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MySRS DIGITALISATION PLATFORM

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1. PURPOSE OF DOCUMENT

The purpose of this advisory memorandum is to:

- Explain the digital platform known as MySRS (My Safety/Security Regulatory System); and
- Provide guidance material relating to customer onboarding, account set-up, organisation configuration, applications, payments and digital certificates.

2. REFERENCES

Regulation (EU) No 910/2014 as amended on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A02014R0910-20241018>

Regulation (EU) 2016/679 as amended on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A02016R0679-20160504>

EASA Carriage of electronic documents on board aircraft – Guidance Document

<https://www.easa.europa.eu/en/document-library/general-publications/carriage-electronic-documents-board-aircraft>

STRIPE SEPA Transfers explained: What businesses need to know <https://stripe.com/ie/resources/more/sepa-transfers-explained>


MySRS Customer Portal Account

<https://iaa.mysrs.ie/auth/sign-in>

3. BACKGROUND INFORMATION

The IAA is transforming to MySRS (My Safety/Security Regulatory System) which is an entirely digital on-line platform built to accept applications for approvals, certificates or licenses. Customers shall create accounts using the customer portal and assistance to set-up organisational accounts and users is available as required. Once accounts are created and activated users can submit applications and upfronts payments in relation to multiple transactions. All approvals, certificates & licences are issued and signed in an electronic format using two types of digital signatures known as (1) Qualified Electronic Signatures (QES) or (2) Electronic Seals (eSeals) as specified by Regulation (EU) No 910/2014 on electronic identification and trust services.

All documentation issued through MySRS with a QES have the equivalent legal effect of a handwritten signature (per Regulation (EU) No 910/2014 Article 25 paragraph 2). All documentation issued with QES or eSeal contain a Quick Response (QR) code which can be used to validate the document authenticity and content. This documentation (Adobe PDF) is available for download from the customer portal and can be distributed to organisational internal systems and aircraft electronic flight bags as required.

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4. CUSTOMER PORTAL

To access MySRS, you must first create a customer portal online account. To do this you need an email address and self-created password. It is important to note that this email address is your login to MySRS for all platform interactions, it is advised that you use an email address that you personally own, although this is not mandatory.

If you wish to use your work email, you may do so but remember the same login is used for personnel licensing items such as maintenance, flight crew and air traffic control. Your customer account allows you to make applications and payments for yourself on a personnel basis but also where you have been assigned you can transact on behalf of organisations.

4.1 PERSON USER ACCOUNT

To create your MySRS account you must; (1) read the IAA Privacy Notice, (2) read the Terms and Conditions (3) Declare you have read the privacy notice and that you are at least 16 years old and (4) Declare you have read the terms and conditions.

When your account is created and you have verified your email address, the account status is active but limited because at this point you are an **‘unverified user’**. To make and submit applications and payments you need to set-up a verified user account. It is preferable to use a work email especially if you are processing applications on behalf of your organisation.

4.2 PERSON USER – VERIFIED USER ACCOUNT

Verified user account set-up requires you to verify your identity by providing personal details (identification data) which are matched against the identity document you provide as part of the account application. When you have entered this information you are required to download, sign and upload an application form, this personnel data is entered on your account and subsequently stored in your account profile. These details are automatically used when you make an application for any licence type.


Two-factor authentication is mandatory for using your MySRS identity-verified account to safeguard your personal data. The account does not permit transactions without two factor authentication being enabled on your identity-verified account.

4.3 ORGANISATION USER ACCOUNT

Verified users can set-up multiple organisational accounts and be assigned as key persons to these organisations in order to make applications and payments on behalf of organisations. The IAA helps set-up organisations and key persons, it is recommended to request account setup by contacting MySRS support via the customer account **‘Messages’** menu.

4.4 ORGANISATION USER – KEY PERSON – SWITCHING PROFILE

When you log into MySRS as a verified user, you are automatically assigned to your **individual account profile**. This means everything you do is under your own name and belongs to your **personal** account. However, when you have access to do work on behalf of an organisation (or multiple organisations) you must **‘switch your profile’** to your **‘Organisation profile’** using the **‘My Organisations’** menu.

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When you switch your profile, you can then select the relevant ‘**Organisation**’ and ‘**Role**’ to make the required application or payment.

4.5 ORGANISATION USER – ADD KEY PERSON

Organisation administrators can add key persons to various roles, to do this the persons account number is required (Appendix 1).

When the organisation administrator assigns a person to a role they can then make applications and payments on behalf of that organisation.

4.6 GUIDANCE MATERIAL

Guidance material regarding account set-up, issues and support is available in [Appendix 1](#).

5. CUSTOMER ACCOUNT MESSAGES

Messages (emails) sent to your email address are as much as possible nondescript in nature, the intention is for you to log into your customer account where the detailed message and information is readily available. When you log into your account remember to switch to your organisational profile to view messages relevant for your organisation.

‘System’ emails are mandatorily sent and received; using auto processing functionality when an application has been submitted or when the IAA decides the email is related to Safety, Security and Passenger Rights.


‘Subscription’ emails are optionally sent and received based on your decision to subscribe to this service. These messages provide you with interesting information about events, training, promotional materials, public consultations, surveys and newsletters. This message service is only carried out via email we do not use SMS for this service and you are automatically set to ‘Opt-Out’ (unsubscribe).

A message sent to your email address does not contain any links to make payments it only provides an instruction to log into your MySRS account in relation to an application or message that can be found in your account.

6. GENERAL DATA PROTECTION

The IAA is a data controller per Regulation (EU) 2016/679 (as amended) and is fully transparent about how personal data is used and safeguarded, this is explained in the IAA Data Privacy Notice (<https://www.iaa.ie/home/footer-tools/privacy>).

MySRS platform uses the principle of security and privacy by design which includes features and functionality to comply with GDPR.

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7. TERMS OF PAYMENT

The IAA recovers its costs through its fees, and consequently all applications and transactions relate to the recovery of administrative and regulatory costs. On this cost recovery basis, please note the following:

1. All applications require upfront payments, and the system application cannot be submitted until the payment is made.
2. No Discounts or Refunds are facilitated in the system.
3. No Bulk payments transactions can be facilitated in the system.
4. All Payments are processed through MySRS via Stripe.
 - a) Credit / Debit card details are used for payments of less than €5,000.
 - b) Payer bank account details are required when making SEPA payments for invoices.
 - c) Each invoice for a renewal transaction is notified in advance of the renewal date for the payment. The invoice is made available on the day the payment is due.
5. All aircraft-related invoices are directed to the owner of the aircraft, as recorded on the Irish Aircraft Register.
 - a) In the limited circumstances where the owner can set up ‘assigned payers’, it is the responsibility of the owner to manage such payers.
 - b) It is the responsibility of the owner to grant access and/or remove ‘assigned payers’; however, the owner is liable for all payments.
6. It is the responsibility of each account user to keep their correspondence address details updated. It is not possible to ‘re-issue’ or ‘re-generate’ a pro-forma invoice once it has been generated.
7. The payment description on your card or account statement appears as ‘IAA-MYSRS’.
8. All payments to the IAA are processed strictly in accordance with the Sale of Goods and Supply of Services Act 1980.

7.1 PAYMENT SERVICES

Stripe provides payment processing services via a Stripe services agreement with the IAA. To the extent applicable to the payment services, Stripe provide the services in a manner that is consistent with the highest certification level (PCI Level 1) provided by the PCI-DSS requirements. Stripe’s certification is confirmed annually by a qualified security assessor (QSA). Note: PCI-DSS means the Payment Card Industry Data Security Standards. Single Euro Payments Area (SEPA) direct debits from customers in countries within the Single Euro Payments Area are supported through MySRS.


7.2 PAYMENT TYPES

Stripe currently accepts card payment using any of the following methods:

- Visa Debit/Credit/Prepaid
- Mastercard Debit/Credit/Prepaid
- American Express

Stripe processes customer name, contact details, card number, card expiration date, and card verification value or similar security code.

Single Euro Payments Area (SEPA) direct debits are optionally available to organisations for payments above €1000. SEPA requires that during the payment process, you provide a EUR-denominated IBAN bank account information. SEPA Direct Debits require the bank account holder to accept a mandate (debit authorisation)

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which allows Stripe to debit their account. It can take from 6 to 10 business days to confirm the success or failure of a payment.

As the customer you must accept the SEPA Direct Debit mandate and provide your Euro denominated IBAN bank account information to make a SEPA payment. Your acceptance authorises Stripe and the IAA to collect payments for the specified amount from your bank account using SEPA Direct Debit. Refer to STRIPE SEPA Transfers explained: What businesses need to know [SEPA transfers: What businesses need to know | Stripe](#)

7.3 PROFORMA INVOICE AND RECEIPT

Proforma invoices and receipts are issued to the account holder and it includes details such as name and address. It is not possible to change name and address on an invoice when it has been issued. You are responsible to keep your address details updated by using account settings and contacting MySRS support when required.

The proforma invoice is available for download when you reach the application payment screen, the receipt is available for download when the payment transaction is submitted. The invoice and the receipt is also available for download in the ‘Payments’ menu available under the tabs ‘Receipts’ or ‘Outstanding Invoices’ or ‘Paid Invoices’.

7.4 SCHEDULE OF CHARGES

The charges applied are set out in the relevant Schedule of Charges, available on IAA webpage [Publications](#).

8. ELECTRONIC SIGNATURES


All approvals, certificates & licences are issued and signed in an electronic format using two types of digital signatures known as (1) Qualified Electronic Signatures (QES) or (2) Electronic Seals (eSeals) as specified by Regulation (EU) No 910/2014 on electronic identification and trust services.

All documentation issued through MySRS with a QES have the equivalent legal effect of a handwritten signature (per Regulation (EU) No 910/2014 Article 25 paragraph 2). All documentation issued with QES or eSeal contain a Quick Response (QR) code which can be used to validate the document authenticity and content. This documentation (Adobe PDF) is available for download from the customer portal and can be distributed to organisational internal systems and aircraft electronic flight bags as required.

When reviewing a signed document, you may want to validate its signature (QES or e-seal), by verifying the signer (IAA) and the signed document content. Depending on your ADOBE configuration settings, validation may occur automatically.

Signature validity is determined by checking the authenticity of the signature’s digital ID certificate status and document integrity. To verify authenticity, the validation checks if the signer's certificate or its parent certificates are trusted. The validity of the signing certificate is also checked and, to verify document integrity, the validation checks if the signed content was altered after signing. If changes to the document were made, the verification ensures that they were allowed by the signer, however, **Note:** MySRS does not change documents they are always amended and issued as a new version or revision.

[Appendix 2](#) provides detailed information about validating electronic documents signed and issued by MySRS.

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APPENDIX 1 TO GAM 04

[STRAT.OSP.F.0502A: MySRS – CUSTOMER REGISTRATION](#)

[STRAT.OSP.F.0502B: MySRS – CUSTOMER ACCOUNT ISSUES](#)

[STRAT.OSP.F.0503A: MySRS – ORGANISATION VERIFICATION, ADMINISTRATOR AND KEY USERS](#)

[STRAT.OSP.F.0503B: MySRS – ORGANISATION KEY PERSONS AND ROLES \(SWITCHING PROFILE\)](#)

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STRAT.OSP.F.0502A: MySRS – CUSTOMER REGISTRATION

INTRODUCTION

The IAA is developing a new digital platform known as MySRS (My Safety Regulatory System). This platform allows you to transact on-line with the IAA Safety Regulation Division. You need to register yourself on this new platform by creating an account and verifying your identity. When you are verified, you can then register as a key person on behalf of your organisation which allows you to carry out transactions with respect to your organisation approval.

PART 1 – CREATING AN ACCOUNT WITH MySRS

1. Using 'Google Chrome' or 'Edge' or 'Mozilla' – create an account (**DO NOT USE** Internet Explorer).
2. After selecting the MySRS account link below, Select “Don't have an account? Sign up now”.
3. Enter your email address.
4. Create a password.
5. Scroll down to read through the data privacy notice in full.
6. Scroll down to read through the terms and conditions
7. Tick the Privacy Notice consent box and tick the Terms & Conditions consent box.
8. To activate your account, please use the link **sent** to your **email inbox**.

Please watch this video which summarises Part 1

<https://vimeo.com/510487819>


PLEASE USE THIS LINK TO CREATE YOUR MySRS ACCOUNT: <https://iaa.mysrs.ie/auth/sign-up>

PART 2 – YOUR ACCOUNT IS SETUP – VERIFY YOUR IDENTITY

1. When logged into your account select the button “verify your identity”.
2. You need to enter personal details.
3. You need to enter your address. If you hold an IAA licence you should use the address as stated on your licence and upload a copy of your passport. If you enter your Eircode the address fields automatically update.
4. To upload a copy of your passport - you can upload an Adobe file containing your identity document or a Picture file (for example jpeg file).

Please watch this video which summarises Part 2

<https://vimeo.com/510488114>

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STRAT.OSP.F.0502A: MySRS – CUSTOMER REGISTRATION (continued)

PART 3 – YOUR IDENTITY IS VERIFIED – SETUP TWO FACTOR AUTHENTICATION (2FA)

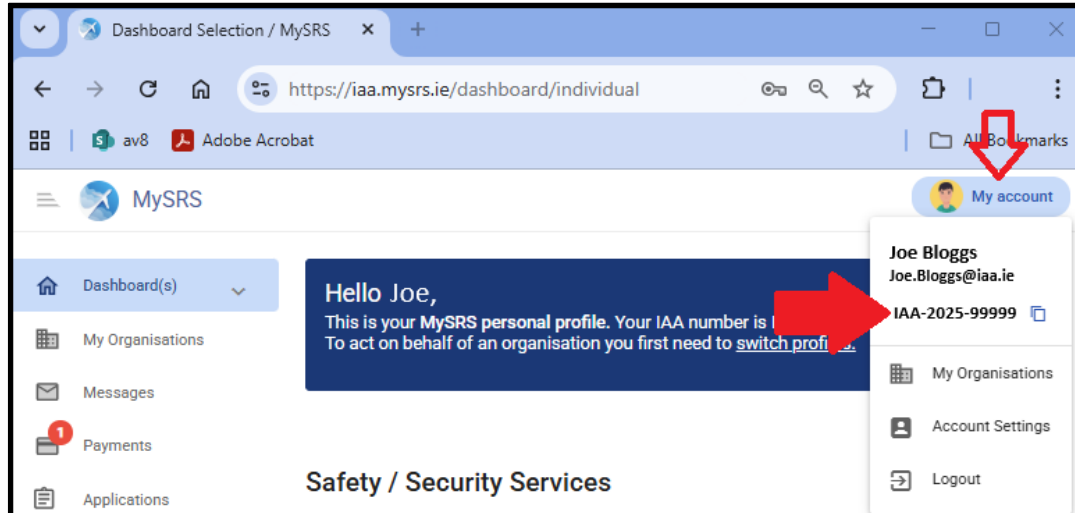
1. Two Factor Authentication (2FA) is required - you need to download one of the following apps on your smart phone: 'Google Authenticator' or 'Authy' or 'Microsoft Authenticator' or 'FreeOTP'.
2. When your identity is verified using the link **sent** to your **email** sign into your account and then you need to setup two factor authentication by using the app you have downloaded (step 1).
3. When setting up two factor authentication you are shown a QR code to scan using the app on your phone.
4. You are presented 5 password recovery keys – **take a photo and save them somewhere safe** – they are no longer available once your 2FA is set-up.


Please watch this video which summarises Part 3

<https://vimeo.com/510487926>

PART 4 – FIND MY ACCOUNT NUMBER

1. When your account is set-up your account number can be found in 'My account' (account settings) top right corner of the web account page. Your account number is important because it helps the IAA to support your queries and to assign you to organisations.

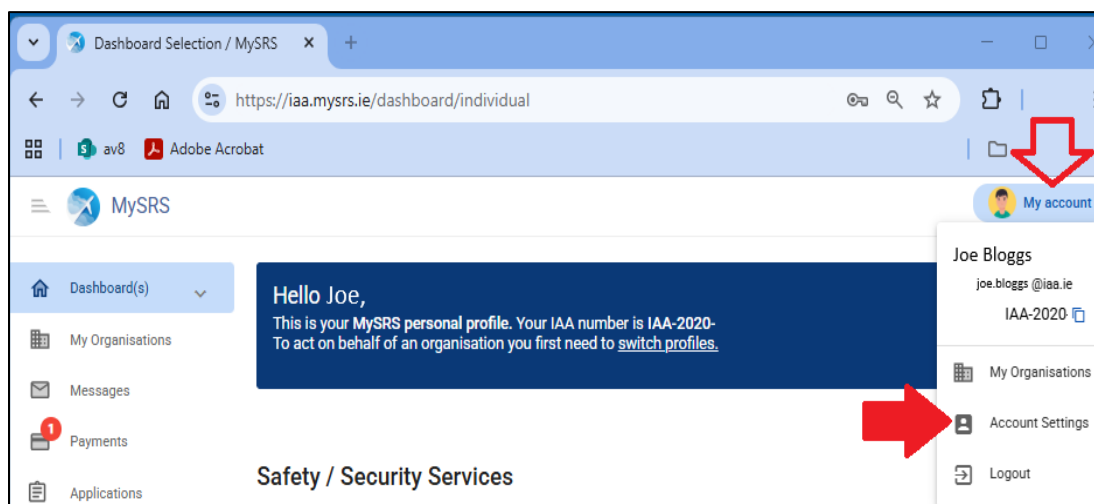


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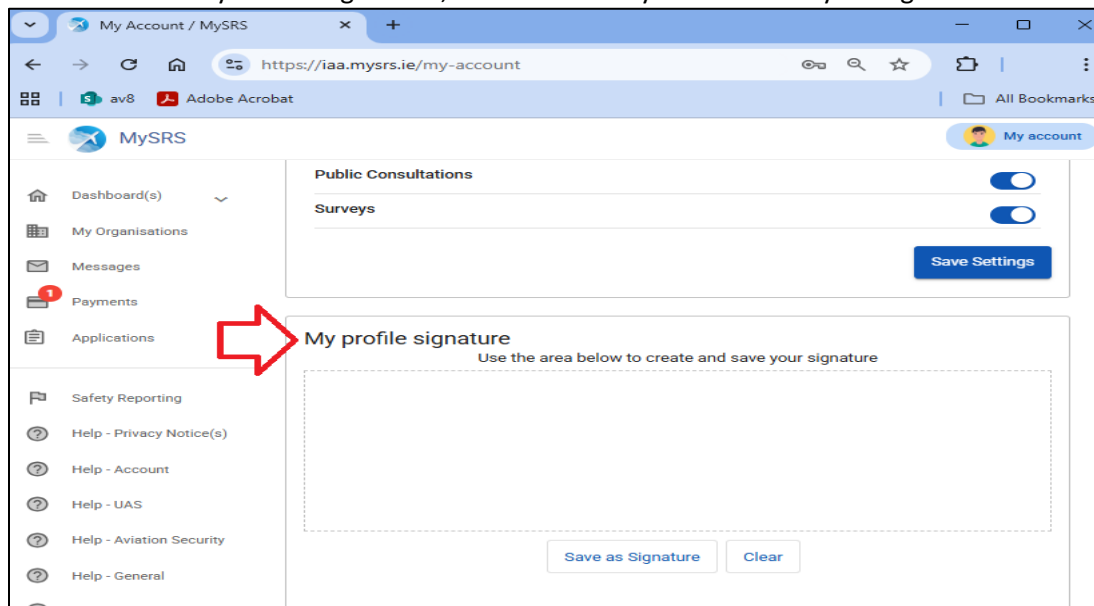
STRAT.OSP.F.0502A: MySRS – CUSTOMER REGISTRATION (continued)


PART 5 – MY ACCOUNT – SETUP YOUR DEFAULT SIGNATURE

1. When your identity is verified, it is recommended to upload your signature to your ‘Account Settings’ this makes signing applications faster and issuing documentation more efficient (especially if you are a licence holder or make applications on behalf of organisations).
2. Your signature can be configured in ‘My account’ – ‘Account settings’ accessed from the top right corner of the web account page.



3. Scroll down to ‘My Profile Signature’, in the box area you can create your signature.



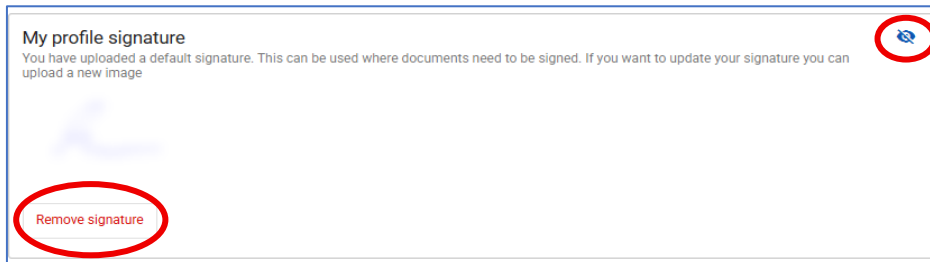
Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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PART 5 – MY ACCOUNT – SETUP YOUR DEFAULT SIGNATURE (continued)

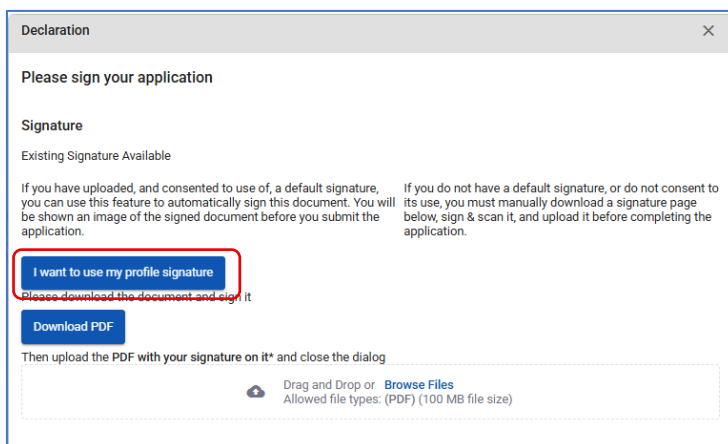
- Using your finger, stylus or pointing device, sign in the area to load your signature. It is recommended to use a tablet or device with a touch screen. If you want to change your signature select the ‘Clear’ button and try again. When ready select ‘Save as Signature’.




- Once saved, the signature is blurred for your privacy. You can click in the top right to view it or click “Remove signature” to start again and insert a new signature.



- For information: Profile signature is used to sign application forms (avoiding downloading, manually signing, scanning and uploading the form).



