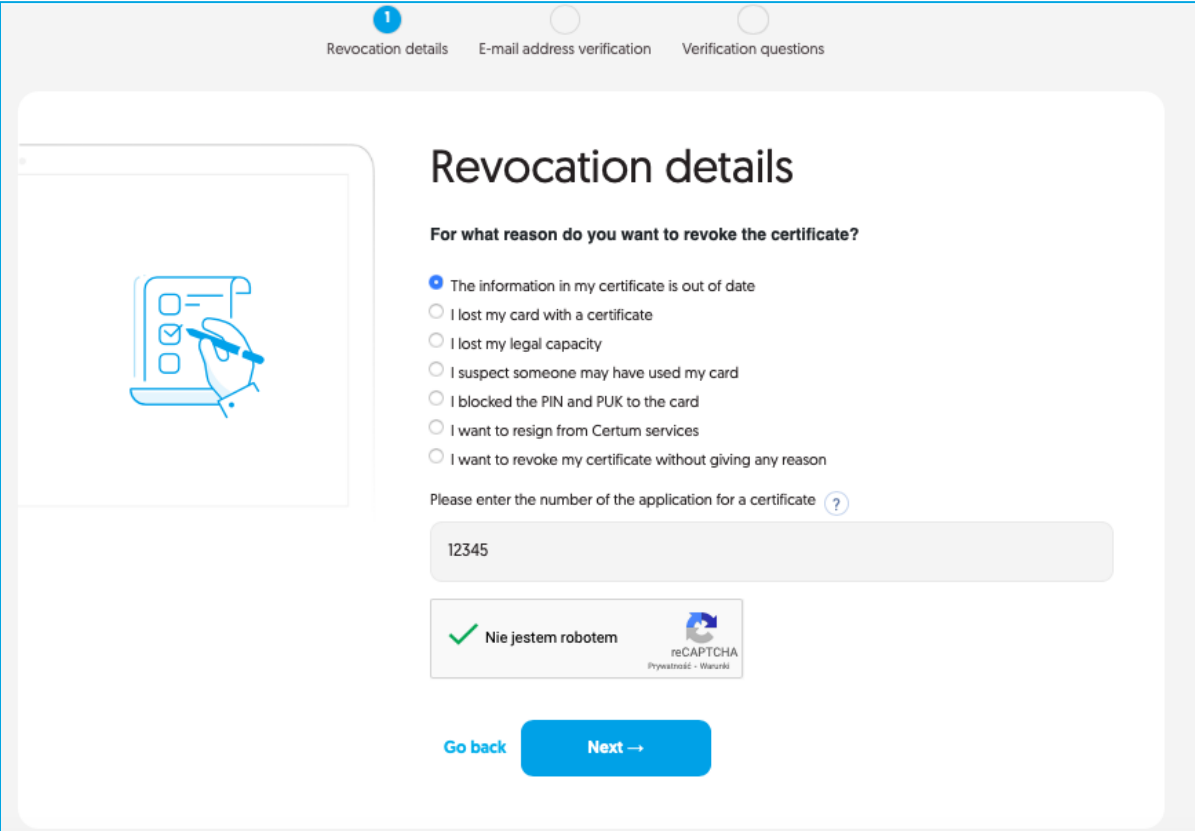
Do you have access to the e-mail box associated with the certificate?

Yes, I have access to my e-mail box

No, I do not have access to my e-mail box

[Go back](#) [Next →](#)

In the next step, you will be asked to indicate the reason for certificate revocation and provide the certificate application number (agreement number).



1
Revocation details E-mail address verification Verification questions

Revocation details

For what reason do you want to revoke the certificate?

The information in my certificate is out of date

I lost my card with a certificate

I lost my legal capacity

I suspect someone may have used my card


I blocked the PIN and PUK to the card

I want to resign from Certum services

I want to revoke my certificate without giving any reason

Please enter the number of the application for a certificate ?

