

DIGISIGN TERMS OF USE

Last updated on: 4 Desember 2025

IMPORTANT NOTICE: THIS DIGISIGN TERMS OF USE (THE “TERMS OF USE”) FORM A LEGALLY BINDING AGREEMENT BETWEEN US AND YOU DUE TO YOUR USE OF THE DIGISIGN PLATFORMS AND/OR SERVICES. PLEASE READ CAREFULLY.

When any user (collectively, “**You**” or “**Your**”) is using the services of issuing electronic certificate, electronic signature, electronic stamp duty, electronic seal, SMS OTP and/or other services (each and/or entirely “**Digisign Services**”) through the Digisign website and/or mobile application (“**Digisign Platforms**”), You are using Digisign Services provided by PT Solusi Net Internusa (“**Digisign**”, “**We**” “**Us**” or “**Our**”). It is important for Us to maintain Your trust. As such, We require you to read and understand this Terms of Use. By accessing and/or utilizing Digisign Platforms and/or Digisign Services, You are deemed to agree to this Terms of Use.

1. Scope

This Terms of Use apply to all users who access and/or utilize a part or all of Digisign Services available through Digisign Platforms, or through any other authorized platforms belonging to Digisign’s partner (“**Authorized Partner**”) in which a part or all of Digisign Services can be accessed from (“**Authorized Partner Platforms**”).

2. Account Registration

- a. You can access Digisign Platforms and/or Authorized Partner Platforms, and register to create an account (“**Account**”). When creating Your Account, You may be asked to provide Us with some information, including but not limited to Your personal data. In connection to this Account creation process, You agree to provide Us with the correct and accurate information, including but not limited to personal data, that We require to complete the Account creation process.
- b. By accessing Your Digisign Account through Authorized Partner Platforms, You understand and agree that Your personal data may be received by such Authorized Partner Platforms and/or other relevant third parties, and You may be subjected to the terms of use and/or privacy policies that are imposed by such Authorized Partner Platforms and/or other relevant third parties.
- c. Approval and/or rejection of Your Account creation application shall be Our sole discretion subject to the prevailing laws and regulations. We may, from time to time, reject Your Account creation application and/or temporarily or permanently disable access to Your Digisign Account.
- d. You acknowledge and accept responsibility for all activities carried out through Your Account, including any consequences resulting therefrom. You are required to safeguard the confidentiality of Your Account information with utmost care. Any activities carried out using Your Account shall be presumed to have been authorized by You, and You shall bear responsibility for any losses, damages or consequences arising from errors and/or negligence in protecting Your Account information. You agree to promptly notify Us of any unauthorized access and/or use of Your Account.

3. Submission, Modification and Processing of Personal Data

- a. We obtain, collect, store, use, process, analyse, correct, update, display, publish, transfer, disclose and/or protect Your personal data pursuant to the applicable [Digisign Privacy Notice \("Privacy Notice"\)](#). You acknowledge that when You register for an Account and/or use Digisign Services through Digisign Platforms and/or Authorized Partner Platforms, You disclose Your personal data to Us, Our affiliates and/or Authorized Partners, as applicable. You consent to the sharing of Your personal data between Us and such parties to facilitate the provision of Digisign Services to You. You understand that this data sharing is necessary to support and enhance Your experience with Digisign Services and hereby provide Your consent thereof.
- b. We reserve the right to request additional personal data from You other than what is referred to in this Terms of Use and the Privacy Notice to allow Us to comply with the prevailing laws and regulations. You agree to comply with such a request, in any form, at Digisign's own discretion and at Your own expense.

4. Consent

You represent and warrant that You are an individual who is legally authorized to be bound by an agreement based on the laws of the Republic of Indonesia, specifically to be bound by this Terms of Use. If you do not meet those requirements, You represent and warrant that the creation of Your Account and any activity that entails using Your Account have been approved by Your parents and/or legal guardians. When You are considered as an adult by law, You waive every right to cancel or revoke all consents that You have given based on this Terms of Use.