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STRAT.OSP.F.0502B: MySRS – CUSTOMER ACCOUNT ISSUES

COMMON CUSTOMER ACCOUNT ISSUES

PART 1 – Forgot Password

PART 2 – Not Receiving Password reset Email

PART 3 – Forgot how to access Account using Two-Factor Authentication

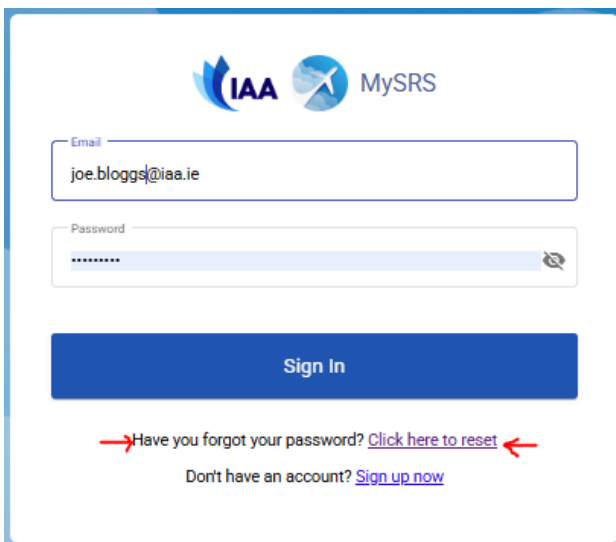
PART 4 – Replaced/Lost Two-Factor Authentication Device (smart phone)

PART 5 – Account shows error message "Customer User Login Name is Pending"

PART 6 – Account shows error message “Your Account is Not Active”

PART 1 – FORGOT PASSWORD

1. When users forget their password, there is a link available on the Sign In page called **“Click here to reset”**
2. This allows password reset (see screenshot below), when selected you receive an email to confirm the reset.



IAA MySRS


Email
joe.bloggs@iaa.ie

Password

Sign In

→ Have you forgot your password? [Click here to reset](#) ←

Don't have an account? [Sign up now](#)


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PART 2 – NOT RECEIVING PASSWORD RESET EMAIL

- When a user does not receive the email after requesting password reset, it is normally because the user account has been automatically locked/made inactive for the following reasons:
 - There were too many failed log-ins OR
 - There were too many failed Two-Factor Authentication attempts.
- To resolve this issue the user needs to send an email requesting access to their account and for security reasons also provide their correspondence address which was used when setting up their account as follows:
 - Send email to mysrssupport@iaa.ie and,
 - Request **account unlock** and provide **correspondence address** (example Times Building, 11-12 D’Olier Street, Dublin 2).

PART 3 – FORGOT HOW TO ACCESS ACCOUNT USING TWO-FACTOR AUTHENTICATION

- Two factor authentication is a mandatory requirement for all verified users. When a user forgets how to access their two-factor authentication application or service, for security reasons they need to:
 - Send email to mysrssupport@iaa.ie and,
 - Request **two factor authentication reset**, advise your **email address** used to set-up your MySRS account and,
 - Provide **correspondence address** used to set-up your account (example Times Building, 11-12 D’Olier Street, Dublin 2).
- When you receive confirmation that your Two-Factor Authentication has been reset:
 - Download one of the following apps on your smart phone: ‘Google Authenticator’ or ‘Authy’ or ‘Microsoft Authenticator’ or ‘FreeOTP’.
 - Sign into your account and setup the two-factor authentication by using the app you have downloaded.
 - When setting up two factor authentication you are shown a QR code to scan using the app on your phone.
 - You are presented 5 password recovery keys – take a photo and save them somewhere safe – they are no longer available once your 2FA is set-up.
 - Please watch this video which summarises two factor authentication set-up:
<https://vimeo.com/510487926>

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PART 4 – REPLACED/LOST TWO-FACTOR AUTHENTICATION DEVICE (SMART PHONE)


1. Two factor authentication is a mandatory requirement for all verified users. When a user has lost or replaced their mobile device (smart phone), they need to **setup a new** two-factor authentication application or service connection, for security reasons the following is required:
 - a. Send email to mysrssupport@iaa.ie and,
 - b. Request **two factor authentication reset**, advise your **email address** used to set-up your MySRS account and,
 - c. Provide **correspondence address** used to set-up your account (example Times Building, 11-12 D’Olier Street, Dublin 2).
2. When you receive confirmation that your Two-Factor Authentication has been reset:
 - a. Download one of the following apps on your smart phone: ‘Google Authenticator’ or ‘Authy’ or ‘Microsoft Authenticator’ or ‘FreeOTP’.
 - b. Sign into your account and setup the two-factor authentication by using the app you have downloaded.
 - c. When setting up two factor authentication you are shown a QR code to scan using the app on your phone.
 - d. You are presented 5 password recovery keys – take a photo and save them somewhere safe – they are no longer be available once your 2FA is set-up.
 - e. Please watch this video which summarises two factor authentication set-up:
<https://vimeo.com/510487926>

PART 5 – ACCOUNT SHOWS ERROR MESSAGE "CSUTOMER USER LOGIN NAME IS PENDING"

1. Users receive this error message when they have completed the first step of setting up their account but have not opened the email which contains the account verification link.
2. Sometimes the email with the verification link is received in your email junk or spam inbox.
3. If you can’t find the email with the verification link or the link has expired please send an email to mysrssupport@iaa.ie

PART 6 – ACCOUNT SHOWS ERROR MESSAGE "YOUR ACCOUNT IS NOT ACTIVE"

1. User accounts are automatically set to inactive when too many failed log-ins or incorrect two factor authentication attempts are recorded. To resolve this the user needs to request account reset for security reasons the following is required:
 - a. Send email to mysrssupport@iaa.ie and,
 - b. Request two factor authentication reset, advise your email address used to set-up your MySRS account and,
 - c. Provide correspondence address used to set-up your account (example Times Building, 11-12 D’Olier Street, Dublin 2).

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STRAT.OSP.F.0503A: MySRS – ORGANISATION VERIFICATION, ADMINISTRATOR AND KEY USERS

INTRODUCTION

The IAA is developing a new digital platform known as MySRS (My Safety Regulatory System). This platform allows you to transact on-line with the IAA Safety Regulation Division. When you have set-up a **verified person** account you can then register as an administrator on behalf of your organisation which allows you to carry out transactions with respect to your organisation approval and to set-up other users for your organisation.

You need to know the Company Registration Office (CRO) **Company Number** which is **registered** by your organisation.

See **Annex I** below which shows you how to search the CRO website for your organisation details.


PART 1 – CREATE A USER WITH AN ADMINISTRATOR ROLE (PROFILE) FOR YOUR ORGANISATION

1. Using 'Google Chrome' or 'Edge' or 'Mozilla' – log in to your account (**DO NOT USE** Internet Explorer).
2. Select 'My Organisations' which is found under the 'Dashboard(s)' button.
3. In the 'Organisation Verification' header select 'Registered in Ireland' and 'Start Application'.
4. Enter the CRO **Company Number**
5. Your Company Name should appear for selection.
6. Select your Company Name.
7. If your Company uses a trading/doing business as name you can enter it.
8. Select 'Next'.
9. Select 'Download PDF'.
10. Sign the Document and Upload it.
11. Select 'Submit Application'.

Please watch this video which summarises Part 1 <https://vimeo.com/510488025>

The organisation information you submit is checked and when needed further information is requested. When your organisation is verified you receive an email which confirms you have been setup as an administrator. You are now responsible to add all users for your organisation, it is recommended to setup at least two administrators.

Please sign into your MySRS account: <https://iaa.mysrs.ie/auth/sign-in>

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STRAT.OSP.F.0503A: MySRS – ORGANISATION VERIFICATION, ADMINISTRATOR AND KEY USERS (continued)

PART 2 – SWITCH TO ORGANISATION PROFILE

1. Select ‘My Organisations’ menu item which is found under the ‘Dashboard(s)’ item.
2. Under the header called ‘Organisation Verification’ there is a tile with your Organisation name in it and your ‘Administrator’ profile – Select ‘Switch to this Profile’.
3. You can switch back to ‘Person Profile’ at any time - Select your profile icon (avatar) in the top right-hand corner.
4. Select ‘Switch to’ – ‘My Account’: This returns you to your individual ‘Person’ account.


Please watch this video which summarises Part 2 <https://vimeo.com/510487979>

PART 3 – ADD KEY USERS TO YOUR ORGANISATION

1. You need to know the staff members MySRS account number to add them as a key- users to your organisation.
2. Switch to Organisation Profile ‘Administrator’ and Select ‘Add key person’.
3. In the search area enter the person’s IAA number – their name should now be available for selection.
4. In the drop-down menu ‘Select a role’ – pick the persons role in your organisation, for example ‘Security Manager’.
5. The person is now assigned with the role selected and will be able to switch to organisation profile the next time they log in.

Please watch this video which summarises Part 2 <https://vimeo.com/510487697>

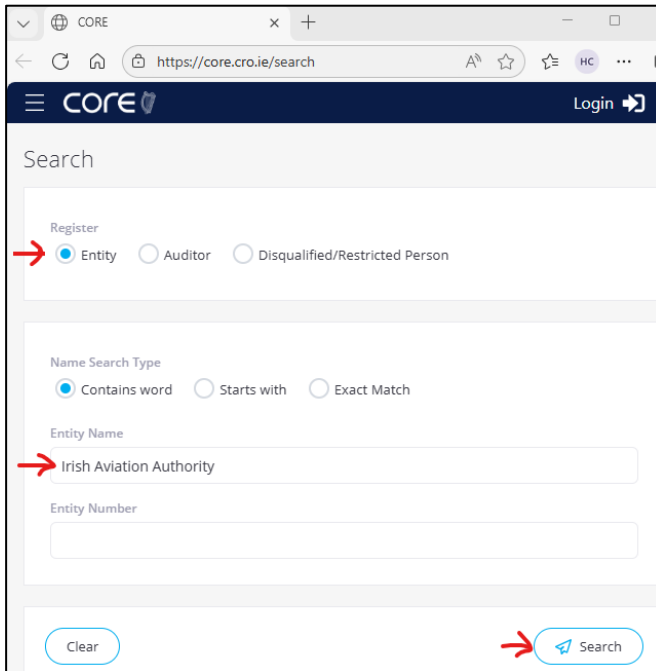
Note: Refer to guidance document ‘STRAT.OSP.F.0503B’ for more information about organisation persons, profiles and roles.

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STRAT.OSP.F.0503A: MySRS – ORGANISATION VERIFICATION, ADMINISTRATOR AND KEY USERS (continued)

Annex I – Search Company Registration Office (CRO) <https://core.cro.ie/search>

1. Type Company (Entity) Number or Company (Entity) Name and select ‘Search’



Search

Register

☒ Entity ☐ Auditor ☐ Disqualified/Restricted Person

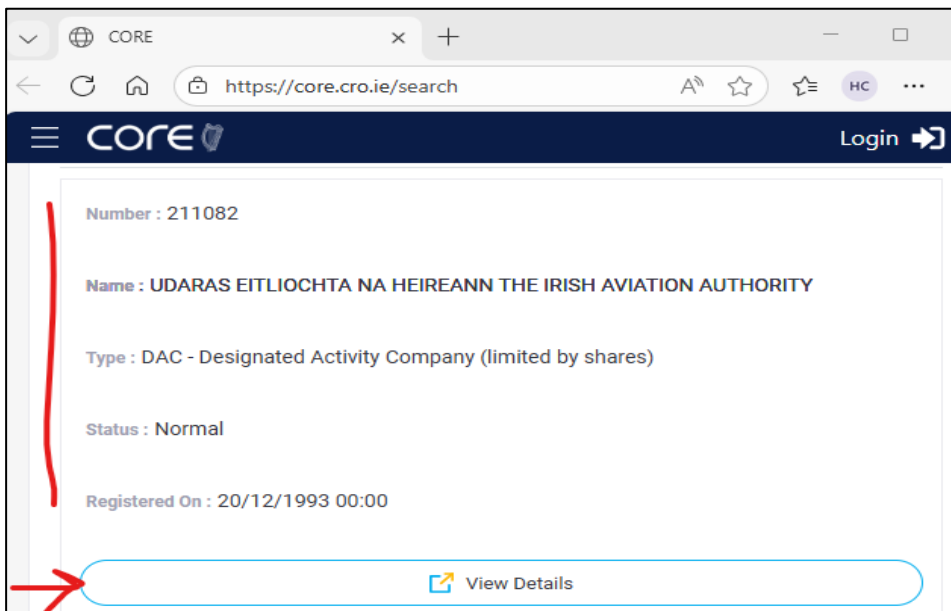
Name Search Type

☒ Contains word ☐ Starts with ☐ Exact Match

Entity Name

Entity Number

2. Check the correct “Type” of Company relevant to your organisation is returned. If correct type is shown then this is the Company Number to use when registering in MySRS.




Number : 211082

Name : UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY

Type : DAC - Designated Activity Company (limited by shares)

Status : Normal

Registered On : 20/12/1993 00:00

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STRAT.OSP.F.0503B: MySRS – ORGANISATION KEY PERSON AND SWITCHING ROLE (PROFILE)

INTRODUCTION

Verified users can set-up multiple organisational accounts and can be assigned as key persons to these organisations in order to make applications and payments on behalf of those organisations.

The IAA helps set-up organisations and key persons, it is recommended to request account setup by contacting MySRS support via the customer account **'Messages'** menu.

PART 1 – ORGANISATION USER – KEY PERSON – SWITCHING ROLE (PROFILE)

- When you log into MySRS as a verified user, you are automatically assigned to your **individual account profile**. This means everything you do is under your own name and belongs to your **personal** account. However, when you have access to do work on behalf of an organisation (or multiple organisations) you must **'switch your profile'** to your **'Organisation profile'** using the **'My Organisations'** menu.

When you switch your profile, you can then select the relevant **'Organisation'** and **'Role'** to make the required application or payment.

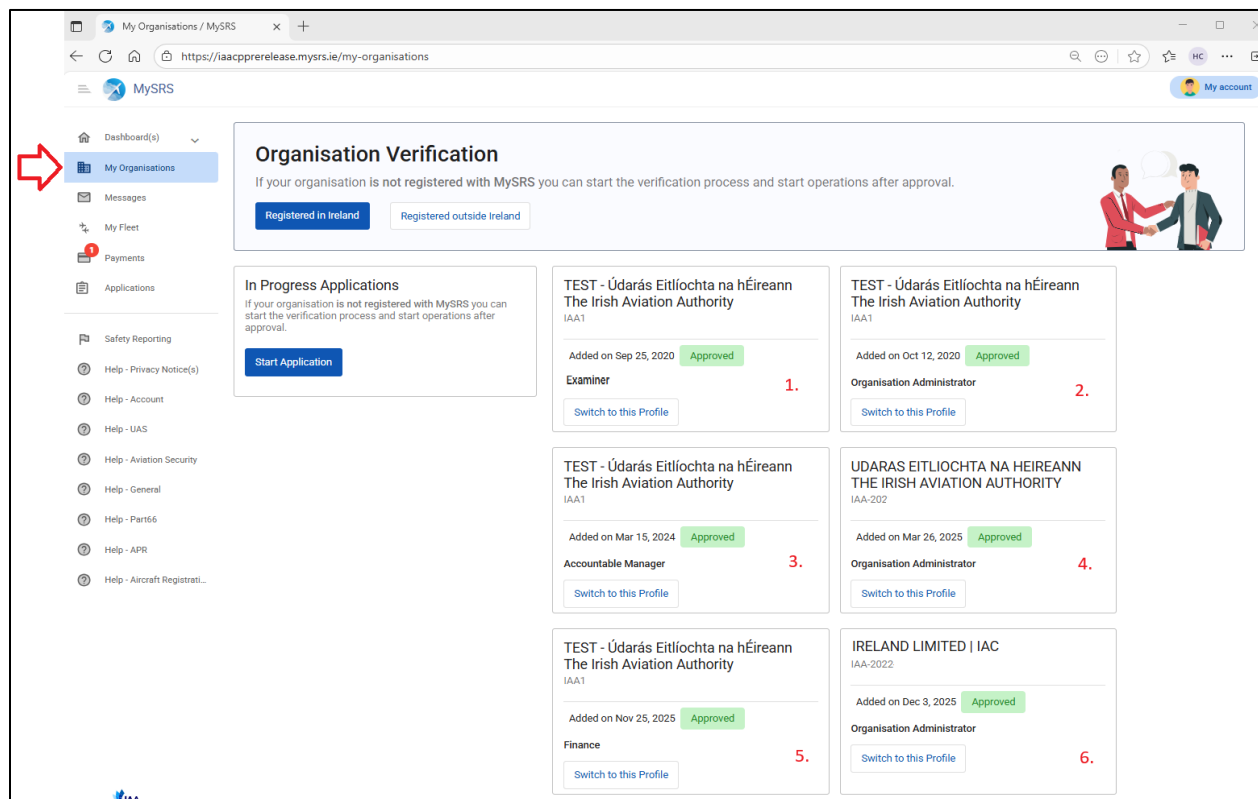
Note 1: You can be assigned to multiple organisations.

Note 2: The example shows the same user assigned with 6 roles for 3 different organisations.

Profile (Role): 1. Examiner, 2. Organisation Administrator, 3. Accountable Manager, 5. Finance belong to Organisation 'Test – Údarás Eitlíochta na hÉireann The Irish Aviation Authority (company ID IAA1),

Profile (Role): 4. Organisation Administrator belongs to Organisation 'UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY (company ID-202)


Profile (Role): 6. Organisation Administrator belongs to Organisation 'IRELAND LIMITED | IAC' (ID IAA-2022)



The screenshot shows the 'My Organisations' page in the MySRS system. The left sidebar contains a menu with 'My Organisations' highlighted. The main content area is titled 'Organisation Verification' and includes a section for 'In Progress Applications' with a 'Start Application' button. Below this, there are six cards representing different roles for three organisations:

- TEST - Údarás Eitlíochta na hÉireann The Irish Aviation Authority (IAA1)**:
 - Role 1: Examiner (Added on Sep 25, 2020, Approved)
 - Role 2: Organisation Administrator (Added on Oct 12, 2020, Approved)
 - Role 3: Accountable Manager (Added on Mar 15, 2024, Approved)
 - Role 5: Finance (Added on Nov 25, 2025, Approved)
- UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY (IAA-202)**:
 - Role 4: Organisation Administrator (Added on Mar 26, 2025, Approved)
- IRELAND LIMITED | IAC (IAA-2022)**:
 - Role 6: Organisation Administrator (Added on Dec 3, 2025, Approved)

Each role card includes a 'Switch to this Profile' button. A red arrow points to the 'My Organisations' menu item in the left sidebar.

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2. Irish operators and registered owner persons are assigned to the **parent organisation** for aircraft registration and airworthiness activities.

CA(M)Os/NAMOs are assigned to the **site organisation** for aircraft registration and airworthiness activities.

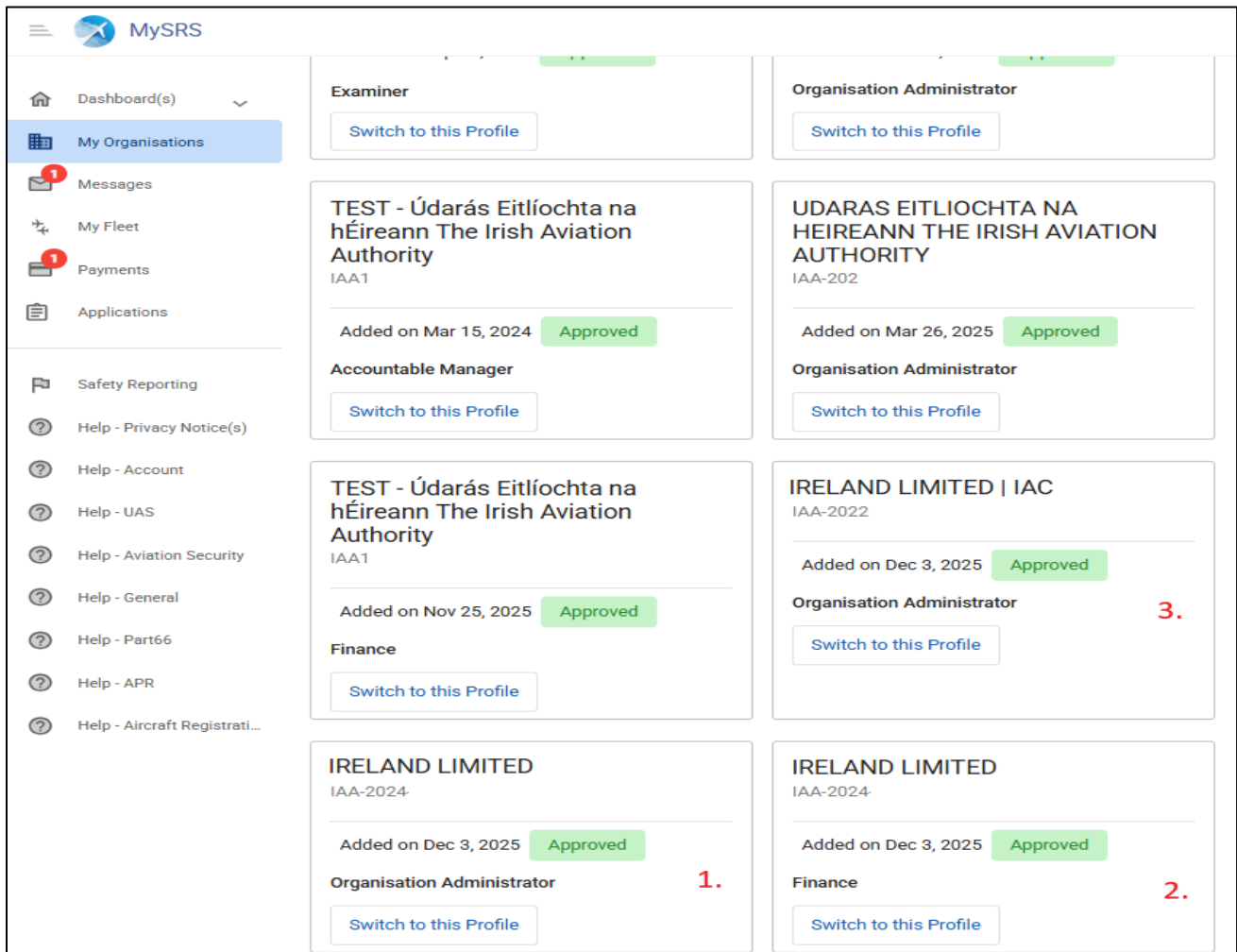
Foreign operators are assigned to the **site organisation** for aircraft registration and airworthiness activities.

Note 1: Item 1 shows parent organisation ‘IRELAND LIMITED’ (company ID-2024) with role (profile) Organisation Administrator.

Note 2: Item 2 shows parent organisation ‘IRELAND LIMITED’ (company ID-2024) with role (profile) Finance.


Note 3: Item 3 shows child organisation ‘IRELAND LIMITED | IAC’ (ID IAA-2022). Child organisations (sites) are always denoted with a pipe symbol “ | ” followed by an identifier like IAC, AOC or CAMO etc.

Note 4: Please contact MySRS to check correct organisation assignment before submitting applications.