12345

Nie jestem robotem  reCAPTCHA
Przywróć - Warunki

[Go back](#) [Next →](#)

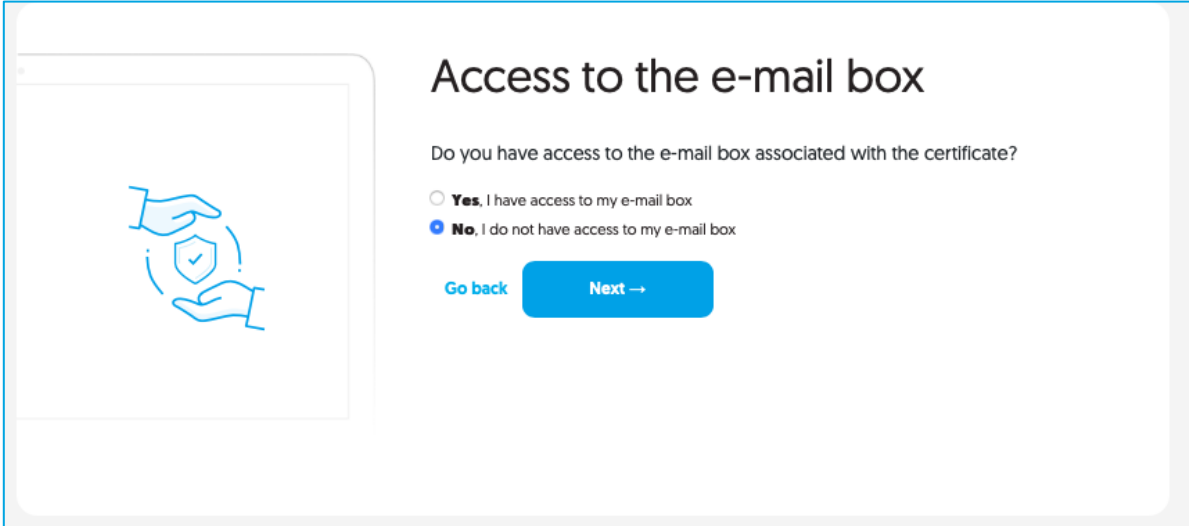
If any of the entered data is incorrect, you will be prompted to enter the correct data:



At least one of the entered data is invalid. Complete the form correctly and try again.

2.1.2. No, I do not have access to the email box

If you do not have access to the email box included in the certificate, select – **No** and click **Next**.



The screenshot shows a web form with the following elements:

- Title:** Access to the e-mail box
- Question:** Do you have access to the e-mail box associated with the certificate?
- Options:**
 - Yes.** I have access to my e-mail box
 - No.** I do not have access to my e-mail box
- Buttons:** "Go back" (text link) and "Next →" (blue button)
- Illustration:** An icon on the left showing two hands holding a shield with a checkmark, symbolizing security or access.

You will be asked to complete a form, based on which a person representing Certum will contact you to revoke the certificate.

1 ○
Applicant's details Subscriber's details

Applicant's details

Please enter your contact details. Our operators will contact you to revoke the certificate.

First name *

Last name *

Phone number *

Name of the organization

Position in the organization


* required fields

[Go back](#) [Next →](#)

We inform you that your personal data is processed by the administrator, which is Asseco Data Systems S.A. with registered office in Gdańsk, 11 Jana z Kolna St., 80-864 Gdańsk, Poland. We process your personal data in order to enable the submission and handling of the request for revocation of the qualified certificate issued by Certum. In connection with the processing of your data, you have the right to: access, rectify, delete, transfer data, limit the processing of your data. You can read the full information regarding the processing of your personal data, including your rights and their scope [here](#).

2.2. Steps for a person who is not a certificate owner

If you are not the certificate owner choose the option – **No** and click **Next**.



Determining the identity

Are you the owner of the certificate you want to revoke?

Yes, I am the owner of the certificate

No, I am not the owner of the certificate

[Next →](#)

You will be asked to complete a form, based on which a person representing Certum will contact you to revoke the certificate.

1 Applicant's details Subscriber's details

Applicant's details

Please enter your contact details. Our operators will contact you to revoke the certificate.

First name *

Last name *

Phone number *

Name of the organization

Position in the organization

* required fields

[Go back](#) [Next →](#)

We inform you that your personal data is processed by the administrator, which is Asseco Data Systems S.A. with registered office in Gdańsk, 11 Jana z Kolna St., 80-864 Gdańsk, Poland. We process your personal data in order to enable the submission and handling of the request for revocation of the qualified certificate issued by Certum. In connection with the processing of your data, you have the right to: access, rectify, delete, transfer data, limit the processing of your data. You can read the full information regarding the processing of your personal data, including your rights and their scope [here](#).