5. Use of Digisign Account

- a. You are granted a limited, non-exclusive, and non-transferable right and license to access and/or use Your Account.
- b. By having access to Your Account, you specifically agree not to, and not permit others to, engage in any activity and/or transmit any information that:
 - i. Violates applicable laws and regulations;
 - ii. Advocates illegal activity or discusses illegal activities with the intent to commit as such;
 - iii. Violates any third-party right, including, but not limited to, right of privacy, right of publicity, copyright, trademark, patent, trade secret, or any other intellectual property or proprietary rights;
 - iv. Is harmful, threatening, abusive, harassing, tortious, indecent, defamatory, sexually explicit or pornographic, discriminatory, vulgar, profane, obscene, libelous, hate speech, violent or inciting violence, inflammatory, or otherwise objectionable;
 - v. Attempts to impersonate another person or entity;
 - vi. Distributes computer viruses or other code, files, or programs that interrupt, destroy, or limit the functionality of any computer software or hardware or electronic communications equipment;
 - vii. Improperly solicits personal or sensitive information from other users, including but not limited to, address, credit card or financial account information, or passwords;
 - viii. Decompiles, reverse engineers, disassembles, or otherwise attempts to derive source code, unless and then only to the extent permitted by applicable laws and regulations, subject to Our consent;

- ix. Removes, circumvents, disables, damages, or otherwise interferes with security-related features, or features that enforce limitations on use of the Account;
- x. Modifies, copies, scrapes or crawls, displays, distributes, publishes, licenses, sells, rents, leases, lends, transfers, or otherwise commercializes any materials or content on the Account, including license, sub-license, sell, re-sell, rent, lease, transfer, distribute or time share or otherwise make any portion of the Account available for access by third parties except as otherwise expressly provided in this Terms of Use;
- xi. Downloads (other than through page caching necessary for personal use, or as otherwise expressly permitted by this Terms of Use), distributes, posts, transmits, performs, reproduces, broadcasts, duplicates, uploads, licenses, creates derivative works from, or offers for sale any content or other information contained on or obtained from or through the Account, by any means except as provided for in this Terms of Use with a prior written consent from Us; or
- xii. Uses or allows third parties to use Your Account.

b. You understand that Your Account may be accessed through Digisign Platforms and/or Authorized Partner Platforms. By accessing Your Account from Authorized Partner Platforms, You agree that Digisign reserves the right to temporarily or permanently suspend a part or all of Digisign Services to You at Our sole discretion.

6. Use of Digisign Services

- a. When using Digisign Services, You are either a personal user (“**Personal User**”) with a valid personal subscription plan (“**Personal Account**”) and/or a corporate user (“**Corporate User**”) registered by Your employer under a valid corporate subscription plan (“**Corporate Account**”). You are granted a limited, non-exclusive, and non-transferable right and license to (i) use Digisign Services, (ii) access all materials generated through Your use of Digisign Services.
- b. If You are a Corporate User, You understand that Your employer may register Your Account to be an account manager of its Corporate Account (“**Account Manager**”). As an Account Manager, You are granted a limited, non-exclusive and non-transferable right and license to configure settings, assign access, request additional services and/or manage the Corporate Account.
- c. When You use Our electronic certificate issuance service, You agree to be subjected to the provisions of the following terms:
 - i. Certificate Practice Statement;
 - ii. Subscriber Agreement;
 - iii. Relying Party Agreement;
 - iv. Warranty Policy; and
 - v. Privacy Notice.

We reserve the right to amend, update and/or change such terms from time to time as can be accessed through repository.digisign.id. Such terms are integral to this Terms of Use. If there is a discrepancy between this Terms of Use and such terms, the provisions set out under such terms will prevail.

- d. You understand that part of Digisign Services are either provided by Our authorized partners and/or is provided by Us subject to its availability from Our authorized partners, namely but not limited to as follows:
 - i. **Electronic Stamp Duty.** We act as a reseller of electronic stamp duty which is supplied by Peruri as the state owned enterprise that has the authority to distribute electronic stamp duty (“**Peruri**”). The provision of electronic stamp duty to You will be subject to the rules and regulations imposed by Peruri.
 - ii. **SMS OTP.** We act as a reseller of SMS OTP service which is supplied by Our relevant Authorized Partner. The provision of SMS OTP service is dependent on its availability from Our relevant Authorized Partner.
 - iii. **Electronic Certification.** We issue electronic certificates after verifying your identity through our direct integration with the Population and Civil Registration Agency (“**Dukcapil**”). In some cases, this verification may also be carried out through an Authorized Partner that has its own capability to verify your identity with Dukcapil—either directly or indirectly—using methods determined by that Authorized Partner.