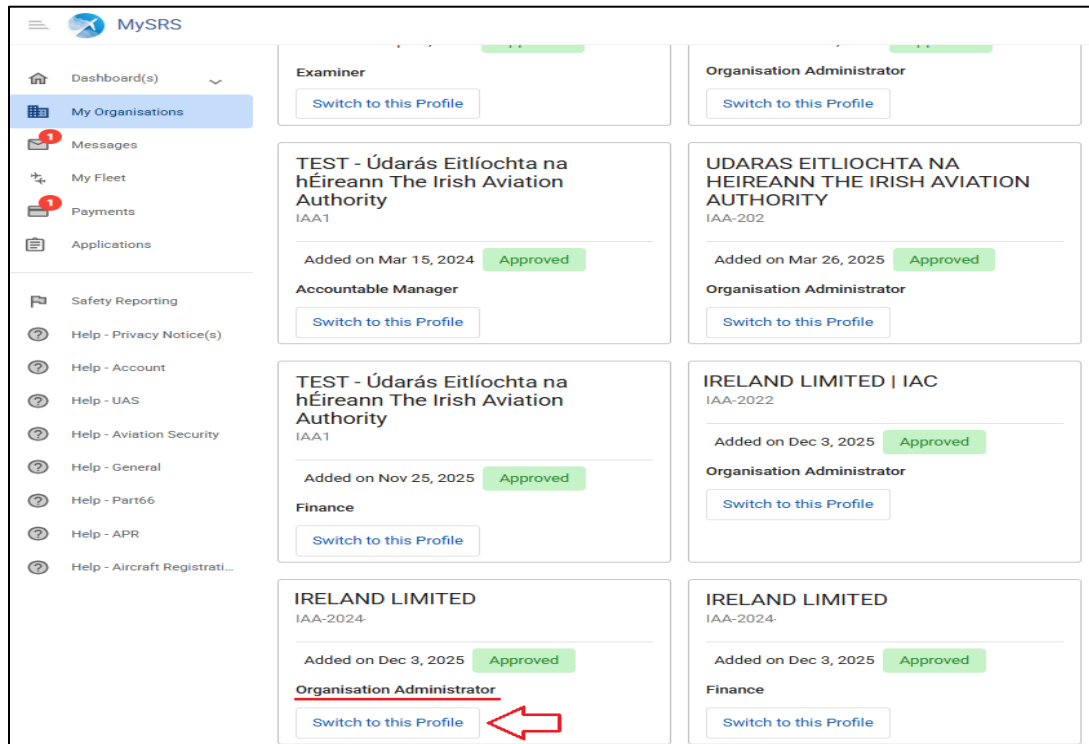
The screenshot displays the MySRS interface with a sidebar menu on the left containing options like Dashboard(s), My Organisations, Messages, My Fleet, Payments, Applications, Safety Reporting, and various help links. The main content area shows a grid of organisation profiles:

- Examiner:** TEST - Údarás Eitlíochta na hÉireann The Irish Aviation Authority (IAA1), Added on Mar 15, 2024, Approved. Role: Switch to this Profile.
- Organisation Administrator:** UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY (IAA-202), Added on Mar 26, 2025, Approved. Role: Switch to this Profile.
- Accountable Manager:** TEST - Údarás Eitlíochta na hÉireann The Irish Aviation Authority (IAA1), Added on Nov 25, 2025, Approved. Role: Switch to this Profile.
- Organisation Administrator:** IRELAND LIMITED | IAC (IAA-2022), Added on Dec 3, 2025, Approved. Role: Switch to this Profile. (Marked with a red '3.')
- Organisation Administrator:** IRELAND LIMITED (IAA-2024), Added on Dec 3, 2025, Approved. Role: Switch to this Profile. (Marked with a red '1.')
- Finance:** IRELAND LIMITED (IAA-2024), Added on Dec 3, 2025, Approved. Role: Switch to this Profile. (Marked with a red '2.')

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PART 2 – ORGANISATION USER – ADD KEY PERSON – ORGANISATION ADMINISTRATOR / FINANCE

- Organisation administrators can add key persons to various profiles (roles) as decided by the organisation. To do this the persons MySRS account number is required by the organisation administrator to assign the specific role. When the organisation administrator assigns a person to a profile they can then make applications and payments on behalf of that organisation.
- To add a key person – select ‘Organisation Administrator’ – ‘Switch to this Profile’ for the relevant organisation.

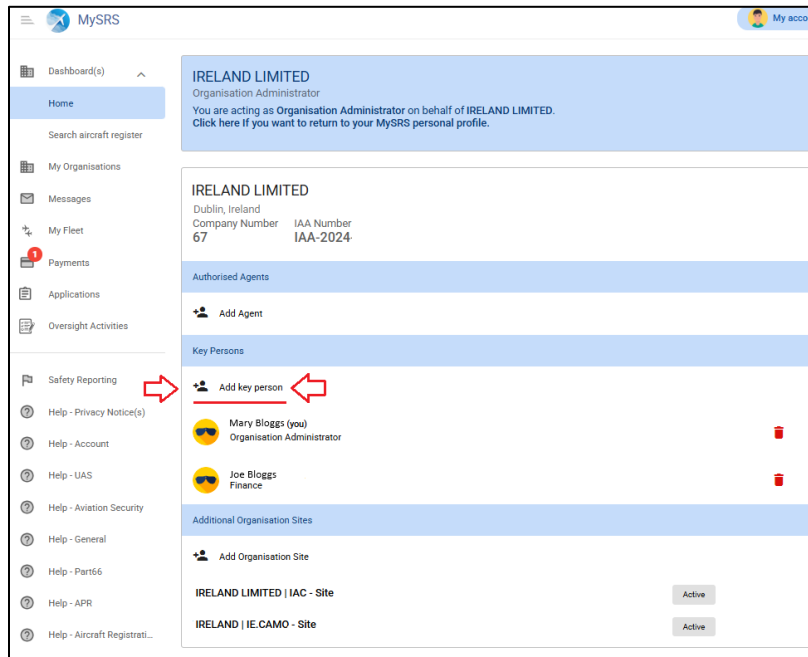


The screenshot displays the MySRS interface with a sidebar menu on the left containing options like Dashboard(s), My Organisations, Messages, My Fleet, Payments, Applications, Safety Reporting, and various help links. The main content area shows a grid of organisation profiles. Each profile includes the organisation name, IAA number, a date added, an 'Approved' status, and a role (Examiner, Organisation Administrator, Accountable Manager, Finance). A red arrow points to the 'Switch to this Profile' button for the 'Organisation Administrator' role of 'IRELAND LIMITED' (IAA-2024).

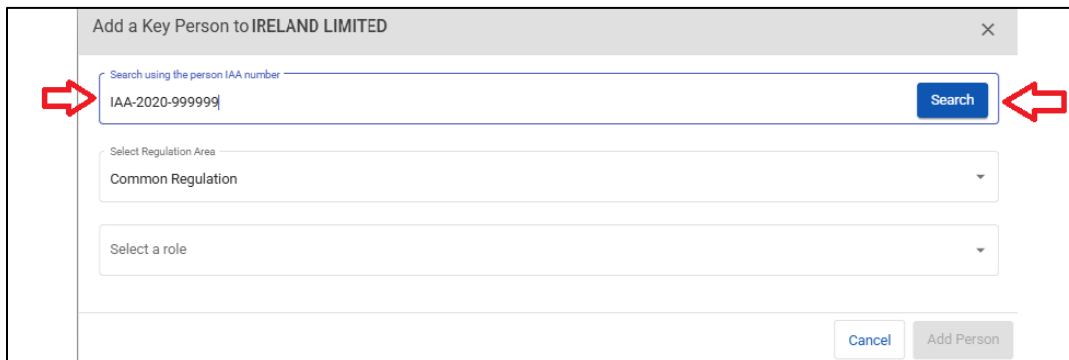
Organisation	IAA Number	Added On	Status	Role	Action
TEST - Údarás Eitlíochta na hÉireann The Irish Aviation Authority	IAA1	Mar 15, 2024	Approved	Examiner	Switch to this Profile
UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY	IAA-202	Mar 26, 2025	Approved	Organisation Administrator	Switch to this Profile
TEST - Údarás Eitlíochta na hÉireann The Irish Aviation Authority	IAA1	Nov 25, 2025	Approved	Accountable Manager	Switch to this Profile
IRELAND LIMITED IAC	IAA-2022	Dec 3, 2025	Approved	Organisation Administrator	Switch to this Profile
IRELAND LIMITED	IAA-2024	Dec 3, 2025	Approved	Organisation Administrator	Switch to this Profile (Highlighted)
IRELAND LIMITED	IAA-2024	Dec 3, 2025	Approved	Finance	Switch to this Profile

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8. Select ‘Add Key Person’.



9. Enter the persons MySRS account number, ‘Search’ and select the name presented after search (if correct).




The screenshot shows the 'Add a Key Person to IRELAND LIMITED' form. The 'Search using the person IAA number' field is highlighted with a red arrow, and the 'Search' button is also highlighted with a red arrow. The form includes a dropdown for 'Select Regulation Area' (set to 'Common Regulation') and a dropdown for 'Select a role'.

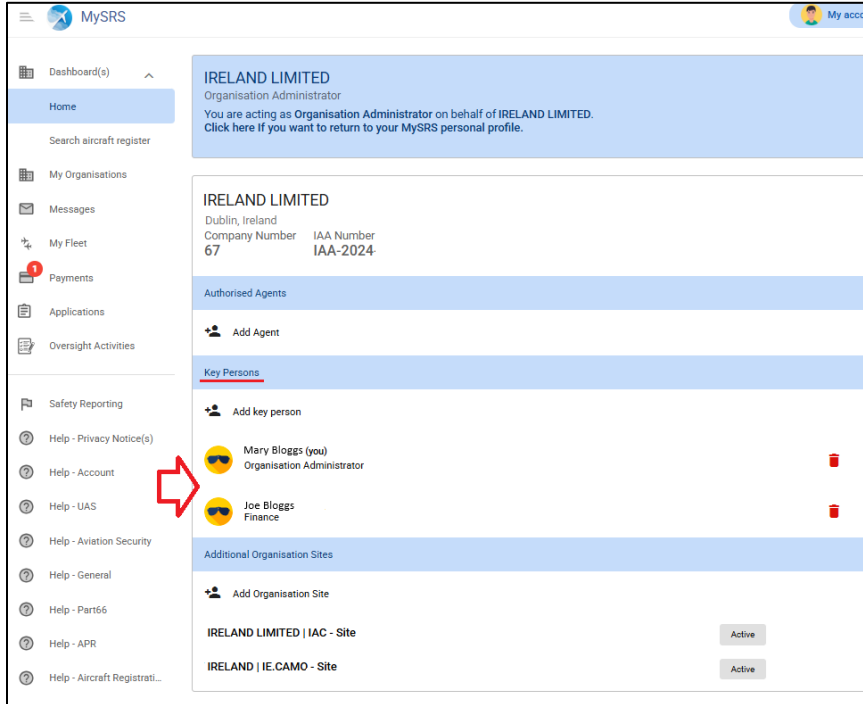
10. Confirm ‘Regulation Area’ – ‘Common Regulation’ is selected and pick role ‘Organisation Administrator’ or ‘Finance’ as required and select ‘Add Person’.



The screenshot shows the 'Add a Key Person to IRELAND LIMITED' form. The 'Add Person' button is highlighted with a red arrow. The form displays the search results for 'Mary Bloggs' and shows the 'Select Regulation Area' dropdown set to 'Common Regulation' and the 'Select a role' dropdown set to 'Finance'.

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11.The ‘Key Persons’ with the assigned role is shown after persons and roles are assigned.



The screenshot shows the 'MySRS' interface for 'IRELAND LIMITED'. The 'Key Persons' section is highlighted, showing two existing key persons: Mary Bloggs (you) as Organisation Administrator and Joe Bloggs as Finance. A red arrow points to the 'Add key person' button.

Note 1: ‘Organisation Administrator’ role assigns and removes persons to organisations as required, it is recommended that a minimum of 2 organisation administrators are assigned.


Note 2: ‘Finance’ role allows persons to access ‘Payments’ menu, outstanding invoices, paid invoices and receipts. This role also allows payments to be submitted via credit/debit card or SEPA direct debit.

PART 3 – ORGANISATION USER – ADD KEY PERSON – ‘REGISTRATION AND AIRWORTHINESS’, ‘CRO DIRECTOR’ OR ‘CRO SECRETARY’

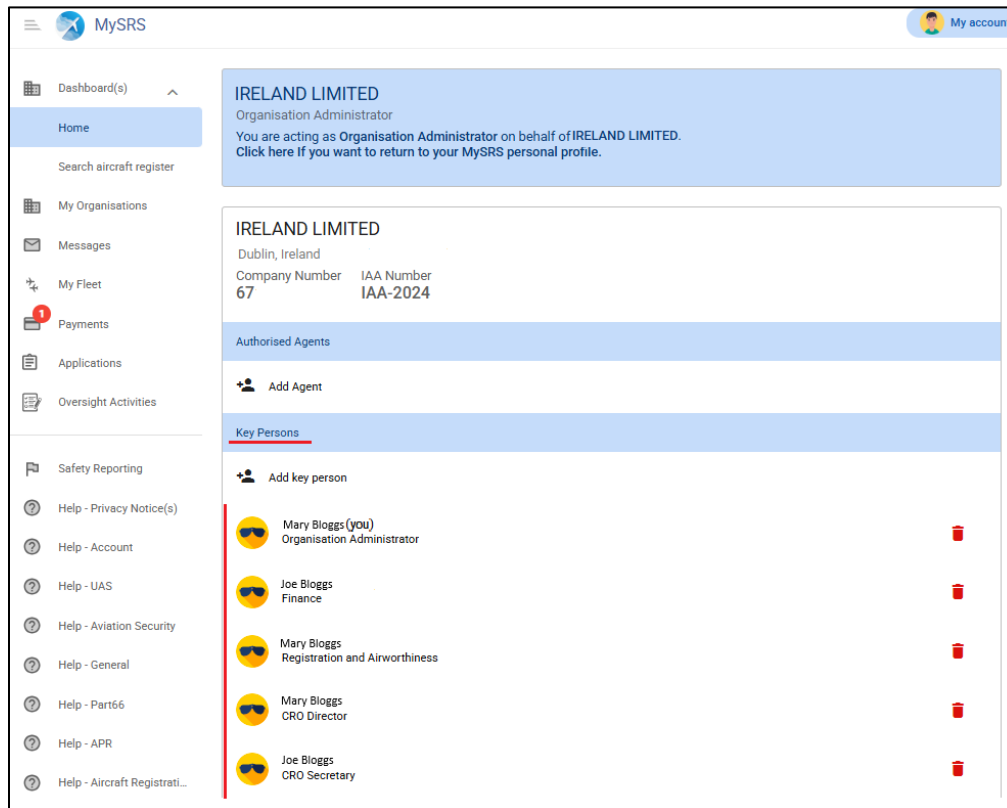
1. Select ‘Add Key Person’, enter the persons MySRS account number, ‘Search’ and select the person’s name. Select ‘Regulation Area’ – ‘Aircraft Registration’, role ‘Registration and Airworthiness’ and ‘Add Person’.



The screenshot shows the 'Add a Key Person to IRELAND LIMITED' form. The form has three main sections: 'Name' (Mary Bloggs), 'Select Regulation Area' (Aircraft Registration), and 'Select a role' (Registration and Airworthiness). A red arrow points to the 'Add Person' button at the bottom right.


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2. Select 'Add Key Person', enter the persons MySRS account number, 'Search' and select the person's name. Select 'Regulation Area' – 'Aircraft Registration', role 'CRO Director' or 'CRO Secretary' as required and 'Add Person'.



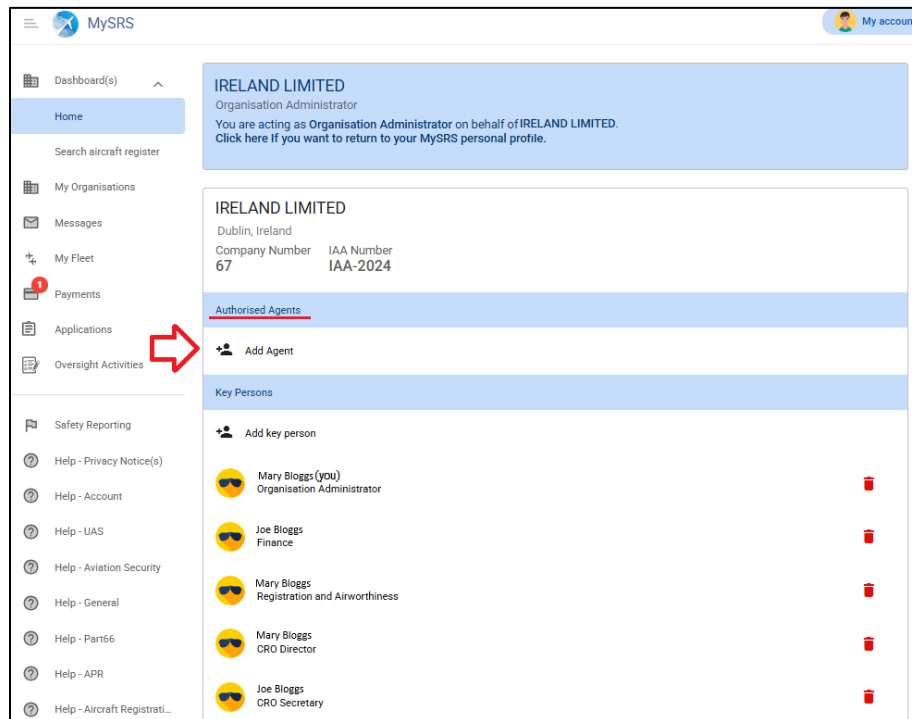
Note 1: 'Registration and Airworthiness' is required to submit applications for Aircraft Registration and for Airworthiness certificates such as Certificate of Airworthiness, Aircraft Flight Manual and Airworthiness Review Certificate. When you access the aircraft using the 'My Fleet' menu it is possible to submit the 'Notification and Copy of an ARC issue or Extension' form using this role.

Note 2: 'CRO Director' or 'CRO Secretary' role provides the same privileges as the 'Registration and Airworthiness role', with the added capability for users - who are CRO Directors or Secretaries - to sign aircraft registration applications using their profile signature.

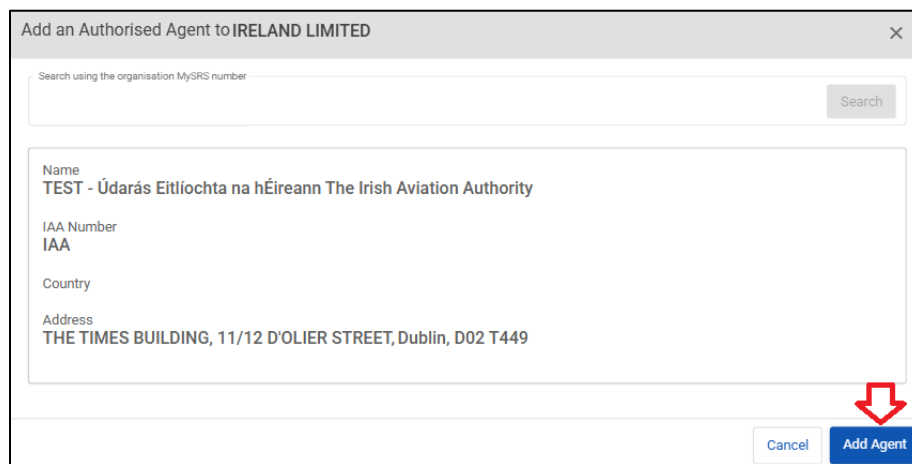
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PART 4 – ORGANISATION USER – ADD AUTHORISED AGENTS


1. Select ‘Add Agent’.



2. Enter the organisations MySRS account number, ‘Search’ select the organisation’s name and ‘Add Agent’.




Note 1: The agent must be an organisation, persons within organisations holding the relevant role can then perform transactions as an agent. Authorised agents can register aircraft on behalf of the registered owner.

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APPENDIX 2 TO GAM 04

STRAT.OSP.0509: VALIDITY OF DATA AND ELECTRONIC SIGNATURES USED IN DIGITAL DOCUMENTS GENERATED AND ISSUED BY MySRS

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STRAT.OSP.0509: VALIDITY OF DATA AND ELECTRONIC SIGNATURES USED IN DIGITAL DOCUMENTS GENERATED AND ISSUED BY MySRS

1. PURPOSE

- To provide guidance on the types of digital documents electronically issued and signed using the MySRS platform.
- To provide guidance on how to validate the data contained within these digital documents.

2. REFERENCES

Regulation (EU) No 910/2014 as amended on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A02014R0910-20241018>

Regulation (EU) 2016/679 as amended on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A02016R0679-20160504>

EASA Carriage of electronic documents on board aircraft – Guidance Document

<https://www.easa.europa.eu/en/document-library/general-publications/carriage-electronic-documents-board-aircraft>

Annex I – Information Sources

3. DEFINITIONS {Regulation (EU) No 910/2014 as amended}


‘eIDAS’ stands for Electronic (eID) and Trust Services (AS)

‘*authentication*’ (authenticity) means an electronic process that enables the confirmation of the electronic identification of a natural or legal person or the confirmation of the origin and integrity of data in electronic form;

‘*certificate for electronic signature*’ means an electronic attestation which links electronic signature validation data to a natural person and confirms at least the name or the pseudonym of that person;

‘*electronic identification*’ means the process of using person identification data in electronic form uniquely representing either a natural or legal person, or a natural person representing a legal person;

‘*electronic identification means*’ means a material and/or immaterial unit containing person identification data and which is used for authentication for an online service or, where appropriate, for an offline service;

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‘electronic seal’ means data in electronic form, which is attached to or logically associated with other data in electronic form to ensure the latter’s origin and integrity.

‘electronic signature’ means data in electronic form which is attached to or logically associated with other data in electronic form and which is used by the signatory to sign;

‘person identification data’ means a set of data that is issued in accordance with Union or national law and that enables the establishment of the identity of a natural or legal person, or of a natural person representing another natural person or a legal person.;

‘qualified electronic signature’ means an advanced electronic signature that is created by a qualified electronic signature creation device, and which is based on a qualified certificate for electronic signatures;

‘qualified certificate for electronic signature’ means a certificate for electronic signatures, that is issued by a qualified trust service provider and meets the requirements laid down in Annex I of the regulation;

‘qualified trust service provider’ means a trust service provider who provides one or more qualified trust services and is granted the qualified status by the supervisory body;

‘signatory’ means a natural person who creates an electronic signature (also referred to as signer).

4. DATA PROCESSING

The IAA is a data controller per Regulation (EU) 2016/679 (as amended) and is fully transparent about how personal data is used and safeguarded, this is explained in the IAA Data Privacy Notice (<https://www.iaa.ie/home/footer-tools/privacy>).


MySRS platform uses the principle of security and privacy by design which includes features and functionality to comply with GDPR.

5. PROCESS OVERVIEW

A. LEGAL BASIS FOR ELECTRONIC DOCUMENTS

The framework for electronic identification and trust services for electronic transactions in the internal market is established in Europe by Regulation (EU) No 910/2014 as amended (the eIDAS Regulation). This regulation contains the information and definitions regarding different electronic signatures and seals.

Its objective is to enhance trust in electronic transactions by providing a common foundation for secure electronic interaction between citizens, businesses, and public authorities. The eIDAS Regulation includes rules on electronic identification means, such as electronic signatures and seals.

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According to the eIDAS Regulation Section 4 Article 25:

(1) an electronic signature shall not be denied legal effect and admissibility as evidence in legal proceedings solely on the grounds that it is in an electronic form or that it does not meet the requirements for qualified electronic signatures.

(2) a qualified electronic signature shall have the equivalent legal effect of a handwritten signature.

