

21 November 2024

**Case reference: IC-341962-R3T1**

We are now in a position to respond to your information request of 4 November.

**Request**

You asked the following:

"I am enquiring regarding the UK Trusted List on the ICO website. I see you don't include the most common providers of e-signatures that are a part of the eIDAS trusted list, including DocuSign and Adobe Sign. I am interested to know the reasoning behind this decision, and is there a view to include these providers in the future? I also spoke with a representative of DocuSign and they stated they are on the list, the website just hasn't been updated yet, would you be able to confirm this?"

We have handled your request for recorded information under the Freedom of Information Act 2000 (FOIA).

**Our response**

With regards to your request for recorded information as part of your enquiry, there are currently no providers on the 'live' UK trusted list.

Any provider wishing to be added to this list would need to go through the process of becoming a qualified UK trust service provider via the ICO. You can find further information about this process on our website [here](#).

The UK trusted list is published in a machine readable XML format [here](#). The live UK trusted list is also available with website style information [here](#).

It may help to explain that the ICO manages the UK trusted list. This list contains the following:

1. Services that have been granted qualified status by the ICO under UK eIDAS and which are currently 'live' (none).
2. Historical information about services that were granted qualified status by the ICO previously.

3. Historical information about qualified services that were previously on the UK trusted list via other routes before the ICO managed the list, and which are no longer active.

A search of public records shows that DocuSign is currently an EU/EEA Qualified Trust Service Provider (QTSP) and is listed on the French trusted list. It can issue certificates for signing/sealing, and provides timestamping services.

Adobe is currently an EU/EEA QTSP and is listed on the Irish trusted list but only for timestamping services, not certificates for signing/sealing. However, Adobe does integrate with existing QTSPs for electronic signing.

The link to the searchable EU/EEA trusted list is provided below.

<https://eidas.ec.europa.eu/efda/trust-services/browse/eidas/tls>

Neither DocuSign nor Adobe are or have ever been listed in the UK trusted list. It may be that DocuSign are referring to their listing as an EU/EEA QTSP.

This concludes our response to your request. We hope you found this information helpful.

### **Next steps**

You can ask us to review our response to the recorded information within scope of your request. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days. You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority. You can [raise a complaint](#) through our website.

### **Your information**

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and disposal policy](#) details how long we keep information.

Yours sincerely

# ico.

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