7. Subscription Plan

- a. If You are a Personal User, Your Personal Account may subscribe to Digisign by making a purchase through Digisign Platforms and/or Authorized Partner Platforms. You may purchase a subscription plan of Your choice and pay using the payment method available in Digisign Platforms and/or Authorized Partner Platforms.
- b. All subscription plans available for Your Personal Account are offered on a prepaid basis. All subscription plan fees for Your Personal Account are exclusive of all taxes, duties, levies, imposts, fines, or similar governmental assessments, including sales and use taxes, value-added taxes, excise, business, service, and similar transactional taxes imposed by any jurisdiction. Once You have successfully subscribed to Digisign, You may see the available balance in Your Personal Account and use Digisign Services until Your remaining balance runs out. We may at any time adjust, amend and/or change the subscription plan fees for Your Personal Account with prior notification to You.
- c. The balance in Your Personal Account will remain applicable for use until the balance is fully depleted through Your use of Digisign Services.
- d. If You are a Corporate User, You understand that Your employer may subscribe to a plan of its choice for its Corporate Account and pay using the payment method offered by Digisign sales agents, or as available in Digisign Platforms and/or Authorized Partner Platforms. Once the Corporate Account has successfully subscribed to Digisign, You may use Digisign Services until the Corporate Account remaining balance runs out. The available balance of the Corporate Account can only be seen by the Account Manager. All matters in relation with the subscription of a Corporate Account are subject to a separate agreement as agreed between Your employer and Us.
- e. Any payments made for the purpose of purchasing a subscription plan is non-refundable and non-cancellable, unless otherwise agreed by Us in writing.

8. Your Rights and Obligations

In addition to the Your responsibilities as set out in other parts of this Terms of Use, You are responsible for:

- a. The use of Digisign Services which is for lawful purposes only and is subject to this Terms of Use.
- b. The safety and possession of Your devices which are being used to access Your Account, including reasonably maintaining and providing sufficient resources to avoid failure or disruption in the use of Digisign Platforms and/or Services caused by malfunction of Your devices.
- c. The accuracy and validity of Your information, including but not limited to Your personal data which You registered to Your Account. Therefore, We shall not be responsible for any claim arising if Your registered information and/or personal data is inaccurate or invalid.
- d. The confidentiality of any authentication method sent to You, including but not limited to any OTP and/or other verification method that We may trigger to You to access Your Account and/or use Digisign Services, which shall reasonably be possessed only by You.
- e. Every use of Digisign Services through Your Account. You must be careful when purchasing Your subscription plan and using Digisign Services, including when selecting the relevant Digisign Services You want to use.
- f. Any loss, claim, lawsuit and/or cost incurred, including from other party to Us, which arise from Your breach of this Terms of Use, Your negligence in accessing Your Account or using Digisign Services through Digisign Platforms and/or Authorized Partner Platforms, including those caused by recklessness, carelessness or misuse of Digisign Platforms and/or Digisign Services by You or another party using Your Account.

9. Limitation of Liabilities

- a. We are not liable for indirect and immaterial losses, including fees, interests, damages or losses in whatever form or type (including personal injury, emotional distress and loss of data, goods, income, profit, usage or other economic benefit) incurred by You or any other third party.
- b. We are not liable for any losses, including fees, interests, damages or losses in whatever form or type (including personal injury, emotional distress and loss of data, goods, income, profit, usage or other economic benefit) incurred by You or a third party due to the fault of You or any third party other than Us.
- c. We are not liable for any losses, including fees, interests, damages or losses in whatever form or type (including personal injury, emotional distress and loss of data, goods, income, profit, usage or other economic benefit) which occurred due to the system failure of the Authorized Partner Platforms or the safety and security of Your transaction which occurred in the Authorized Partner Platforms.
- d. We are responsible only for direct losses, which is the amount actually paid, arising out of or in connection with the use of Your Account, which can be proven either by You or Us that a violation or negligence to this Terms of Use has been committed by Us. Our total liability to You for any cause of action arising out of or related to this Terms of Use, regardless of the forum and regardless of whether such action is based on this Terms of Use or other torts and/or negligences, will not exceed

the amount that is governed under the [Digisign Warranty Policy \("Warranty Policy"\)](#). The existence of more than one claim will not enlarge this limitation.

10. Indemnity

- a. You will defend, indemnify, and hold Us, Our affiliates, officers, directors, employees, suppliers, consultants, and agents harmless from any and all third-party claims, liability, damages, and costs (including, but not limited to, attorneys' fees) arising from or related to, as applicable: (a) Your access to and use of Digisign Platforms and/or Digisign Services; (b) violation of this Terms of Use by You or; (c) infringement of any intellectual property or other right of any person or entity by You; (d) the nature and substance of all documents, data, or other content uploaded by You to the Your Account or (e) any products or services purchased or obtained by You in connection with the Digisign Platforms and/or Digisign Services.
- b. We retain the exclusive right to settle, compromise, and pay, without Your prior consent, any and all claims or causes of action that are brought against Us. We reserve the right, at Your expense, to assume the exclusive defense and control of any matter for which You are required to indemnify us and You agree to cooperate with Our defense of these claims. You agree not to settle any matter in which We are named as a defendant and/or for which You have indemnity obligations without Our prior written consent. We will use reasonable efforts to notify You of any such claim, action, or proceeding upon becoming aware of it.
- c. These indemnity provisions shall survive despite the deletion of Your Account.