B. MySRS ELECTRONICALLY SIGNED DIGITAL DOCUMENTS

The MySRS platform generates documents which are signed using either (1) Qualified Electronic Signatures (QES) or (2) Electronic Seals (eSeal) depending on the certification process.

When reviewing a signed document, it’s possible to (a) validate its signature (QES or eSeal), (b) verify the signatory (person or company) and (3) the signed document data content. Depending on your ADOBE configuration settings, validation may occur automatically ([see Trust Manager settings here](#)).


Signature validity is determined by checking the authenticity of the signature’s digital ID certificate status and document integrity. To verify authenticity, the validation checks if the signer's certificate or its parent certificates are trusted (part of the European Union Trusted Lists or Worldwide ADOBE Approved Trust List Members). The validity of the signing certificate is also checked and, to verify document integrity, the validation checks if the signed content was altered after signing.

If changes to the document were made, the verification ensures that they were allowed by the signer.

Note: MySRS does not change documents they are always amended and issued as a new version or revision.

Qualified Electronic Signatures and Electronic Seals are issued by Qualified Trust Services Providers (QTSP) which are required to implement technical and organisational controls to protect personal data of customers. The QTSP is certified against EU Regulation 910/2014 (eIDAS) and for Qualified Electronic Signatures issued to customers (signatory) a qualified certificate for electronic signature is created. A certificate for electronic signature is issued for electronic seal signatory. [Annex II](#) provides an overview of the standards, schemes and regulations implemented by the QTSP.

Note: It is recommended to review the European Commission eSignature Frequently Asked Questions – ‘Discover how eSignature enables secure cross-border data and document exchange’ [eSignature FAQ \(europa.eu\)](#).

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6. DOCUMENTS ISSUED USING QUALIFIED ELECTRONIC SIGNATURE (QES)

- I) Documents issued with an IAA person’s authorised signature are generated using Qualified Electronic Signatures (QES). The signature always states ‘Signed by Irish Aviation Authority’, per Figure 1.

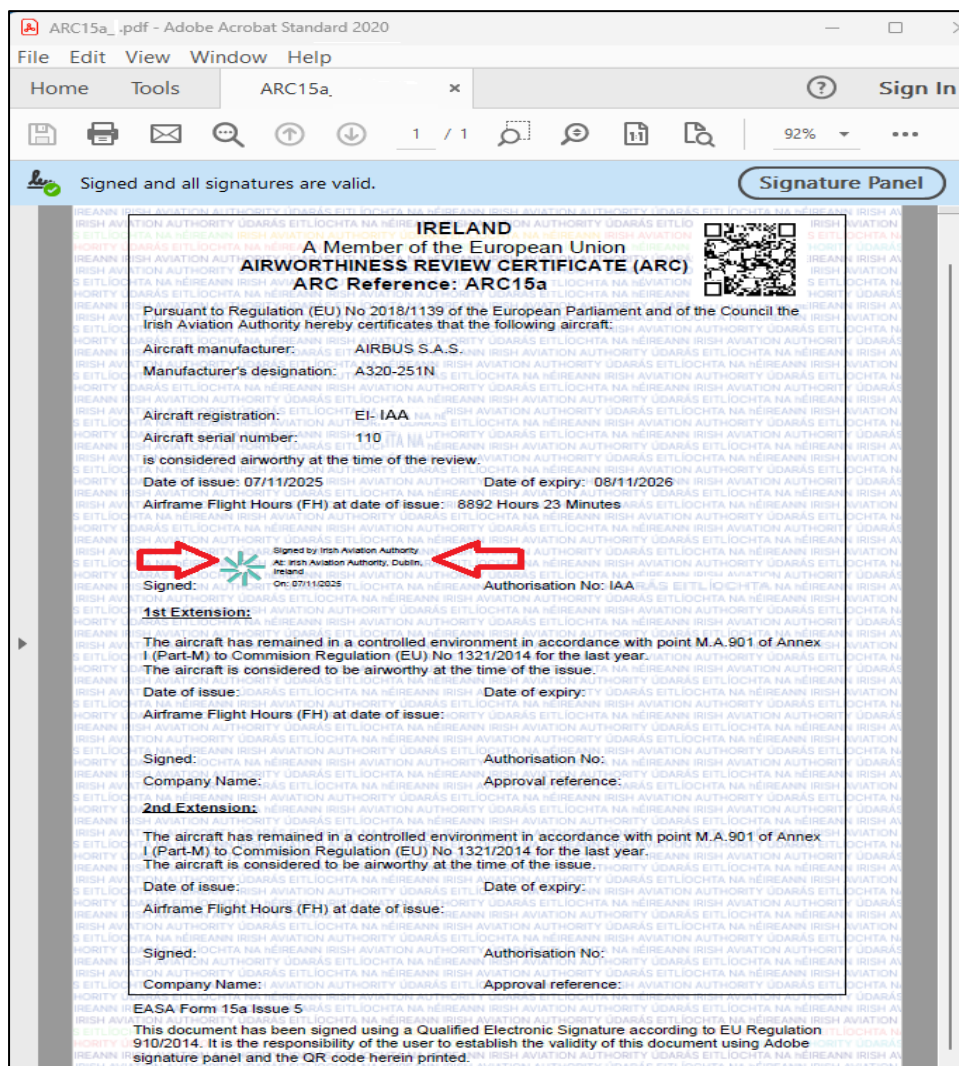



Figure 1.

II) QUALIFIED ELECTRONIC SIGNATURE AND SIGNATURE VALIDITY

ADOBE conducts a live check every time a document is opened in relation to the document signature and the validity status (Figure 2). This check determines the document is signed and that the signature is valid in accordance with eIDAS Regulation (EU) No 910/2014. The name of the IAA authorised person who signed the document is always available.

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III) DOCUMENT HEADER INFORMATION

As shown in Figure 2., the blue header bar contains a button called ‘Signature Panel’, and **always** appears stating exactly the following wording with a green tick symbol:

‘Signed and all signatures are valid’.

This means the data contained electronically within the document has been signed by the IAA, the identification of the signer (natural or legal person) is verified, the data integrity is confirmed and valid, the document is authentic and has not been modified since it was created and signed.

The document is valid in accordance with eIDAS Regulation (EU) No 910/2014, as such with respect to that regulation *no further checks* are needed regarding the documentation and the data it contains.

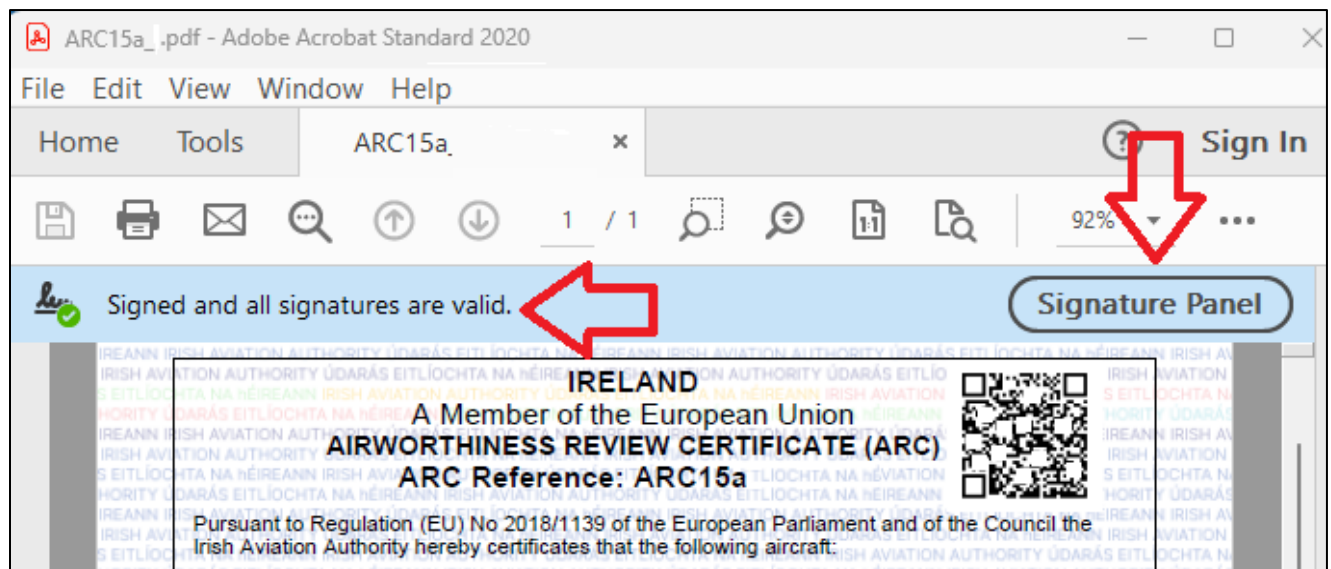



Figure 2.

WARNING: IF NO BLUE HEADER IS PRESENTED, THEN THE DOCUMENT SHALL BE CONSIDERED AS A FAKE OR SPURIOUS WITHOUT VALID SIGNER’S IDENTITY, DATA ORIGIN, INTEGRITY AND AUTHENTICITY BEING ESTABLISHED - [REFER TO SECTION 8 WHICH SHOWS SIGNATURE PROBLEMS](#).

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IV) SIGNATURE PANEL INFORMATION

Selecting the blue header ‘Signature Panel’ button (Figure 3.) provides detailed information about the document signer, validity, accuracy and status, as explained below.

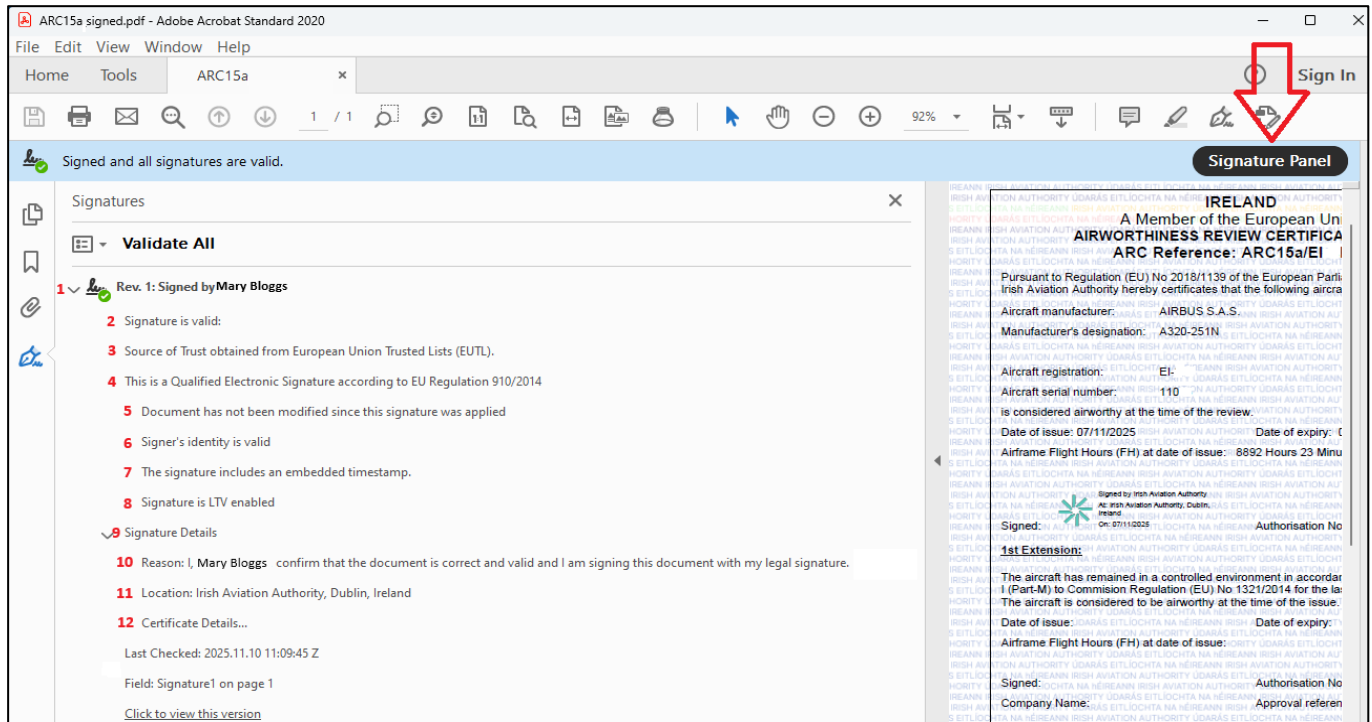


Figure 3.

(1) Signed by

The text always states the name of the identity verified person who signed the document.

(2) Signature is valid

This identifies the authenticity and validity of the document.

(3) Source of Trust obtained from European Union Trusted Lists (EUTL)

This identifies the source which establishes the origin and integrity of the electronic data within the document. Refer to [Annex I Information Sources](#) for more information about the Trust Lists.

(4) This is a Qualified Electronic Signature according to EU Regulation 910/2014

This statement confirms the signature standard.

(5) Document has not been modified since this signature was applied


This identifies the authenticity of the data contained within the document; therefore, it is accurate and correct as given and it has not been changed or modified.

(6) Signer's identity is valid

This confirms the person who signed the document has been identified and verified for their given signature.

(7) Signature includes an embedded timestamp

Confirms the 'signing time' has been stamped and is available in the document (see Figure 6).

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(8) Signature is LTV enabled

This means Long Term Validation is enabled, this functionality addresses validating the signature several years after the document was created.

(9) Signature Details

Provides information regarding signature legal use (item 10), IAA location (item 11) and live checking of the certificate validity (item 12).

(10) Reason

This always provides the signer's name and the text exactly states 'I, <person name>, confirm that the document is correct and valid and I am signing this document with my legal signature'.

(11) Location

This always states the 'Irish Aviation Authority, Dublin, Ireland'.

(12) Last Checked

Provides the date and time the document was checked for validity (usually within minutes of the time that the document was opened in Adobe).

V) SIGNATURE VALIDATION STATUS

Detailed signature validation information is available within the document 'Signature Tile', it is accessed by double clicking using your mouse, refer to Figure 4.

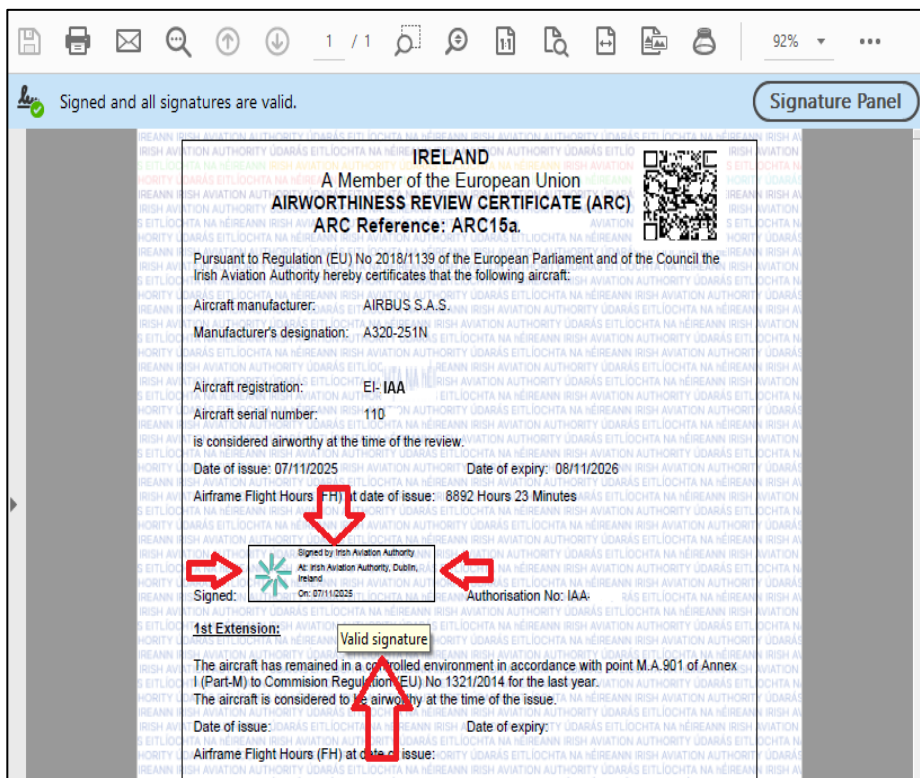



Figure 4.

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VI) SIGNATURE PROPERTIES

The ‘Signature Validation Status’ panel opens confirming validity, select ‘Signature Properties’ (Figures 5 & 6).

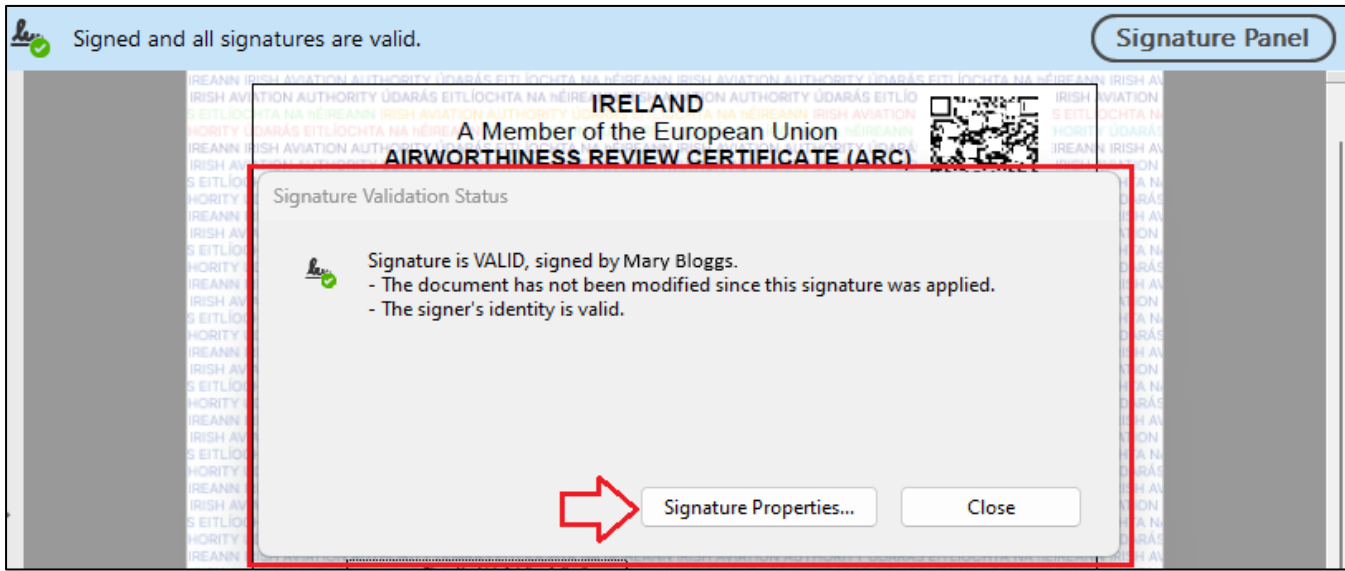


Figure 5.

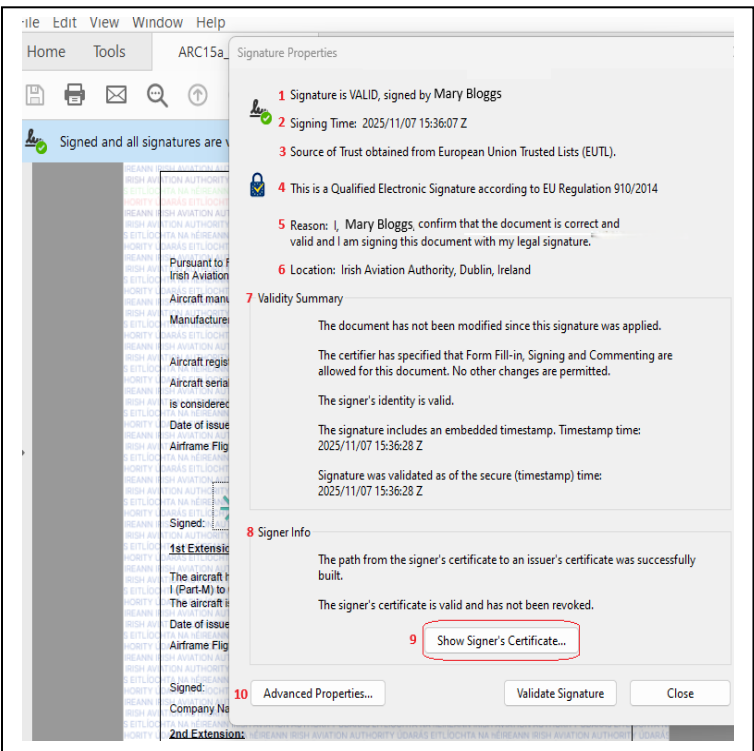



Figure 6.

- (1) Signature is VALID, Signed by**
Always states the name of the identity verified person who signed the document and that it is authentic and valid.
- (2) Signing Time**
Time document is QES signed.
- (3) Source of Trust obtained from European Union Trusted Lists (EUTL)**
This identifies the source which establishes the origin and integrity of the electronic data within the document ([see Annex I](#)).
- (4) This is a Qualified Electronic Signature according to EU Regulation 910/2014**
This statement confirms the signature standard is QES and has equivalent legal effect to handwritten signature.

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(5) Reason

This always provides the name of the person and the text exactly states ‘I, <person name>, confirm that the document is correct and valid and I am signing this document with my legal signature’.

(6) Location

This always states the ‘Irish Aviation Authority, Dublin, Ireland’.

(7) Validity Summary Provides confirmation that;

- (a) ‘The document has not been modified since this signature was applied’, this identifies the authenticity of the data contained within the document; therefore, it is accurate and correct as given,
- (b) ‘The signer’s identity is valid’, this confirms the person who signed the document has been identified and verified for their given signature,
- (c) ‘Signing time is from the clock on the signer’s computer’
‘The signature includes an embedded timestamp’, this confirms that the ‘signing time’ has been stamped and embedded within the document and
- (d) ‘Signature was validated as of the signing time’, this means the persons signature was validated at the time of signing.

(8) Signer Info

Confirms that the signer’s certificate is valid and has not been revoked. This identifies the certificate (token) which permits the signing of the document conforms to the eIDAS technical standard and the signer (person) has a valid and active signing privilege (for example the person’s signature has not been revoked).

(9) Show Signer’s Certificate

Select Figure 6 button (9) ‘Show Signer’s Certificate’, the ‘Certificate Viewer’ panel provides information about the person who signed and the signature service provider ‘Digidentity B.V.’ (qualified trust service provider), see Figure 7.

