QWACs A Path Forward?



Concerns & Compromise



Article 45

The goals of article 45 are noble.

'Right to know' / Access to trustworthy information

Articles 12, 13 & 14 of the GDPR

Ensure gatekeepers act fairly and responsibly

Digital Markets Act

o Ensure critical infrastructure for EU citizens is well-secured

NIS2 Directive

But these goals are already covered by mature EU initiatives.

Regulation is hard.

 GDPR, the DMA and NIS2 are incredibly complex and evolving regulatory systems.

They have gone through extensive debate, revision and compromise.

 If they are insufficient, the problem will not be solved within a single article in eiDAS2



Compromises

- A right to know is not an obligation to know.
 - Users must be free to choose how they engage with the web

- EU standards should be a foundation, not a ceiling.
 - The EU has the right to set baseline standards for securing the web.
 - Companies should be able to go above and beyond those standards



Opportunities



Trustworthy Indicators

- Legal identity is not especially meaningful to users.
- Knowing a business is accredited and licensed for a particular purpose is impactful.

"The operator of this website is supervised by Federal Financial Supervisory Authority of "

"This website is operated by the government"

Banking. Pharmacy / Healthcare. Government / Administration.



Trust is a valuable commodity

If we can get this right

We help users navigate the web, safely and securely.

We can unlock new markets and new opportunities.

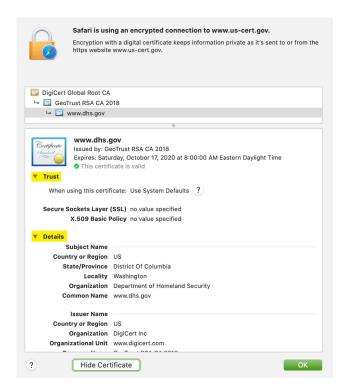
We can bring the trust enjoyed by our society to a global stage.



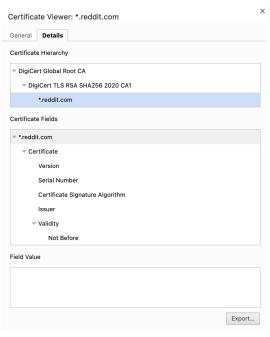
Challenges & Solutions



Challenge: Engagement

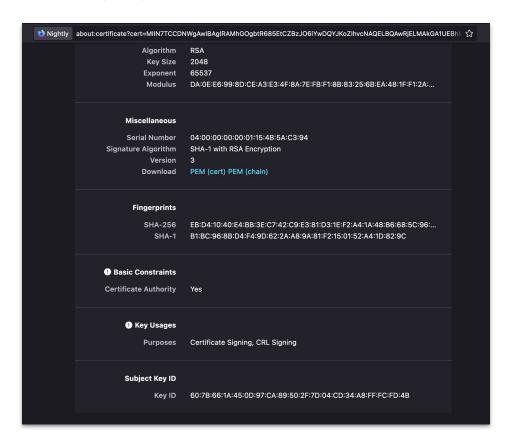








Challenge: Engagement



- Copy / Paste
- Dark Mode
- PEM Downloads
- Clickable Links



Challenge Engagement

User Responses:

- I don't use that feature
- No, I use Adobe Acrobat
- ...



Challenge: Understanding



Home > Registers - business, insolvency & land > Business registers - search for a company in the EU

Business registers – search for a company in the EU



Challenge: Understanding

1-50 of 182 results for search inquiries





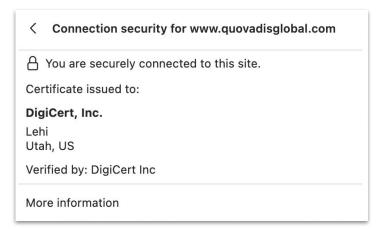
Challenge: Understanding

1-50 of 62 results for search inquiries

	Expand all I Collapse all
NATWEST MARKETS N.V France	~
NATWEST SL - Spain	~
NATWEST s.r.o Slovakia	~
NatWest Markets (secondary name) - Netherlands	~
NATWEST MARKETS N.V Ireland	~
NATWEST MARKETS PLC - Ireland	~
NatWest Wertpapierhandels GmbH - Germany	~
BANCO NATWEST ESPAÑA SA - Spain	~

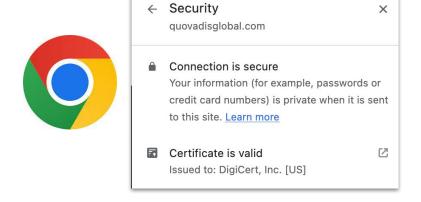


Challenge: Consistency









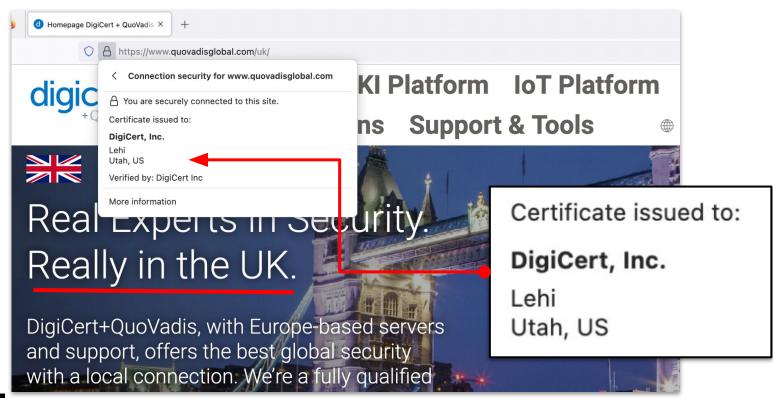


Challenge: Consistency





Challenge: Consistency





Solutions?

- Regulation & standards are very blunt instruments. Flexibility is essential.
- Embrace User Choice
 - User's should have low-friction ways to engage with or dismiss identity information.
 - Accessibility
- Education
 - Engage with users
- Science!
 - European Academia is an underutilised resource.



Challenge: Deployment

Ultimately website operators have to choose to deploy this technology

Certificate management and disaster recovery is already a headache

 Major Websites have complex custom architectures, with very little incentive to overhaul them.

• Fragile designs which magnify the impact of interruptions are problematic.



 Mozilla has developed a technical proposal which has several attractive features

It provides the authentic information about ownership that users need to see

• It is very simple for operators, just an additional certificate placed on the web server in .well-known.



 If it expires or is misconfigured - regular TLS still works and the website remains available - without the EU trust mark.

It adds to the security of DV certificates without replacing them. Websites can
use all existing best practices and automated methods.

The QTSP issuing the QWAC does NOT need to be in the root store.
 Widening the market and reducing the compliance burden.



- The solution is compliant with eIDAS Annex IV:
 - It contains the legal identity or natural person
 - Their domain names
 - The validity period
 - The advanced electronic signature / seal of the qualified trust service provider.

 The solution supports existing management and revocation methods (OCSP, CRLite, certificate transparency, etc)



Portable Qualified Website Authentication Certificates (pQWACs)

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Dennis Jackson

• But we don't have all the answers...

• We want to engage with QTSPs, supervisory bodies, ENISA, website operators.

We're working with stakeholders at ETSI and other technical bodies.

 We've already received valuable input from EnTrust, ANSSI, LuxTrust, HARICA and more



Let's talk!