11. Problems and Complaints

- a. We use our best efforts in keeping the security of Our system. We apply reasonable security standards that are common practices of this industry to protect Your data during transmission, when stored, and Your use of Your Account. Nonetheless, We reiterate to You that there is no system that cannot be hacked and this may result in an increased risk to Your information and the use of Digisign Platforms and/or Services. Therefore, to the extent permitted by the prevailing laws and regulations, You agree to hold Us harmless from any claims arising in connection with viruses, damages, disruptions, other forms of system disruptions caused by parties other than Us or unauthorized access by third parties in bad faith. We recommend that You immediately inform Us if You experience any system disruption as mentioned above so that We are able to try to fix the disruptions.
- b. We are entitled to prohibit You from using Digisign Services in Digisign Platforms or any Authorized Partner Platforms if You use inadequate device or unauthorized device or for purposes other than purposes that Digisign Services are intended for.
- c. We need You to understand that in the event a subscription plan is purchased through a third party, including through Authorized Partner Platforms, certain banks and/or any other channels, there is a possibility of a system failure from that third party and such system failure is the responsibility of that third party and falls beyond Our control.
- d. If You have any question, request, complaint or need to provide any information in relation to Digisign Services, You may send it to cs@digi-id.id or other channels that We provide.

12. Term and Termination

- a. The period of effectiveness of this Terms of Use begins on the date You accept this Terms of Use.
- b. You may terminate your Account at any time upon written notice to Digisign. If you wish to terminate, You must provide a notice by sending Us an email to cs@digi-id.id using Your email that is registered to Your Account. Once We have received Your Account termination request, and verified Your data, then You will receive an email notification from Us to electronically execute a form approving the revocation of Your electronic certificates and Account termination. We will notify you via email once the revocation of Your electronic certificate and Account termination has been completed. You agree and understand that You will no longer have access to Your Account or any Digisign Services, including but not limited to all documents stored in Your Account, and the remaining balance in Your Account will automatically expire upon the termination of Your Account.
- c. In accordance with this Terms of Use, We may suspend any use of Digisign Services, remove any content or disable or terminate any Account that We may reasonably and in good faith believe violates this Terms of Use.

13. Force Majeure

Digisign Platforms and/or Digisign Services may be interrupted by events or matters beyond Our authority and control (“**Force Majeure**”), including but not limited to natural disasters, electricity disruption, telecommunication disruption, government policy and other matters beyond Our authority and control. Therefore, You agree to hold Us harmless from any claim, if We are not able to provide Digisign Services, whether partially or entirely, due to a Force Majeure.

14. Intellectual Property Rights

- a. Digisign Platforms contain materials that are proprietary and are protected by copyright, trademarks, service marks, patents, and other intellectual property laws and treaties. You agree to abide by all applicable copyright and other intellectual property laws, as well as any additional proprietary rights notices or restrictions contained on Digisign Platforms. You acknowledge that Digisign Platforms (including Digisign Services) contains valuable intellectual property of Us and its licensors. All present and future rights in and to any and all intellectual property or other proprietary rights of any type, including without limitation to, information, any improvements, design contributions, or derivative works thereto, and any knowledge or process related thereto, including rights in and to all applications and registrations relating to such intellectual property, will, as between You and Us, at all times be and remain the sole and exclusive property of Us and its licensors. Except for the rights expressly granted in this Terms of Use, nothing will be construed or will grant, convey, transfer, assign, or imply the conveyance of rights, claims, ownership or other claim to any right or title to Digisign Platforms or any other technology, software, business processes or intellectual property of Us. Any rights not expressly granted in this Terms of Use or otherwise in writing between You and Us, are reserved by Us, and any unauthorised use of any intellectual property regarding Digisign Platforms (including Digisign Services) is strictly prohibited. The trademarks, logos, taglines, and service marks displayed on Digisign Platforms (collectively, the “Trademarks”) are registered and/or unregistered Trademarks of Digisign and its licensors. Trademarks may not be used in any advertising or publicity, or otherwise to indicate Digisign's sponsorship of or affiliation with any product, service, event, or organization without Digisign's prior express written permission.
- b. Information, including software or other materials that may be available on the Site or third-party websites or applications (“Proprietary Materials”) is the copyrighted work of Digisign, its licensors, and/or such other respective third-party providers. Use of the Proprietary Materials are governed by these Terms and such license and/or other terms as may be required directly of you by the

third-party providers. Unauthorized reproduction or distribution of the Proprietary Materials is expressly prohibited.