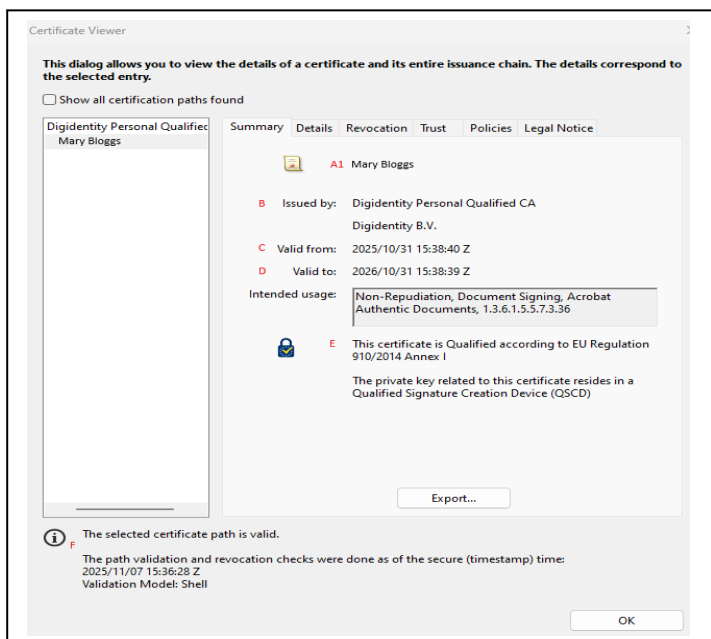


Figure 7.

(A1) Name


Always states the signer person’s name.

(B) Issued by

Always states ‘Digidentity B.V.’ Note: documents issued prior to 01/09/2025 correctly identifies ‘ZetesConfidens’ as the creation service.

(C) Valid from / (D) Valid to

Provides the valid from and to date of the signers’ authorisation **this does not mean** that the document has an expiry date.

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(E) eIDAS Regulation

Always states 'This certificate is Qualified according to EU Regulation 910/2014 Annex I'

(F) The selected certificate path is valid.

The path validation and revocation checks were determined as valid at the time of signing.

VII) ADVANCED PROPERTIES

Select Figure 6 button (10) 'Advanced Properties', opens 'Advanced Signature Properties' and confirms the signature was created using MySRS. It also states the hash and signature algorithm as shown in Figure 8.

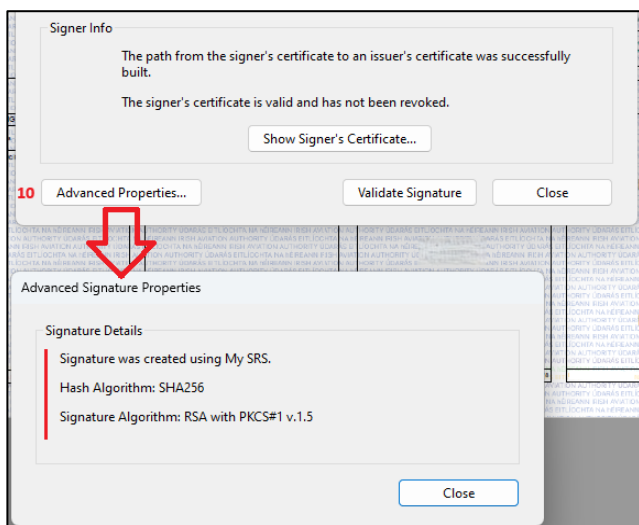



Figure 8.

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7. DOCUMENTS ISSUED USING ELECTRONIC SEAL (eSEAL)

I) Documents which do not require an authorised persons signature use electronic seals.

Referring to Figure 9, 'Sealed By' shows the electronic seal and always states the company name (registered legal name) and 'Sealed Time' showing the date and time when it was sealed,.

Note: 'UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY' is the registered company name.




The image shows a template for a UAS Operator Registration Certificate. At the top left are the logos for EASA (European Union Aviation Safety Agency), IRL (Ireland), and MySRS. In the center is a stylized blue and white drone. To the right is the IAA logo. Below the drone, the text 'UAS OPERATOR REGISTRATION' is centered. On the left side, there are fields for 'First Name(s)' (containing 'FORENAMES'), 'Registration Number' (containing '0123456789'), and 'Last Name' (containing 'SURNAME'). To the right of these fields is a QR code. At the bottom left, there is a red arrow pointing to the text 'Sealed By: UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY' and 'Sealed Time: 27/9/2023 | 13:48 BST'.

Figure 9.

II) ELECTRONIC SEAL SIGNING AND SIGNATURE VALIDITY

ADOBE conducts a live check every time a document is opened in relation to the certificate seal and the validity status (Figure 10). This check determines the document is sealed (signed) and that the signature is valid in accordance with eIDAS Regulation (EU) No 910/2014.

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III) DOCUMENT HEADER INFORMATION

As shown in Figure 10., a blue header bar **always** appears stating exactly the following wording:

‘Certified by UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY, UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY, certificate issued by DocuSign Sealing CA- G1. Signed and all signatures are valid’.

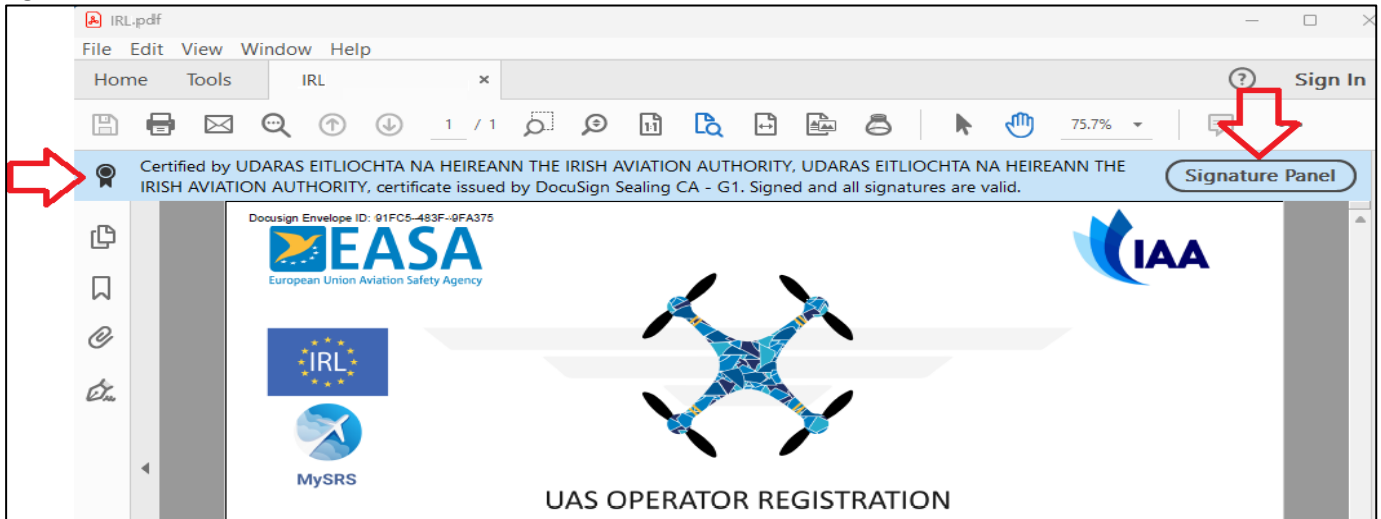


Figure 10.

WARNING: IF NO BLUE HEADER IS PRESENTED, THEN THE DOCUMENT SHALL BE CONSIDERED AS A FAKE OR SPURIOUS WITHOUT VALID IDENTITY, DATA ORIGIN, INTEGRITY AND AUTHENTICITY BEING ESTABLISHED - REFER TO [SECTION 8 WHICH SHOWS SIGNATURE PROBLEMS](#).

IV) SIGNATURE PANEL INFORMATION

Selecting the blue header ‘Signature Panel’ button (Figure 10) provides detailed information about the document signer, validity and accuracy and status, as explained below.

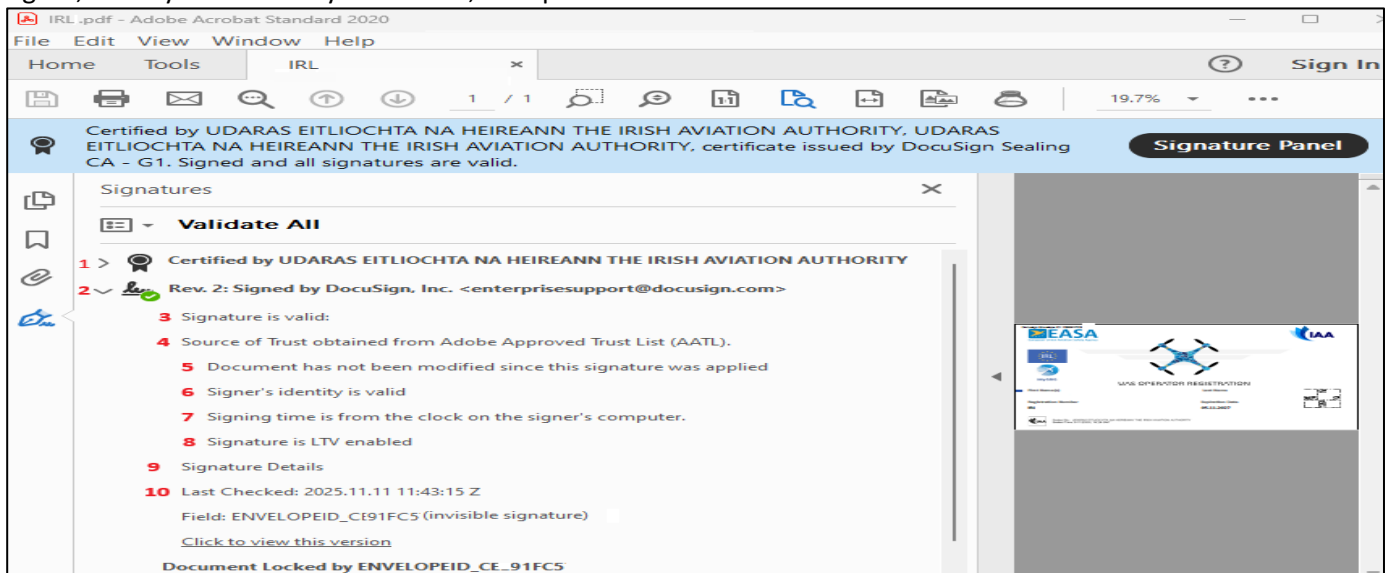



Figure 11.

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(1) Certified by

The repeats the information provided in the blue header ‘UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY’.

(2) Signed by

The text always states, ‘Signed by DocuSign, Inc.’ (which is the signing service provider).

(3) Signature is valid

This identifies the authenticity and validity of the document.

(4) Source of Trust obtained from ADOBE Approved Trust List (AATL)

This identifies the source which establishes the origin and integrity of the electronic data within the document. Refer to [Annex I](#) for more information about the Trust Lists.

(5) Document has not been modified since this signature was applied

This identifies the authenticity of the data contained within the document; therefore, it is accurate and correct as given and has not been changed or modified.

(6) Signer’s identity is valid

This confirms ‘UDARAS EITLIOCHTA NA HEIREANN THE IRISH AVIATION AUTHORITY’ identity has been checked and confirmed as valid.

(7) Signing time is from the clock on the signer’s computer

This refers to the ‘Sealed Time’ shown on the document.

(8) Signature is LTV enabled


This means Long Term Validation is enabled, this functionality addresses validating the signature several years after the document was created.

(9) Signature Details

Provides information regarding (live) checking of the document validity and data (see item 10).

(10) Last Checked

This provides the date and time the document was checked for validity (it is usually within minutes of the time that the document was opened).

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8. EXAMPLES OF BLUE HEADER BAR AND/OR ‘SIGNATURE PANEL’ PROBLEMS

As applicable ADOBE conducts a live check every time a document is opened in relation to the Qualified Electronic Signature (QES) or Electronic Seal (eSeal) validity and status. This section provides examples of problems and warnings that may occur with documents, this is not an exhaustive set of examples but does illustrate the most common issues.

I) SIGNATURE PANEL DOES NOT APPEAR / IS NOT VISIBLE

The ‘Signature Panel’ button is not available, there is no Blue Header Bar and the Valid Signed narrative is also missing or not visible. This means the document is not sealed or signed in accordance with eIDAS Regulation (EU) No 910/2014 and therefore it is not possible to verify the document using ADOBE. It can be assumed it is a spurious or fake document, see Figure 12.

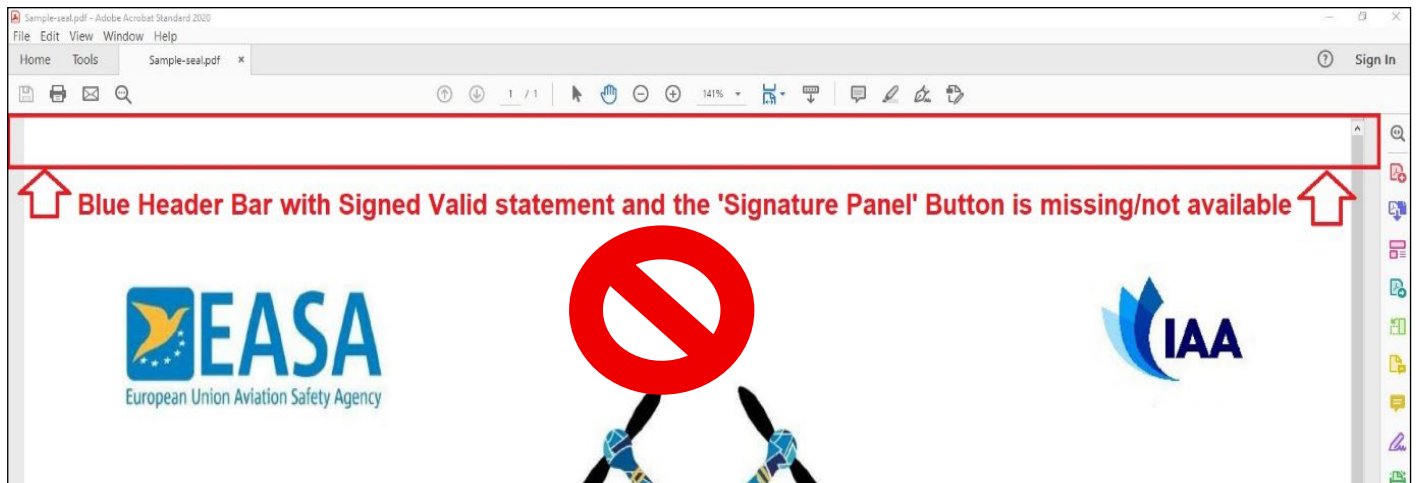


Figure 12.

Figure 13., shows a legitimate document with the Blue Header bar containing certified, signed and valid statement and the ‘Signature Panel’ button for a document with eSeal, for comparison purposes with Figure 12.

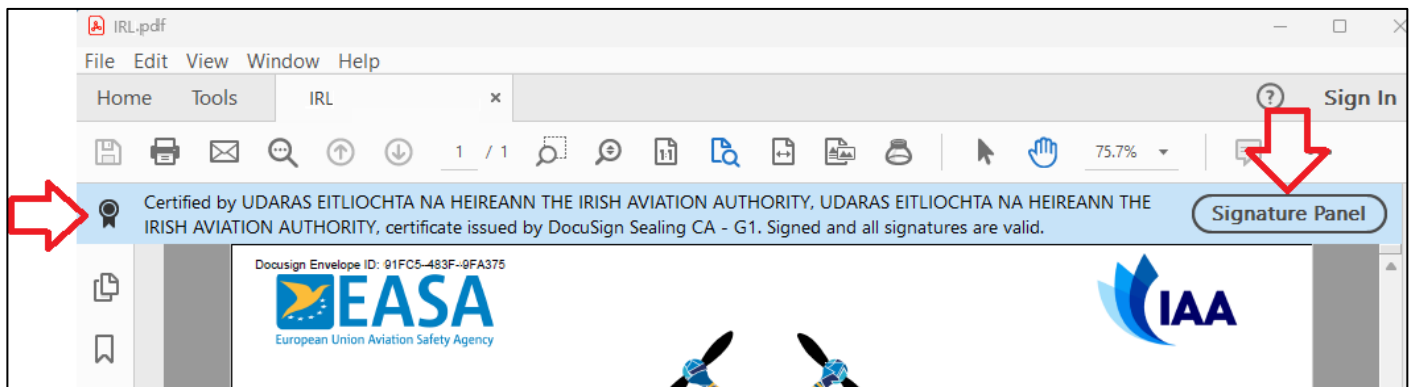


Figure 13.


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Figure 14., shows a legitimate document with the Blue Header bar containing the narrative and 'Signature Panel' button for a document which is QES signed for comparison purposes with Figure12.

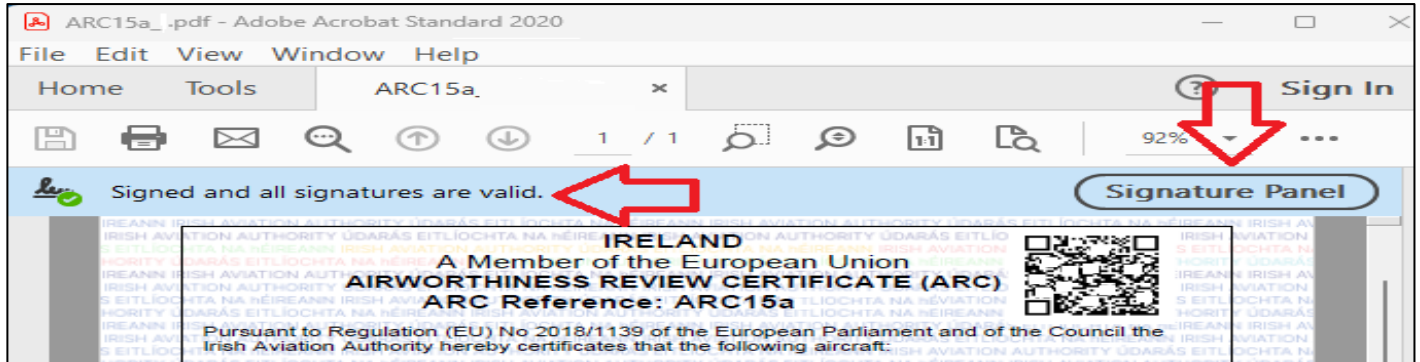


Figure 14.

II) BLUE HEADER BAR WARNING

'The validity of the document certification is UNKNOWN. The author could not be verified. At least one signature has problems.' See warning in Figure 15.

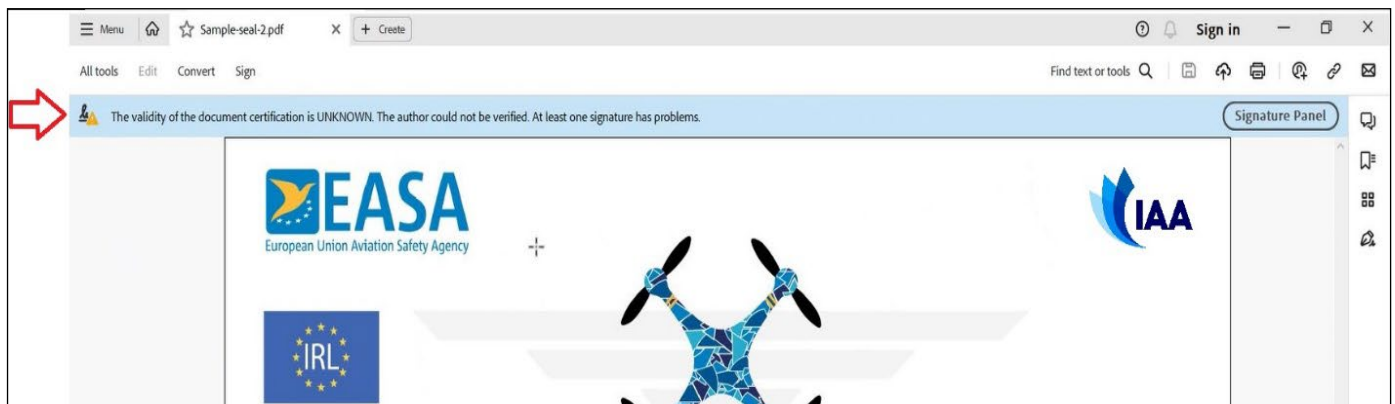


Figure 15.

Further error messages are displayed when the 'Signature Panel' button is selected (Figure 16).

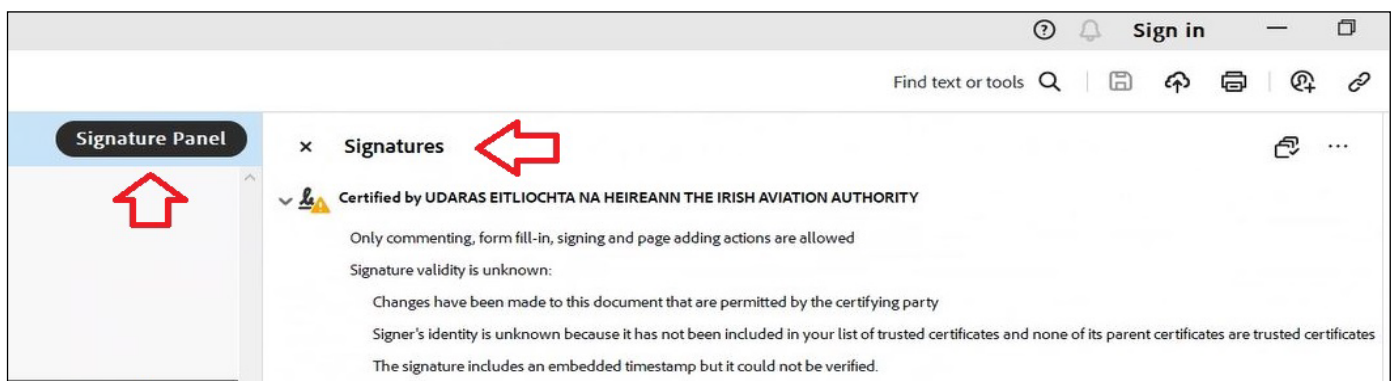



Figure 16.

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Check if this warning is caused by ADOBE ‘Trust Manager’ settings:

- i) For ADOBE reader select ‘Menu’ item ‘Preferences’ (Figure 17), for ADOBE acrobat select ‘Edit’ item ‘Preferences’ (Figure 18).

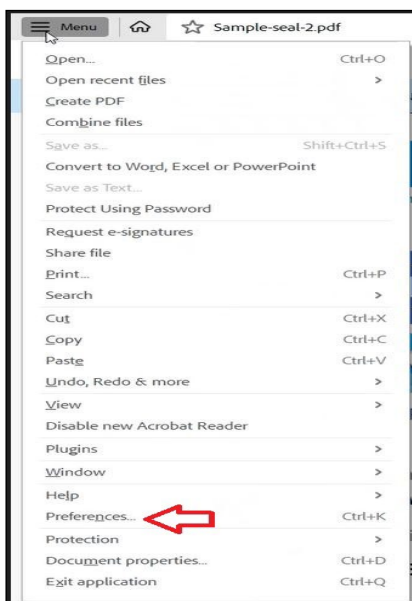


Figure 17.

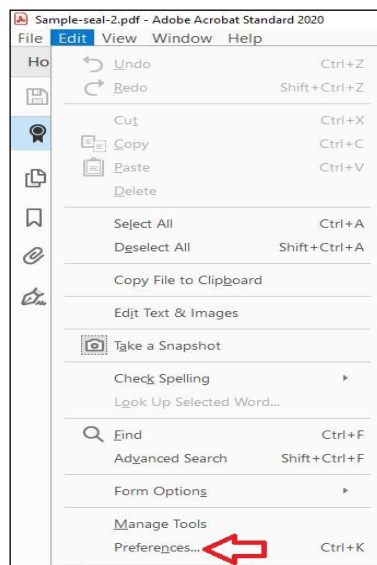


Figure 18.

- ii) Select ‘Trust Manager’ and see if tick box (a) ‘Load trusted certificates from an Adobe AATL server’ and (b) ‘Load trusted certificates from an Adobe EUTL server’ are selected Figure 19 and Figure 20.

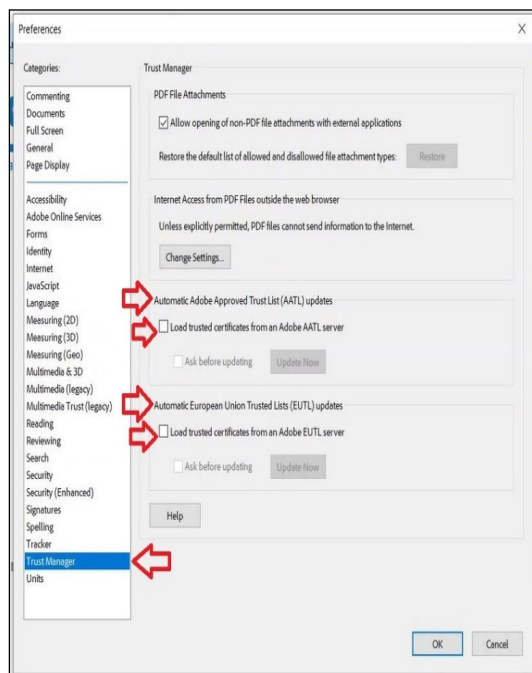


Figure 19.

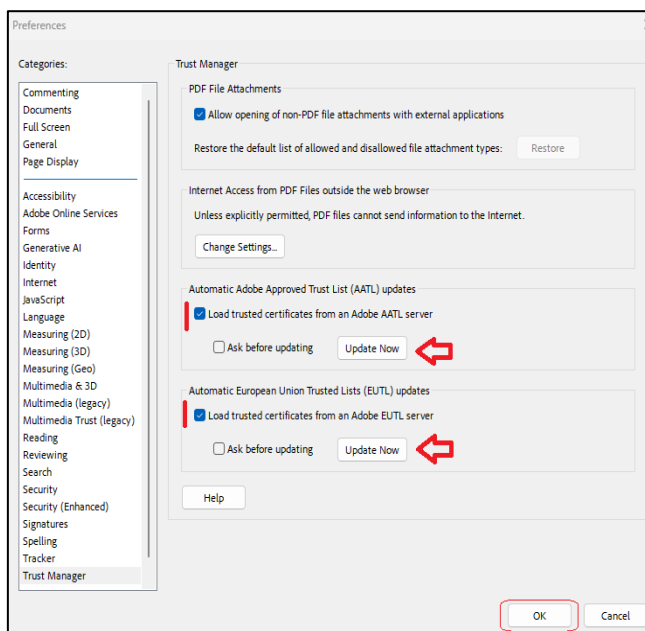



Figure 20.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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- iii) Select ‘OK’, close the document and open it again, when the trusted certificates are automatically upon opening the document – the warning message disappears (Figure 21).

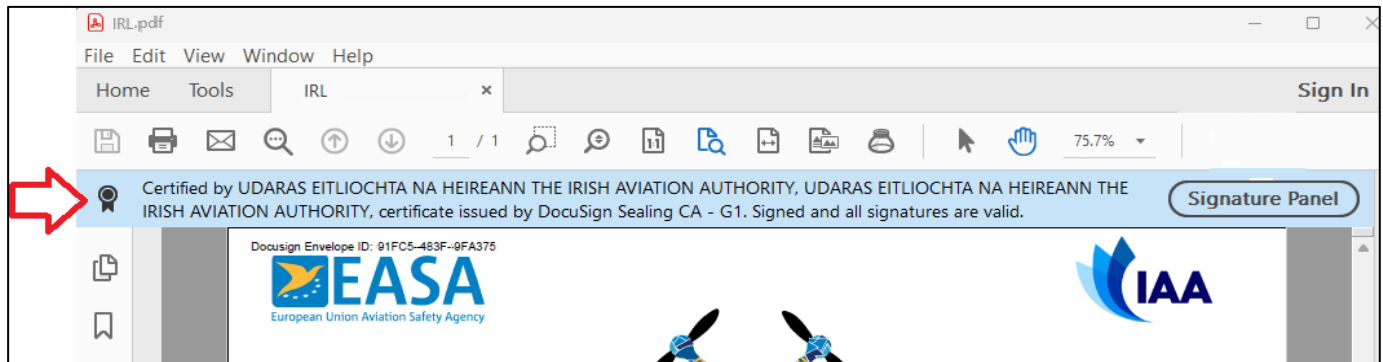


Figure 21.

- iv) If the warning message does not disappear then the **document data is not trusted** (Figure 22). The document can also be checked by using the QR code is available within the document, see [section 10](#).

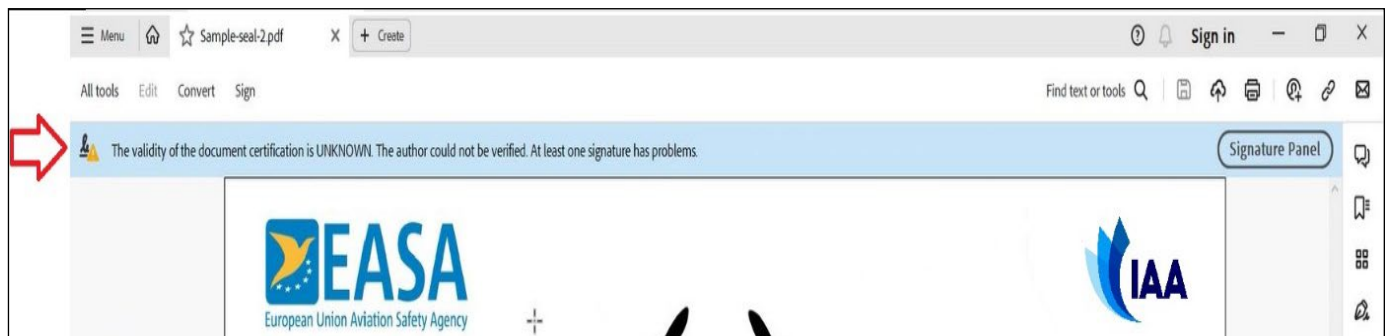



Figure 22.

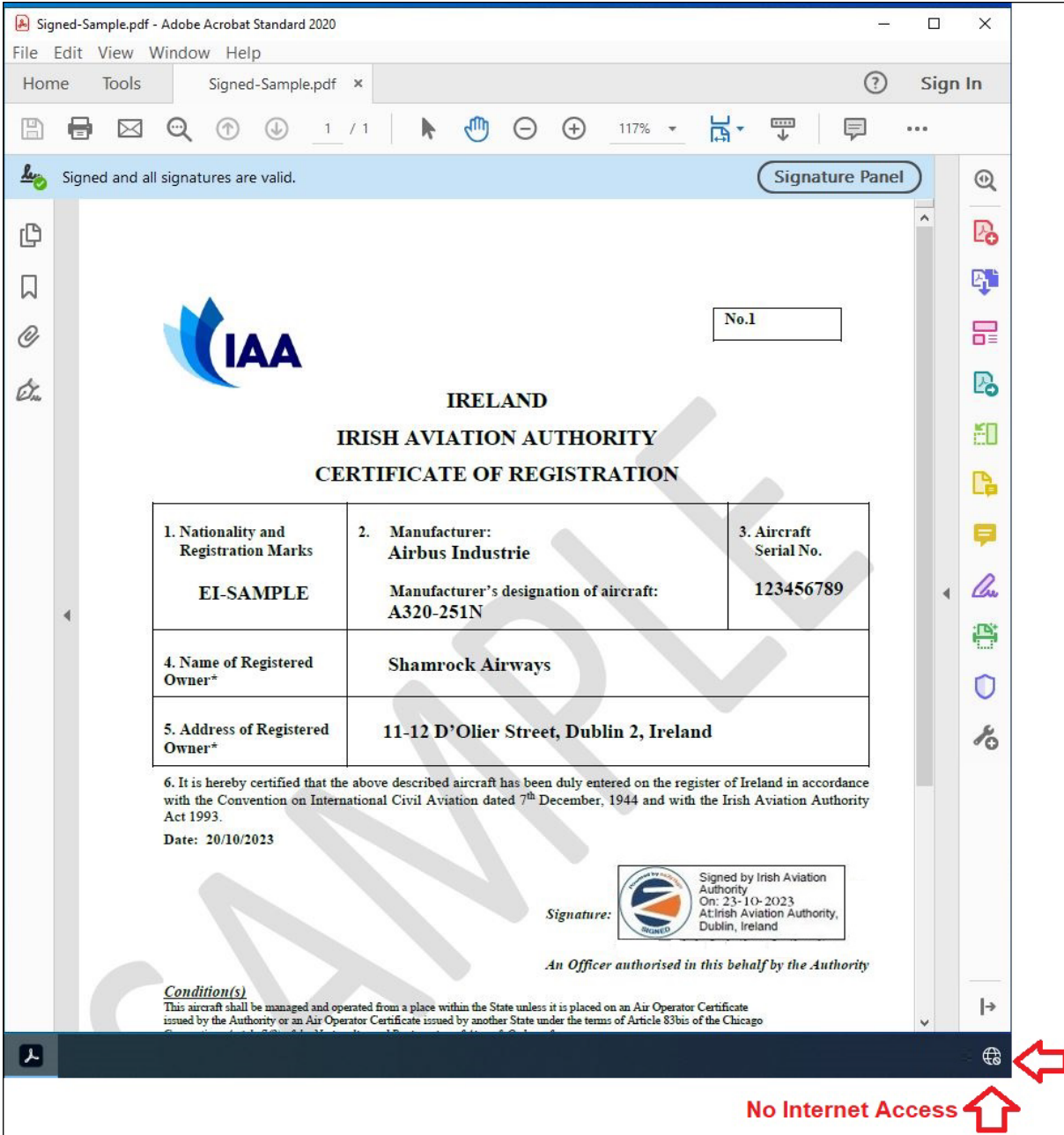
- v) Further information is available from Digidentity eSignatures Frequently Asked Questions documentation; sections ‘How to determine if a digital signature is valid’, ‘What happened when message signature has problems appears’ and ‘What happens when a certificate is revoked’ – available here [2023v1 eSignatures FAQ.pdf](#).

Irish Aviation Authority The Times Building 11–12 D'Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D'Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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9. SIGNATURE PANEL – OFFLINE MODE

Device is offline and the Blue Header bar and 'Signature Panel' button are normal when a QES or eSEAL document is opened. The validation check is always carried out, the ADOBE trust list settings permits the validation confirmation, see Figure 23.

Note: The Quick Reference (QR) Code provides an independent validation check method, refer to section 10.



Signed-Sample.pdf - Adobe Acrobat Standard 2020

File Edit View Window Help

Home Tools Signed-Sample.pdf x Sign In

Signed and all signatures are valid. Signature Panel

No.1

IAA


IRELAND

IRISH AVIATION AUTHORITY

CERTIFICATE OF REGISTRATION

1. Nationality and Registration Marks EI-SAMPLE	2. Manufacturer: Airbus Industrie Manufacturer's designation of aircraft: A320-251N	3. Aircraft Serial No. 123456789
4. Name of Registered Owner*	Shamrock Airways	
5. Address of Registered Owner*	11-12 D'Olier Street, Dublin 2, Ireland	

6. It is hereby certified that the above described aircraft has been duly entered on the register of Ireland in accordance with the Convention on International Civil Aviation dated 7th December, 1944 and with the Irish Aviation Authority Act 1993.
Date: 20/10/2023


Signature:  Signed by Irish Aviation Authority
On: 23-10-2023
At: Irish Aviation Authority, Dublin, Ireland

An Officer authorised in this behalf by the Authority

Condition(s)
This aircraft shall be managed and operated from a place within the State unless it is placed on an Air Operator Certificate issued by the Authority or an Air Operator Certificate issued by another State under the terms of Article 83bis of the Chicago Convention.

No Internet Access

Figure 23.

Irish Aviation Authority The Times Building 11–12 D'Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D'Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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10. QUICK REFERENCE CODE VERIFICATION AND DATA VALIDATION

All documentation signed through MySRS using Qualified Electronic Signature have the equivalent legal effect of a handwritten signature per Regulation (EU) No 910/2014 Article 25 paragraph 2. All documentation issued with QES or eSeal contain a Quick Response (QR) code which can be used to validate the document authenticity, content and signature validity. The QR code allows independent checking and validation of the issued and signed digital document.

It is important to note that when documentation is successfully checked and validated using ADOBE as demonstrated in sections 6 and 7, there is no need to check any further regarding the documentations authenticity, content and signature validity. The documentation should be considered satisfactory for use as needed.

The independent QR code check is typically required in the event the document is presented in a paper format or there are visible signature problems (see [Section 8](#)). The QR can be checked at any time as deemed necessary, it provides information in two steps, the first step provides high level 'Verification Information' in a results tile, the second step provides 'detailed information' and validation information version of the scanned document. The 'Detailed Information' step is helpful because the printed document does not show the digital signature, therefore this step verifies and displays the digital signature tile to the requestor (the person who has scanned the QR code). See section '[XVI](#)) [Verify Information – Detailed Information – Decision Tree](#)' for verification process diagram.

Note: <https://iaa.mysrs.ie/> is always returned at the beginning of the URL for QR Code Verification Scan.

I) VERIFICATION CHECK VIA QR CODE SCAN

Using a smart device, scan the QR code within the QES or eSEAL ADOBE document (Figure 24).

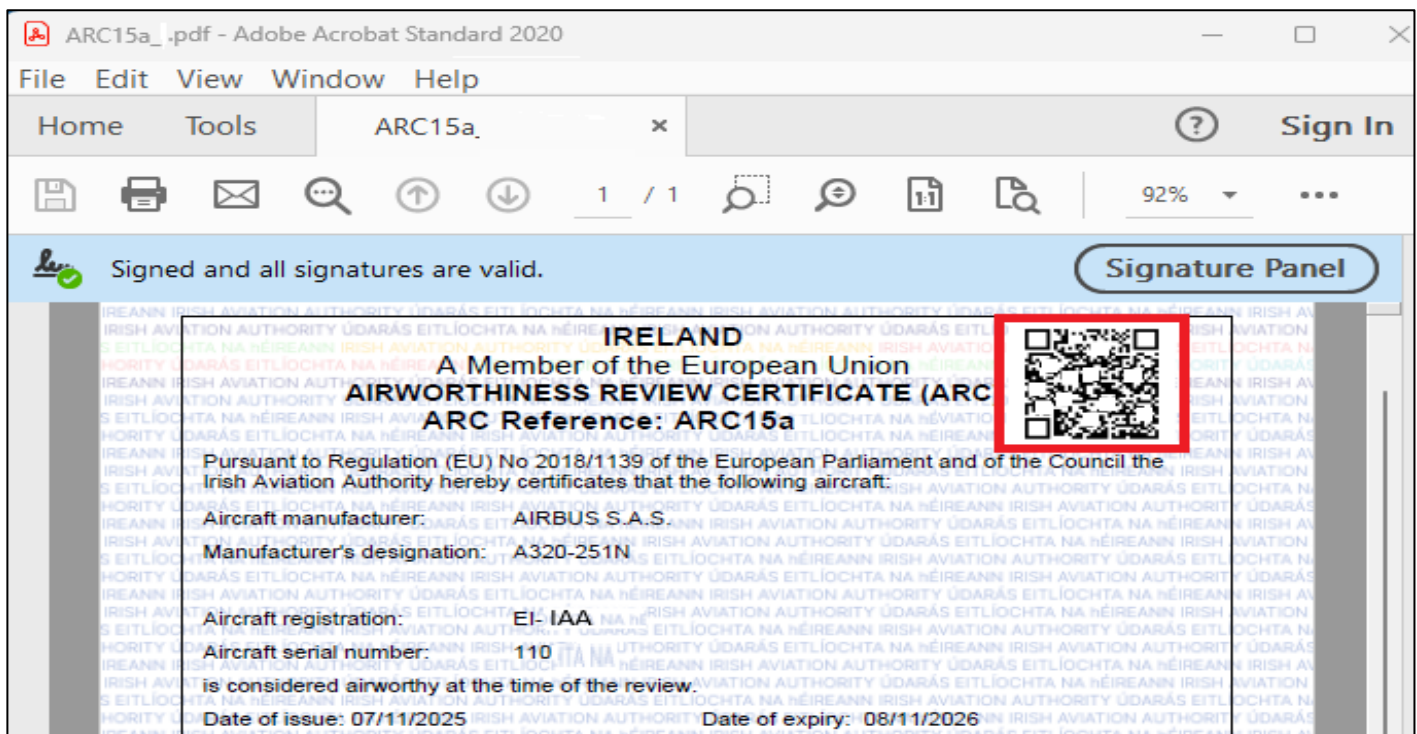



Figure 24.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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- A) The MySRS verification portal page opens in the smart device browser and red returns error message, ‘Invalid Licence/Approval/Certificate/Document – This number is not valid and it wasn’t issued by the Irish Aviation Authority’. This means the QR code is not issued by MySRS and therefore this document is spurious or fake. Note: Check the QR Code using a different device to confirm the error is repeated, see Figure 25.

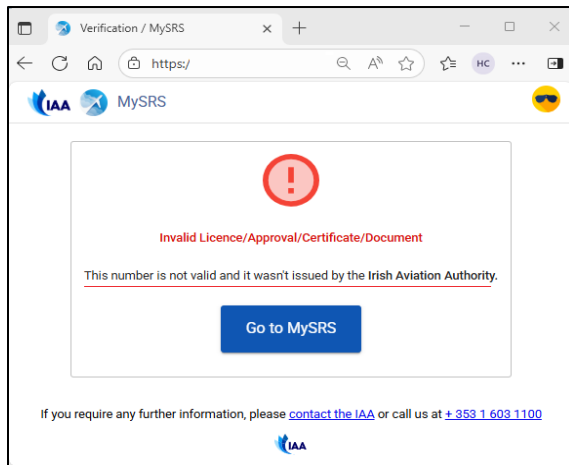


Figure 25.

- B) Using a smart device, scan the QR code within the QES or eSeal ADOBE document (Figure 24). The MySRS verification portal page opens in the smart device browser and presents the document reference or identification number relating to the scanned document, see Figure 26 and Figure 27.

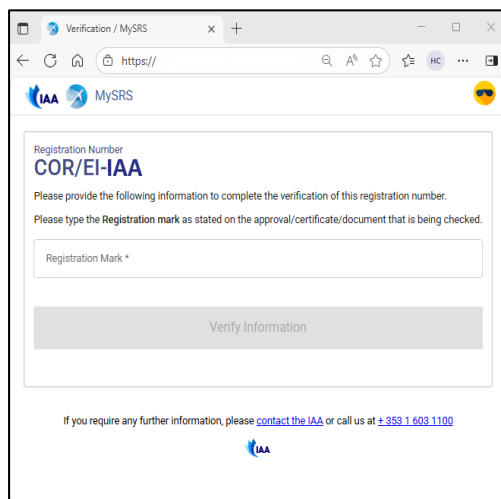


Figure 26.

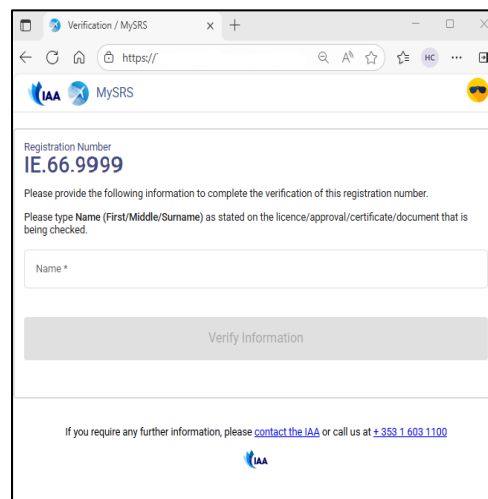



Figure 27.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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- C) Enter the data exactly as stated in the scanned document, see example ‘Registration Mark’ see Figure 28. ‘Maintenance Licence Part 66’ example see Figure 29, take care to enter the ‘Name’ as **exactly stated** on the document. When the information is entered, select ‘Verify Information’.

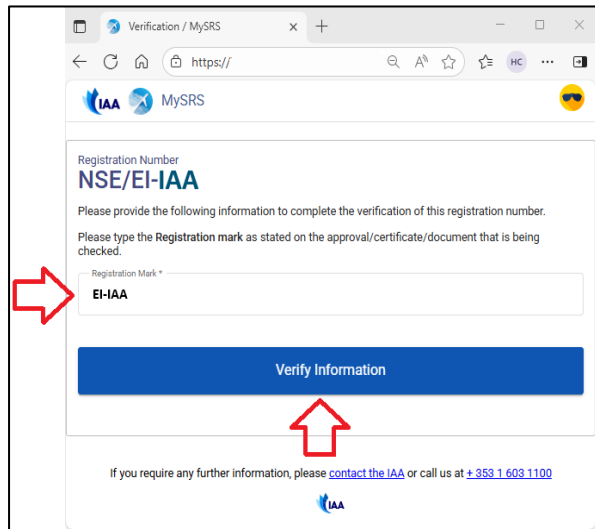


Figure 28.

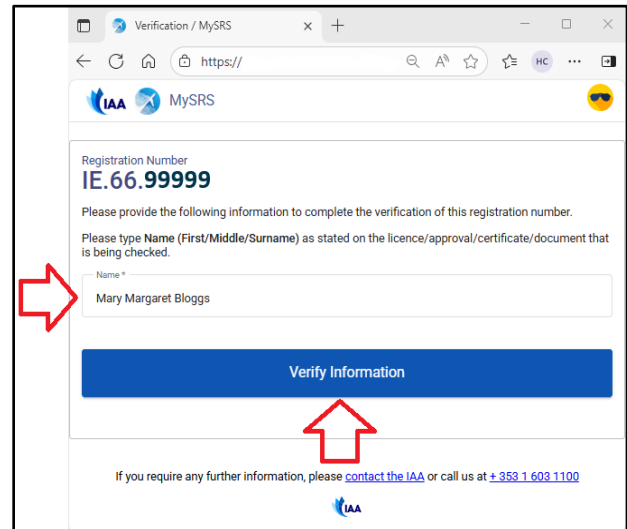


Figure 29.

II) VERIFY INFORMATION – YELLOW WARNING

- D) ‘Verify Information’ selection returns yellow box warning ‘The information you entered does not match our records. Please verify your information and try again’ see Figure 30. This usually happens when there is a typing error with the data entered. Please Try again!