15. Confidentiality

- a. "Confidential Information" means (a) any written information, materials and other documents supplied by Us related to Digisign Platforms and/or Digisign Services which we do not generally disclose publicly, (b) any other of our information that We may disclose in writing or orally and is designated as confidential or proprietary at the time of disclosure, or that due to the nature of the information a reasonable person would clearly understand it to be confidential information; and (c) any amendment to this Terms of Use. Confidential Information does not include any information that: (i) was or becomes generally known to the public through no fault or breach of this Terms of Use by You; (ii) was rightfully in Your possession at the time of disclosure without restriction on use or disclosure; (iii) was independently developed by You without use of Our Confidential Information; or (iv) was rightfully obtained by You from a third party not under a duty of confidentiality and without restriction on use or disclosure.
- b. A receiving party will: (a) use Confidential Information solely for the purpose for which it is provided; (b) not disclose such Confidential Information to a third party, except on a need-to-know basis to the disclosing party's affiliates, attorneys, auditors, consultants, and service providers who are under confidentiality obligations at least as restrictive as those contained herein; and (c) protect such Confidential Information from unauthorized use and disclosure to the same extent (but using no less than a reasonable degree of care) that the receiving party would protect its own Confidential Information of a similar nature.
- c. If a receiving party is required by law to disclose the other party's Confidential Information, the receiving party will give the other party prompt written notice before making the disclosure, unless prohibited from doing so by the legal or administrative process and assist the other party in obtaining where reasonably available an order protecting the other party's Confidential Information from public disclosure.
- d. Notwithstanding any other provision of this Terms of Use, You acknowledge that, as between You and Us, all our Confidential Information You receive from Us, including all copies thereof in Your possession or control, in any media, is proprietary to and exclusively owned by Us. Nothing in this Terms of Use grants you any right, title or interest in or to any of our Confidential Information, except as provided in this Terms of Use. Any incorporation of Our Confidential Information into any of Your own materials will not render Our Confidential Information non-confidential.

16. Waiver

Our waiver of or Our delay or failure in filing a claim against any breach of any provision in this Terms of Use or in exercising any rights provided under this Terms of Use shall not be deemed as a waiver in connection with a substantial breach of any provision of this Terms of Use

17. Language

This Terms of Use is made in English and Indonesian language. In the event of inconsistency between the English language version and the Indonesian language version, the Indonesian language version shall prevail.

18. Assignment

- a. You warrant that the use of Your Account will be used only by You and for Your own interests as the owner of the Account in accordance with this Terms of Use. You may not assign Your right under this Terms of Use without Our prior written consent. If there is any party using Your account and/or if there is any party acting as the beneficial owner of Your account other than Yourself, You are obliged to report it to Us. If there is no report from You regarding another party acting as beneficial owner, You warrant that You are the sole beneficial owner of Your account.
- b. We may assign Our rights based on this Terms of Use to other third parties based on Our full discretion.

19. Severability

If any provision in this Terms of Use is declared as illegal, invalid or unenforceable, in part or in its entirety, based on any regulation or legal principle, that provision or a part thereof, to the extent it is illegal, invalid and unenforceable, shall be deemed excluded from this Terms of Use but the legality, validity or enforceability of the remaining provisions of this Terms of Use shall not be affected.

20. Governing Law

This Terms of Use shall be governed by the Laws of the Republic of Indonesia. Any and all disputes arising out of the use of Digisign Platforms and/or Digisign Services shall be resolved through arbitration at the Indonesian National Arbitration Board.

21. Amendments

This Terms of Use, in part or in its entirety, including any features or services that are offered in Your Account, may be modified, added, or amended from time to time based on Our discretion with a notice to You. Notice may be delivered in the form of changes to the interface and/or user experience. Your continued use of Digisign Platforms and/or Digisign Services after the modifications, variations and/or amendments of this Terms of Use shall constitute Your agreement and acceptance of the modifications, variations and/or amendments. You can stop accessing or using Digisign Platforms and/or Digisign Services Services if you disagree with the modifications, variations and/or amendments.