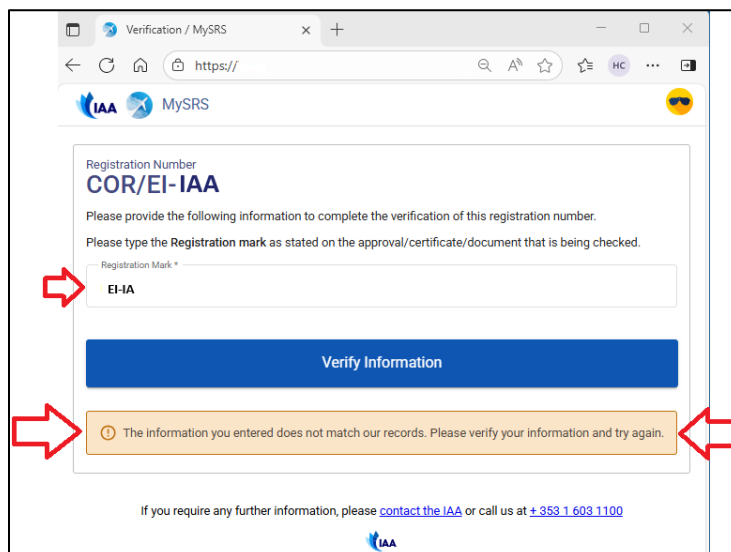



Figure 30.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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III) VERIFY INFORMATION – RESULTS TILE DISPLAYS

- F) The results returned are dependent on (1) status and (2) validity of the document. Only one status from the following conditions ‘Active’, ‘Superseded’, ‘Suspended’, ‘Expired’ or ‘Revoked’ is shown in the results tile.

IV) VERIFY INFORMATION – RESULTS TILE DISPLAYS GREEN TICK, VALID, ‘ACTIVE’ AND ISSUED

- G) Repeat steps B & C above. The results tile displays, a green tick which signifies the licence, approval, certificate or document is correctly verified without cautions or warnings. The following is shown; (1) reference id (always provided), (2) revision number when applicable, (3) status The Licence, Approval, Certificate, Document is ‘active’ and (4) a statement ‘It is valid and was issued by the Irish Aviation Authority’, see Figure 31.

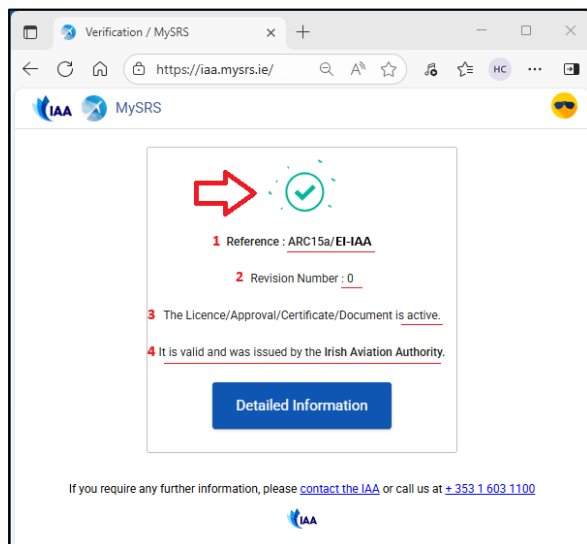



Figure 31.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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V) VERIFY INFORMATION – RESULTS TILE DISPLAYS GREEN TICK, VALID, ‘SUPERSEDED’ AND ISSUED

- H) Repeat steps B & C above. The results tile displays, a green tick which signifies the licence, approval, certificate or document is correctly verified without cautions or warnings. The following is shown; (1) reference id (always provided), (2) revision number when applicable, (3) a statement ‘The Licence/Approval/Certificate/Document was issued by the Irish Aviation Authority and was valid at the time of issue’ (4) Red warning symbol and (5) status ‘Superseded’, see Figure 32.

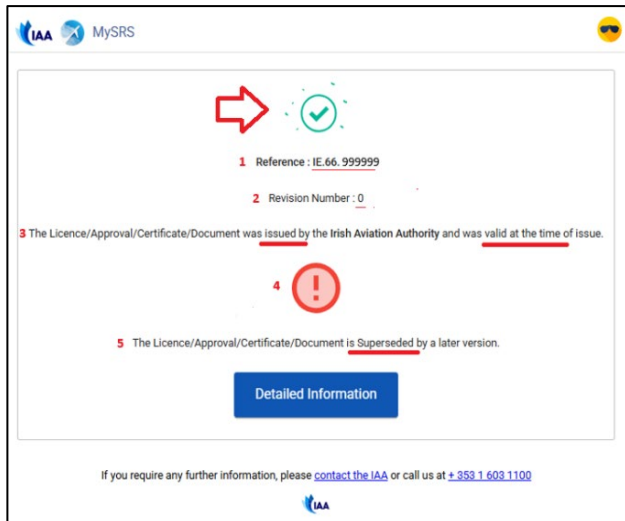


Figure 32.

VI) VERIFY INFORMATION – RESULTS TILE DISPLAYS WARNING AND ‘SUSPENDED’

- I) Repeat steps B & C above. The results tile displays, a red warning symbol which signifies the licence, approval, certificate or document is not active. The following is shown; (1) reference id (always provided), (2) revision number when applicable, (3) a statement ‘The Licence/Approval/Certificate/Document is ‘Suspended’ and (4) confirmation ‘It was issued by the Irish Aviation Authority’, see Figure 33.

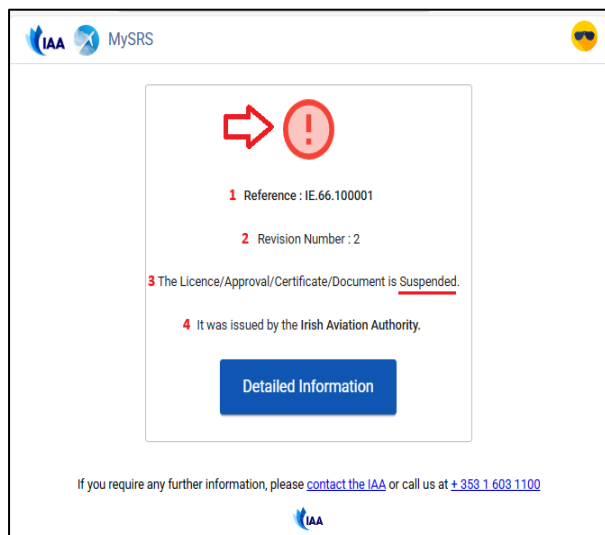



Figure 33.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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VII) VERIFY INFORMATION – RESULTS TILE DISPLAYS WARNING ‘EXPIRED’ AND ISSUED

- J) Repeat steps B & C above. The results tile displays, a red warning symbol which signifies the licence, approval, certificate or document is not active. The following is shown; (1) reference id (always provided), (2) revision number when applicable, (3) a statement ‘The Licence/Approval/Certificate/Document is ‘Expired’ and (4) confirmation ‘It was issued by the Irish Aviation Authority’, see Figure 34.

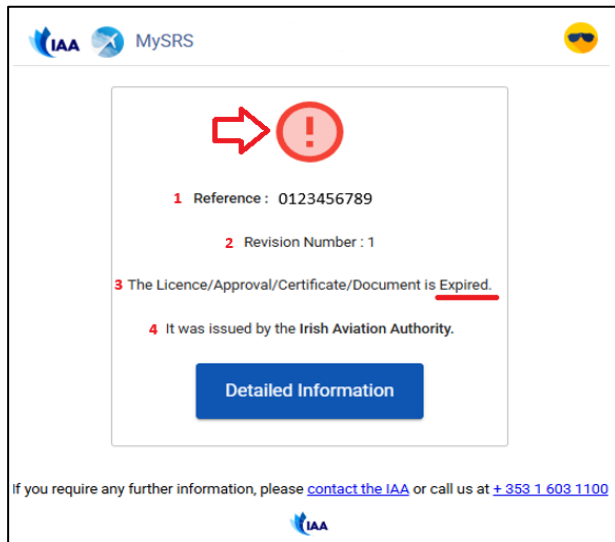


Figure 34.

VIII) VERIFY INFORMATION – RESULTS TILE DISPLAYS WARNING ‘REVOKED’ AND ISSUED

- K) Repeat steps B & C above. The results tile displays, a red warning symbol which signifies the licence, approval, certificate or document is not active. The following is shown; (1) reference id (always provided), (2) revision number when applicable, (3) a statement ‘The Licence/Approval/Certificate/Document is ‘Revoked’ and (4) confirmation ‘It was issued by the Irish Aviation Authority’, see Figure 35.

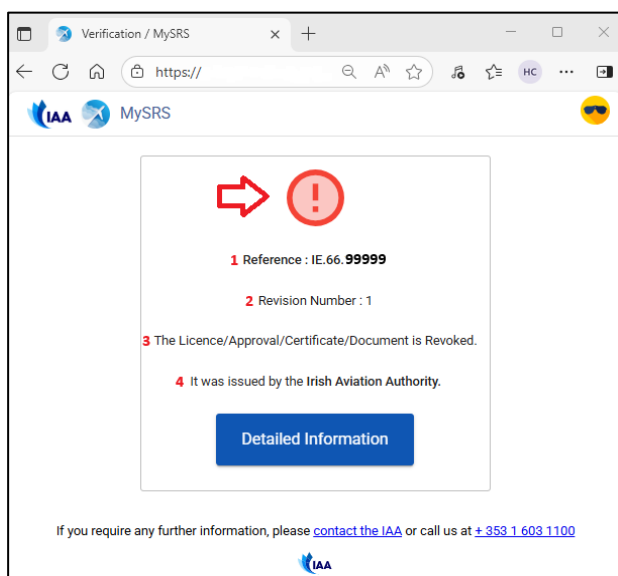



Figure 35.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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IX) VERIFY INFORMATION – DETAILED INFORMATION (DATA AND SIGNATURE VALIDATION)

The ‘Detailed Information’ step is helpful because the printed document does not show the digital signature, therefore this step verifies and displays the digital signature to the requestor (the person who has scanned the QR code). The ‘Verify Information’ results tile contains a button called ‘Detailed Information’. Selecting this button creates a request to return the detailed validated data contained within the scanned document including confirmation of the Qualified Electronic Signature or eSeal signature, see Figure 36.

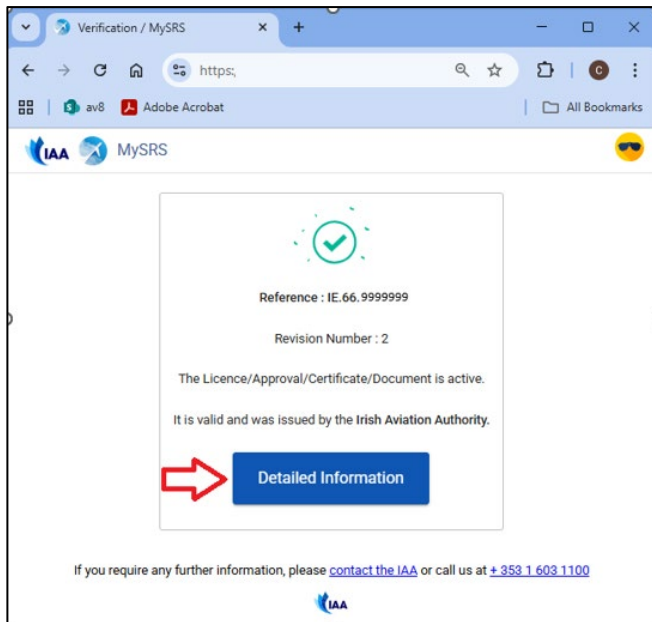


Figure 36.

- A) Select ‘Detailed Information’, enter an email address to receive a one-time password login code, see Figure 37. **Note:** It takes at least 2 minutes to receive the code, enter the code when available see Figure 38.

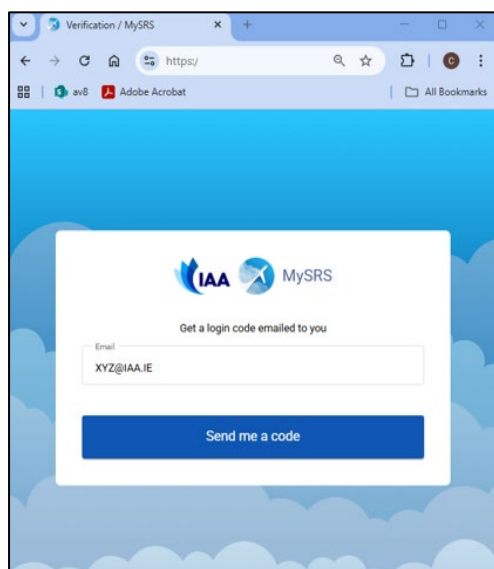


Figure 37.

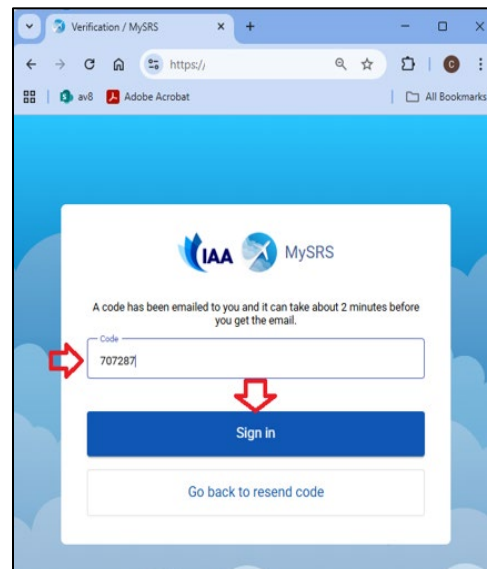

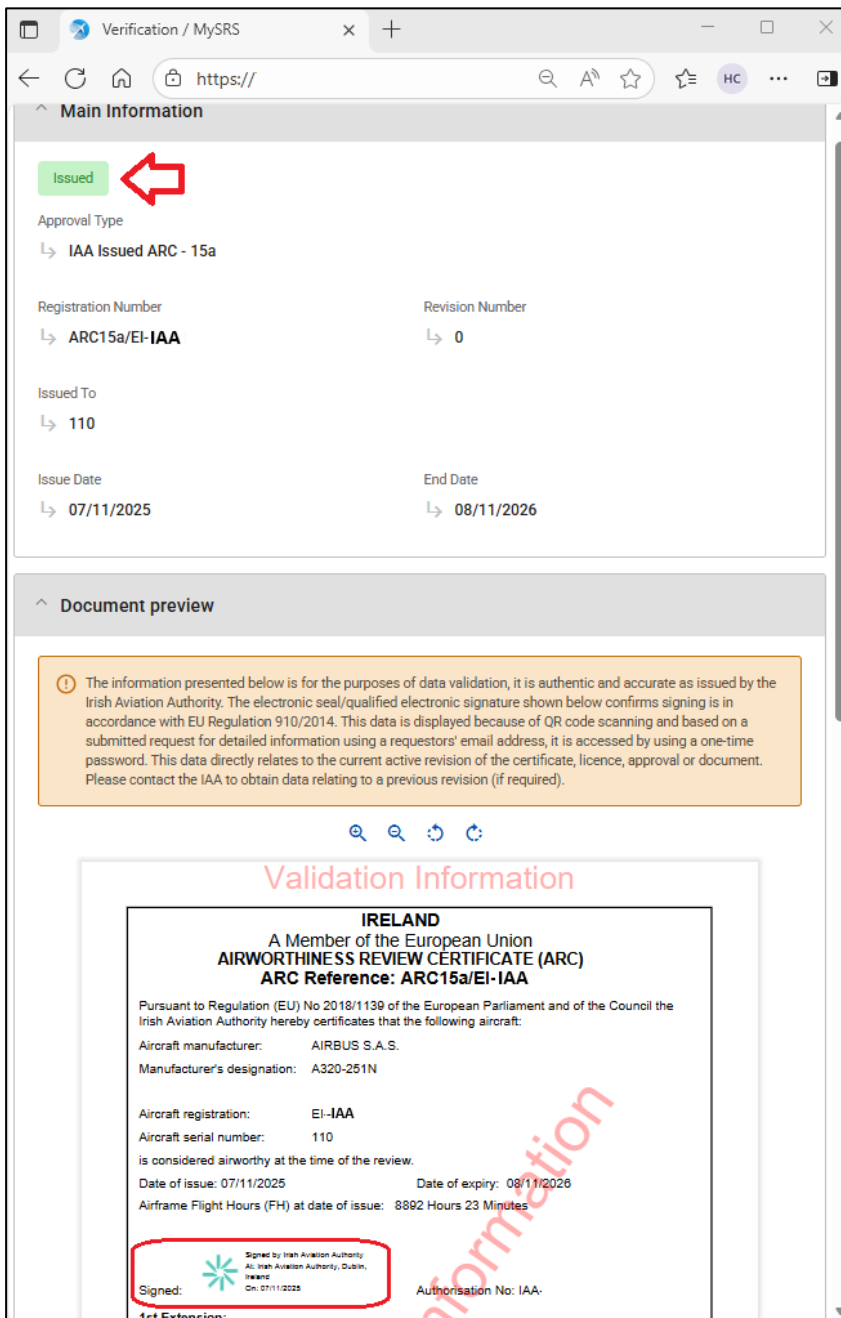


Figure 38.

Irish Aviation Authority The Times Building 11–12 D'Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D'Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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X) VERIFY INFORMATION – DETAILED INFORMATION – STATUS ‘ISSUED’ FOR ARC15a

- B) Detailed data as shown in the document, including the signature is returned, this can be checked against the ADOBE document as required, see Figure 39. **Note 1:** The data returned is always the latest revision or version of the document, for example if revision 2 is scanned and the latest version is at revision 4, then this information is returned and not revision 2. This intentionally allows the requestor who scanned the QR code to see the most up-to-date and current information. **Note 2:** The digital signature confirmation is displayed.



The screenshot shows a web browser window titled 'Verification / MySRS'. The address bar shows 'https://'. The page is divided into two main sections: 'Main Information' and 'Document preview'.

Main Information:

- Status:** Issued (highlighted with a red arrow)
- Approval Type:** IAA Issued ARC - 15a
- Registration Number:** ARC15a/EI-IAA
- Revision Number:** 0
- Issued To:** 110
- Issue Date:** 07/11/2025
- End Date:** 08/11/2026

Document preview:

A warning message states: "The information presented below is for the purposes of data validation, it is authentic and accurate as issued by the Irish Aviation Authority. The electronic seal/qualified electronic signature shown below confirms signing is in accordance with EU Regulation 910/2014. This data is displayed because of QR code scanning and based on a submitted request for detailed information using a requestors' email address, it is accessed by using a one-time password. This data directly relates to the current active revision of the certificate, licence, approval or document. Please contact the IAA to obtain data relating to a previous revision (if required)."

Validation Information:

IRELAND
A Member of the European Union
AIRWORTHINESS REVIEW CERTIFICATE (ARC)
ARC Reference: ARC15a/EI-IAA

Pursuant to Regulation (EU) No 2018/1139 of the European Parliament and of the Council the Irish Aviation Authority hereby certifies that the following aircraft:


Aircraft manufacturer: AIRBUS S.A.S.
Manufacturer's designation: A320-251N

Aircraft registration: EI-IAA
Aircraft serial number: 110
is considered airworthy at the time of the review.

Date of issue: 07/11/2025 Date of expiry: 08/11/2026
Airframe Flight Hours (FH) at date of issue: 8892 Hours 23 Minutes

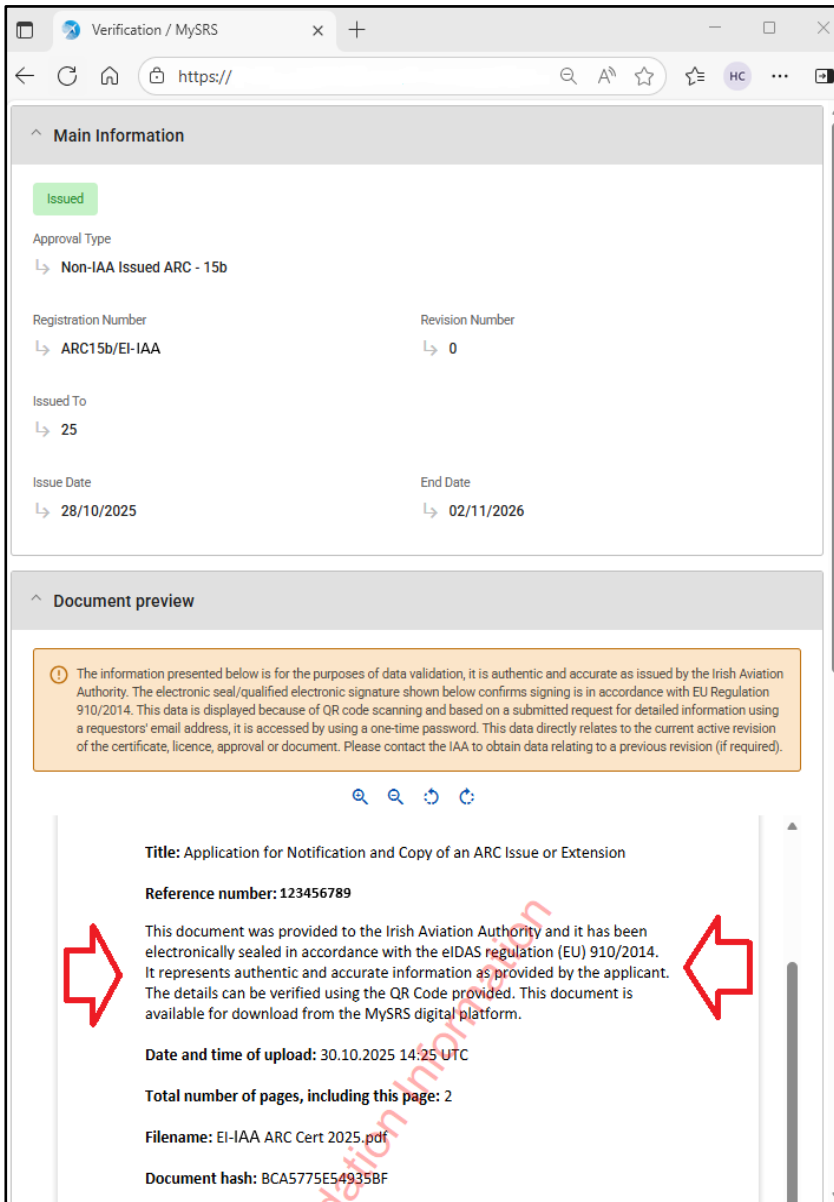
Signed: [Signature] On: 07/11/2025
Authorisation No: IAA-
1st Extension:

Figure 39.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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XI) VERIFY INFORMATION – DETAILED INFORMATION – STATUS ‘ISSUED’ FOR ARC15b or ARC15c

- C) Detailed data as shown in the document, including the signature is returned, this can be checked against the ADOBE document as required, see Figure 40. **Note 1:** The data returned for ARC15b or ARC15c begins with an attestation page which confirms the ARC15b/c contained in the document is authentic and accurate as provided.



Main Information

Issued

Approval Type
↳ Non-IAA Issued ARC - 15b

Registration Number
↳ ARC15b/EI-IAA

Revision Number
↳ 0

Issued To
↳ 25

Issue Date
↳ 28/10/2025

End Date
↳ 02/11/2026

Document preview

Title: Application for Notification and Copy of an ARC Issue or Extension

Reference number: 123456789

This document was provided to the Irish Aviation Authority and it has been electronically sealed in accordance with the eIDAS regulation (EU) 910/2014. It represents authentic and accurate information as provided by the applicant. The details can be verified using the QR Code provided. This document is available for download from the MySRS digital platform.


Date and time of upload: 30.10.2025 14:25 UTC

Total number of pages, including this page: 2

Filename: EI-IAA ARC Cert 2025.pdf

Document hash: BCA5775E54935BF

Figure 40.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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XII) VERIFY INFORMATION – DETAILED INFORMATION – STATUS ‘SUPERSEDED’

D) Detailed data as shown in the document, including the signature is returned, this can be checked against the ADOBE document as required, see Figure 41.

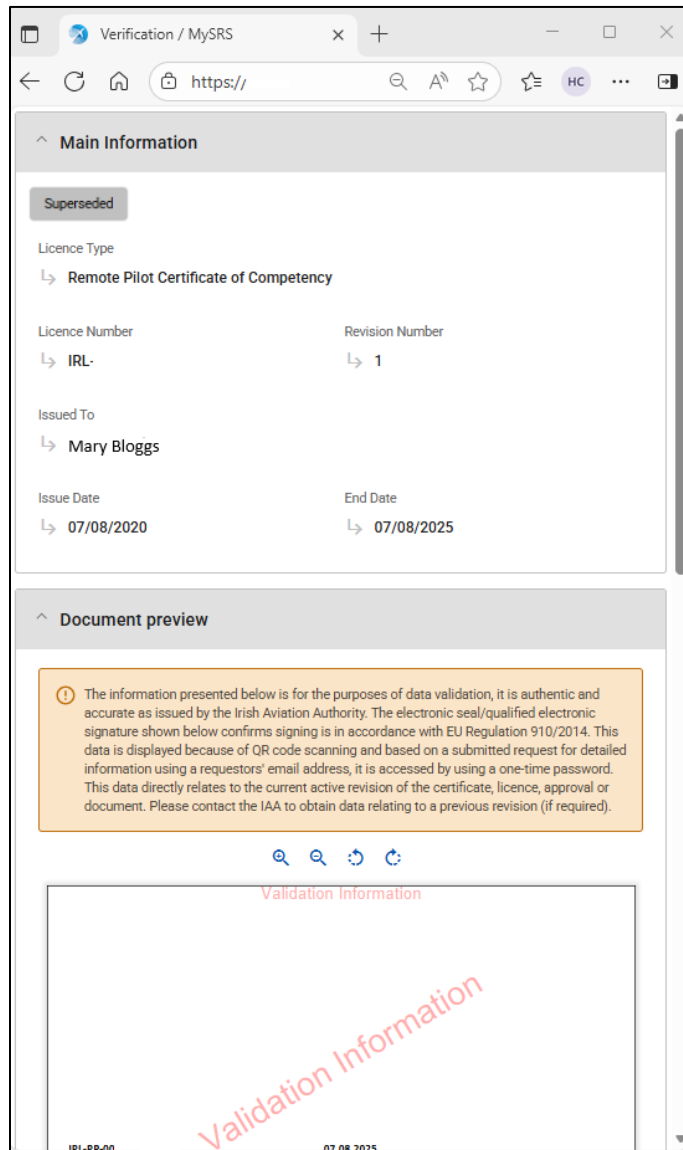

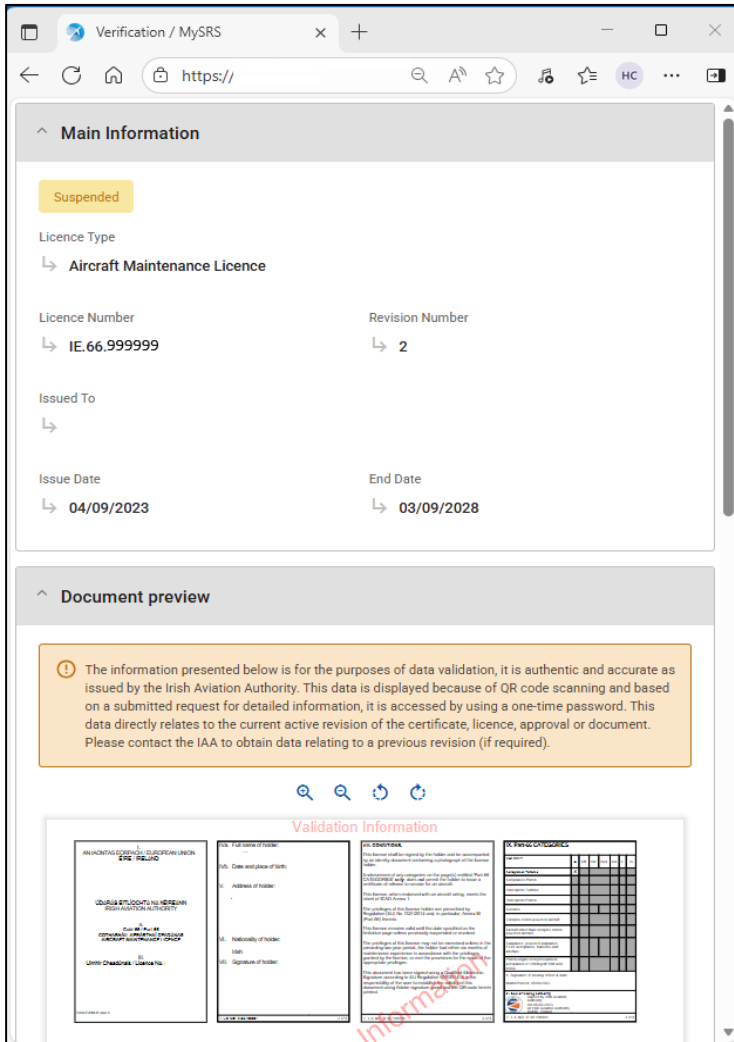


Figure 41.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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XIII) VERIFY INFORMATION – DETAILED INFORMATION – STATUS ‘SUSPENDED’

- E) Detailed data as shown in the document, including the signature is returned, this can be checked against the ADOBE document as required, see Figure 42.



The screenshot shows a web browser window with the address bar displaying 'https://'. The page title is 'Verification / MySRS'. The main content area is titled 'Main Information' and features a yellow 'Suspended' status tag. Below this, the 'Licence Type' is 'Aircraft Maintenance Licence'. The 'Licence Number' is 'IE.66.999999' and the 'Revision Number' is '2'. The 'Issued To' field is empty. The 'Issue Date' is '04/09/2023' and the 'End Date' is '03/09/2028'. Below the 'Main Information' section is a 'Document preview' section. It contains a warning message: 'The information presented below is for the purposes of data validation, it is authentic and accurate as issued by the Irish Aviation Authority. This data is displayed because of QR code scanning and based on a submitted request for detailed information, it is accessed by using a one-time password. This data directly relates to the current active revision of the certificate, licence, approval or document. Please contact the IAA to obtain data relating to a previous revision (if required).' Below the warning is a 'Validation Information' section with a red 'Information' watermark. It contains three columns of data: 'Licence Information', 'Licence Details', and 'Licence Status'. The 'Licence Information' column includes fields for 'Date and place of birth', 'Address of holder', 'Nationality of holder', and 'Signature of holder'. The 'Licence Details' column includes fields for 'Licence Number', 'Revision Number', 'Issue Date', and 'End Date'. The 'Licence Status' column includes a table with columns for 'Status', 'Valid', 'Expired', 'Suspended', and 'Revoked'.

Figure 42.

Irish Aviation Authority The Times Building 11–12 D'Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D'Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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XIV) VERIFY INFORMATION – DETAILED INFORMATION – STATUS ‘EXPIRED’

- F) Detailed data as shown in the document, including the signature is returned, this can be checked against the ADOBE document as required, see Figure 43.

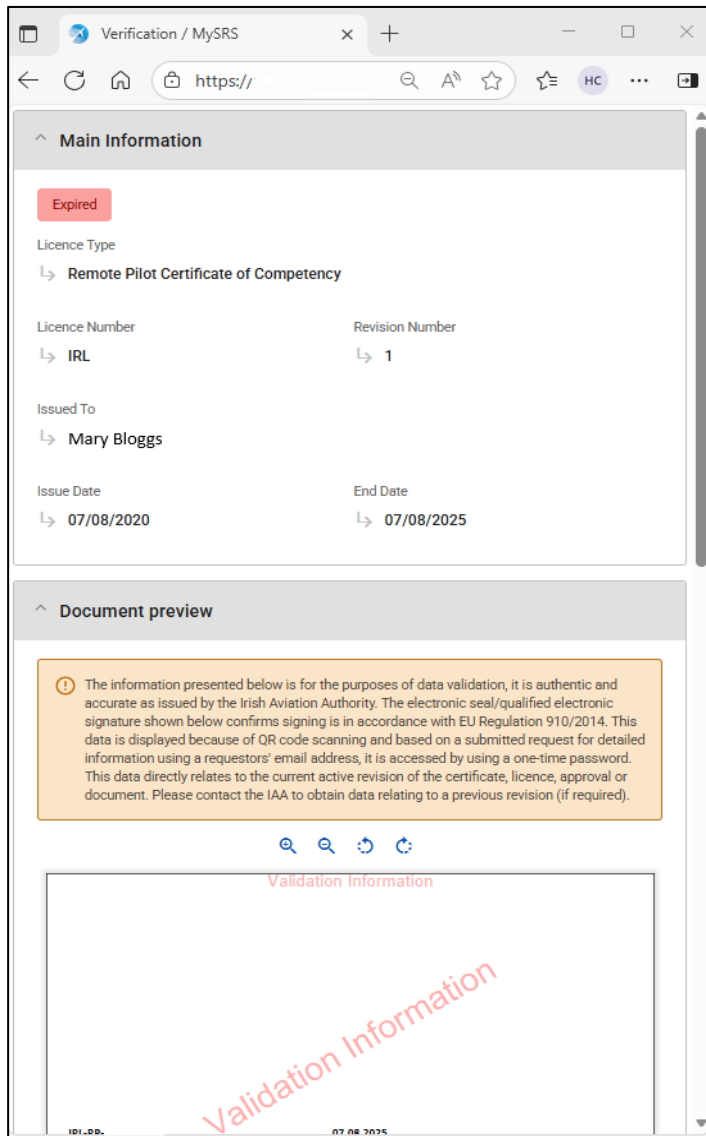



Figure 43.

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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XV) VERIFY INFORMATION – DETAILED INFORMATION – STATUS ‘REVOKED’

G) Limited data is provided because the status is revoked, it is recommended to contact the IAA for further information, see Figure 44.

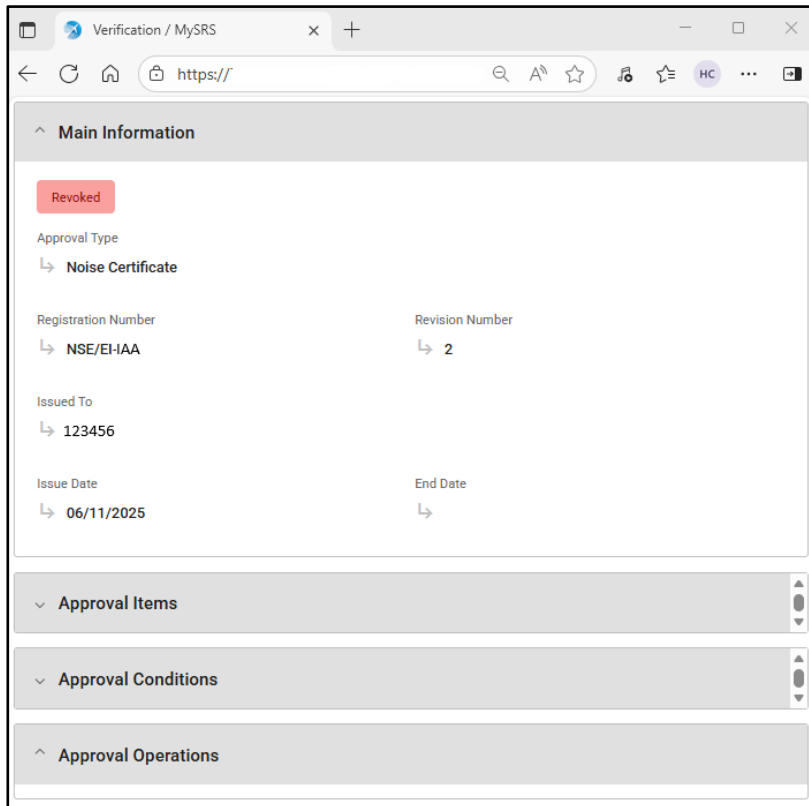
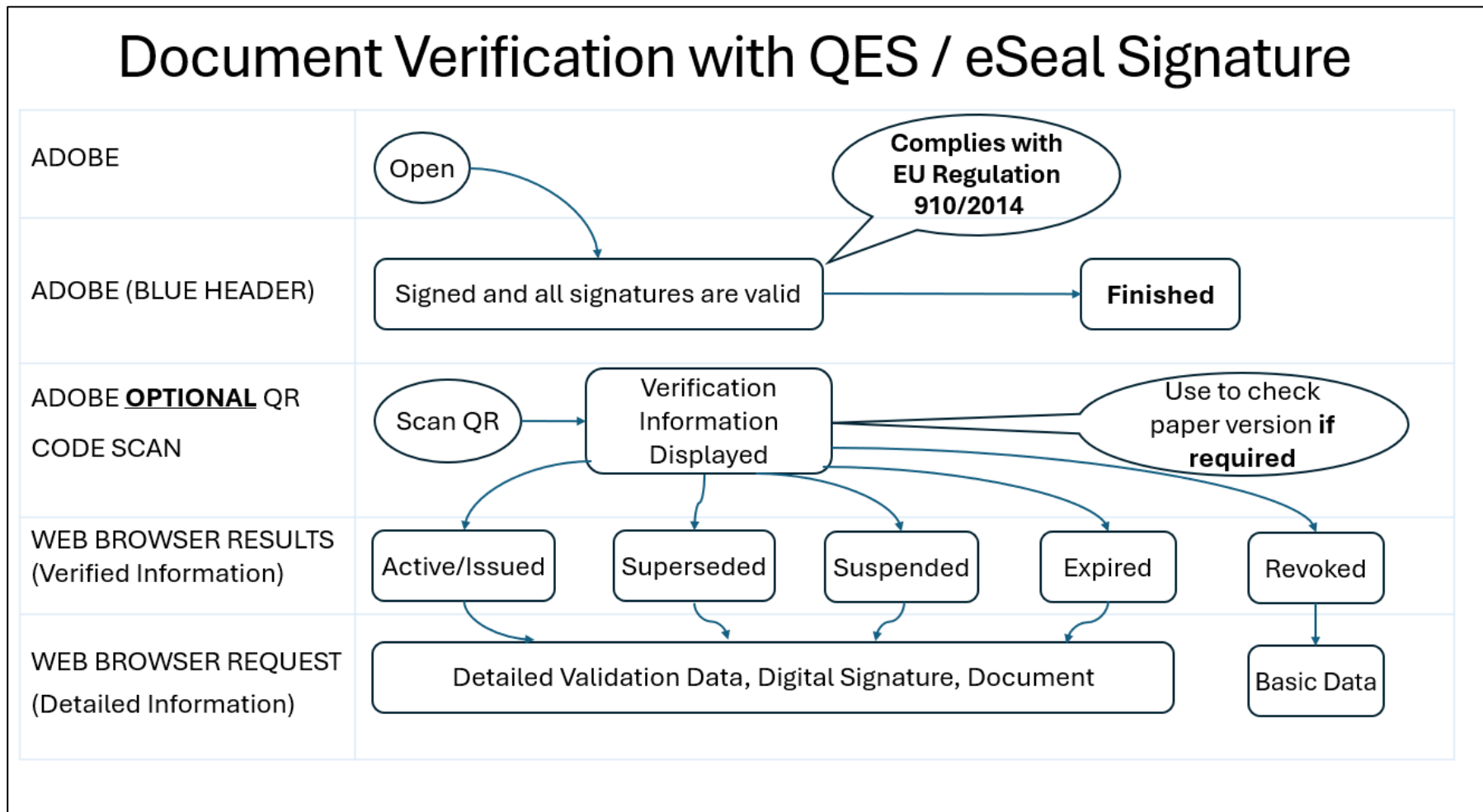



Figure 44.

XVI) VERIFY INFORMATION – DETAILED INFORMATION – DECISION TREE



Irish Aviation Authority The Times Building 11–12 D'Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D'Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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APPENDIX 2 TO GAM.04 – ANNEX 1

ANNEX 1 – INFORMATION SOURCES

GDPR REGULATION

Regulation (EU) 2016/679 as amended on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A02016R0679-20160504>

EASA ELECTRONIC DOCUMENTS

EASA Carriage of electronic documents on board aircraft – Guidance Document

<https://www.easa.europa.eu/en/document-library/general-publications/carriage-electronic-documents-board-aircraft>

eIDAS REGULATION

Regulation (EU) No 910/2014 as amended on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A02014R0910-20241018>

eIDAS eSIGNATURE FREQUENTLY ASKED QUESTIONS

[eSignature FAQ \(europa.eu\)](https://eSignature.FAQ.europa.eu)

eIDAS DASHBOARD EU/EEA TRUSTED BROWSER LIST

[eIDAS Dashboard \(europa.eu\)](https://eIDAS.Dashboard.europa.eu)

eIDAS DASHBOARD EU/EEA TRUSTED BROWSER LIST DIGIDENTITY B.V.

[eIDAS Dashboard](https://eIDAS.Dashboard.europa.eu)

eIDAS DASHBOARD EU/EEA TRUSTED BROWSER LIST ZETES S.A./N.V.

[eIDAS Dashboard](https://eIDAS.Dashboard.europa.eu)

EUROPEAN UNION TRUSTED LISTS

[European Union Trusted Lists](https://European.Union.Trusted.Lists.europa.eu)

ADOBE APPROVED TRUST LIST MEMBERS

[Adobe Approved Trust List Members, Acrobat](https://Adobe.Approved.Trust.List.Members.Acrobat.com)

ADOBE VALIDATING DIGITAL SIGNATURES

[Validating digital signatures, Adobe Acrobat](https://Validating.digital.signatures.Acrobat.com)

DOCUMENTATION AND CERTIFICATION DIGIDENTITY B.V.


[Stay informed with Digidentity's Documentation page](https://Stay.informed.with.Digidentity's.Documentation.page)

DOCUMENTATION AND CERTIFICATION ZETES S.A./N.V.

[Privacy policy | ZetesConfidens](https://Privacy.policy.ZetesConfidens) and [TSP Trust Service Provider](https://TSP.Trust.Service.Provider)

STRIPE SEPA DIRECT DEBIT

STRIPE SEPA Transfers explained: What businesses need to know <https://stripe.com/ie/resources/more/sepa-transfers-explained>

Irish Aviation Authority The Times Building 11–12 D’Olier Street Dublin 2, D02 T449, Ireland www.iaa.ie	Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D’Olier Baile Átha Cliath 2, D02 T449, Éire	No.: GAM 04 Revision: 3 Date: 23.01.26	
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APPENDIX 2 TO GAM.04 – ANNEX 2

ANNEX 2 – QUALIFIED TRUST SERVICE PROVIDER CERTIFICATION, REGULATIONS AND STANDARDS

Qualified Electronic Signatures are issued by Qualified Trust Services Providers (QTSP) which are required to implement technical and organisational controls to protect personal data of customers. The QTSP is certified against EU Regulation 910/2014 (eIDAS) and issues qualified certificates for Qualified Electronic Signatures for signing documentation. The QTSP is obliged to protect personal data and implements a management system for security and privacy which has been certified against international standards. This annex provides a high-level summary of the compliance requirements for regulations, schemes and standards as follows;

Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)

Regulation (EU) 2016/679 Data Privacy Impact Analysis (DPIA) on processing of personal data when significant changes to the processing of personal data is involved. Includes maintaining a register of processing activities and Privacy by Design practice which aims to integrate privacy as the default mode of operation.


Regulation (EU) No 910/2014 as amended on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC

ETSI TS 119 461 Remote Identity Proofing. Policy and security requirements for trust service components providing identity proofing of trust service subjects. This technical specification describes the security, validation and verification requirements for remote identity proofing to answer the three questions for identity proofing: 1] Is the identity document real and valid (ID validation), 2] Is the person real and alive (liveness detection) and 3] Does the person and the identity document belong together (face comparison to bind the person to the ID. The use cases from ETSI TS 119 461 are included in the ETSI EN 319 411-1 and ETSI EN 319 411-2 certificates for remote identity proofing.

ETSI EN 319 401 Policy Requirements for TSP defining the general requirements for Trust Service Providers and specifies baseline policy requirements on the operation and management practices of the Trust Service Provider. The general requirements cover controls for access management, network security, incident management, business continuity management and compliance.

ETSI EN 319 411-1 Requirements for issuing Public Key Infrastructure (PKI) certificates which is a combination of processes and systems for the allocation and management of digital certificates. The QTSP issues the public key certificates for authentication, encryption, and non-repudiation as well as server certificates for authentication and encryption.

ETSI EN 319 411-2 Requirements for issuing EU-qualified certificates defining the requirements for the issuance of qualified certificates for electronic signatures. It also manages requirements for certificate life cycle (registration, issuance, revocation), security controls and compliance.

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ISO27001:2022 Information Security Management System (ISMS) established to control risks regarding data and systems that process this data. The management system includes policies, planning activities, responsibilities, practices, procedures, processes and resources to maintain a high level of information security to protect systems and customer data. The ISMS manages security controls for logical and physical access, network security, human resource security, business continuity and disaster recovery, incident management and compliance.

ISO27017:2019 Privacy Information Management System (PIMS) based on ISO27701:2019. The PIMS is established to control risks regarding personal data and systems that process this data. A documented Privacy Policy to ensure that a framework of controls is implemented to manage protection of personal data. The QTSP establishes privacy or protection of personal data based on the principles of; End-user is the owner of their own data, Privacy by Design: privacy is built into systems and the starting point of every change and project, Privacy by Default: all personal data is secure, and access is only allowed on necessity, Data minimalization - only process data that is needed for the defined purpose, delete data that is no longer required, Process only verified personal data.

ISO27017:2015 Cloud Security compliant security controls applicable to the provision and use of cloud services. The security controls cover responsibilities for protection of virtual environments, virtual machine hardening and configuration, maintenance procedures, logging and monitoring.

ISO27018:2019 Securing Personal Data in the Cloud controls to secure processing of personal data in the cloud. The QTSP establishes a baseline of security for all services that processes data in the cloud. The security measures implemented reduce security risks related to processing personal data in the cloud. The security controls cover responsibilities as protection of personal data in virtual environments, legal requirements of processing personal data, maintenance procedures, logging and monitoring.

ISO9001:2015 Quality Management System (QMS) to ensure that a framework of systems and processes are implemented to achieve quality objectives. This QMS outlines a set of processes to preserve and enhance the quality of the products being delivered and improve customer satisfaction and experience.

ISO22301:2019 Business Continuity Management System (BCMS) is critical for QES services. Implementation of business continuity controls such as business continuity plans, disaster recovery plans, redundant systems and facilities to reduce the risk of disruption of our products. It also applies to the management of the supply chain and requires appropriate Business Continuity and Information Security measures are included in supplier agreements.