UAE Trust Services Framework

September 2026

Trust Services | Agenda

TDRA هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL GOVERNMENT REGULATORY AUTHORITY

What governs trust services in the UAE, what you can be licensed to provide, and what it takes to get there.

1

The framework

What governs trust services here?

- The pyramid of trust
- Legal instruments
- Scope and legal effect
- Legal binding

2

The services

What can you be licensed to provide?

- Trust services
- Qualified trust services
- Applicable standards
- What each tier means

3

The ecosystem

Who does what in the framework?

- Supervisory body
- Conformity Assessment Bodies
- TSPs and QTSPs
- National Accreditation Body

4

Getting licensed

How do you obtain a licence?

- The six-phase route
- Conformity assessment
- Decision and licensing
- Trust list publication

5

Proving status

How is your status proven?

- The UAE Trusted List
- The UAE Trust Mark
- TSP/QTSP lifecycle
- What supervision looks like

6

The market

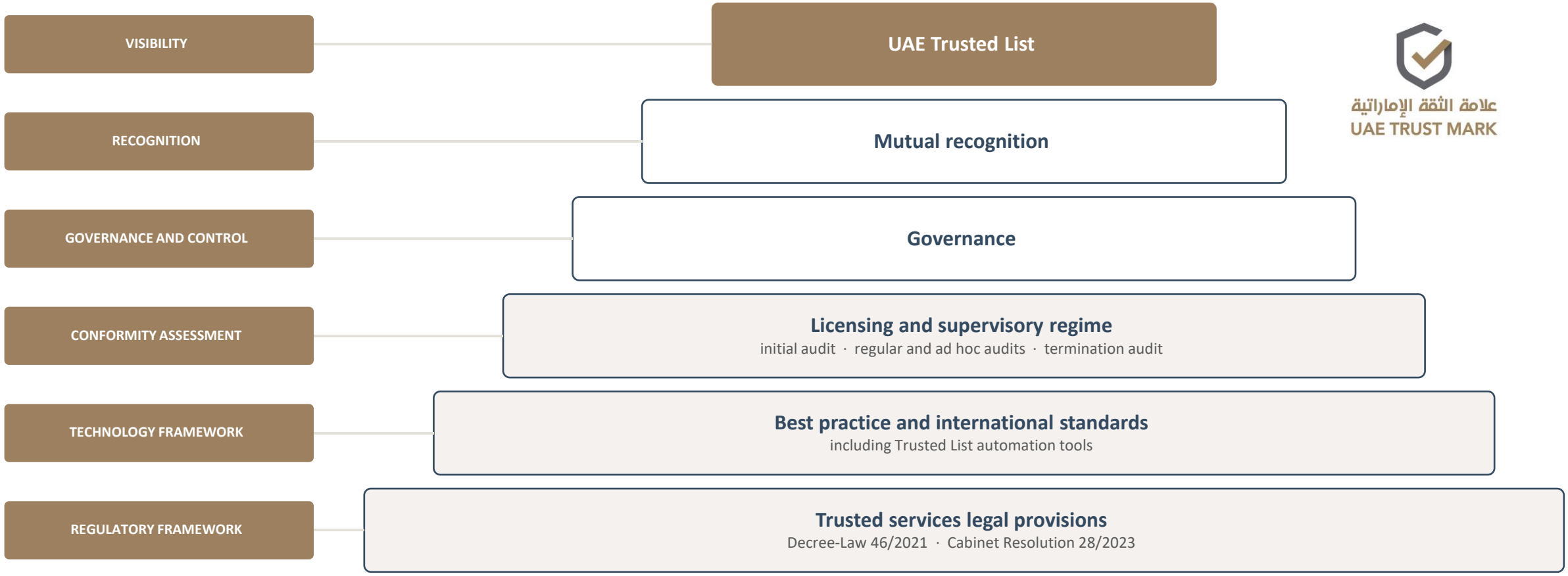
Current status and next steps

- Bodies and providers
- Government demand
- Market direction

Trust Services | A complete pyramid of trust

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Each layer rests on the one below: legal provisions at the base, international visibility at the top.



علامة الثقة الإماراتية
UAE TRUST MARK

Trust Services | The legal instruments

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One decree-law, one executive regulation and five technical resolutions, benchmarked against eIDAS.

THE HIERARCHY OF INSTRUMENTS

Primary law
Federal Decree-Law 46/2021, in force since January 2024

Secondary law
Cabinet Resolution 28/2023, the executive regulation

Technical resolutions
TDRA Resolutions 51 to 55 of 2023, and 24 of 2024

Guidance
TDRA guidelines on the licensing process for applicants

Federal Decree-Law 46/2021

- Legal effect of electronic transactions
- Licensing required for all (Q)TSPs
- TDRA as Supervisory Body
- Trusted List and Trust Mark established

Cabinet Resolution 28/2023

- Executive regulation of the decree-law
- Requirements for TSPs and QTSPs
- Licensing, supervision and termination
- Conformity assessment framework

Resolution 51/2023

- Technical controls and standards

Resolution 52/2023

- Rules for conformity assessment bodies
- Structure and content of the Conformity Assessment Report
- Governs the audit process

Resolution 53/2023

- Rules for qualified Sig/Seal creation devices
- Conditions for certification and approval
- 14 devices currently under revision

Resolution 54/2023

- Technical specifications for the Trusted List
- Format and content of every entry
- Approved by Resolution 24/2024

Resolution 55/2023

- Form of the UAE Trust Mark
- Voluntary, for qualified providers only
- Must link to the Trusted List entry

Trust Services | The service catalogue

Two tiers of service. Qualified services carry the higher legal standing and require qualified status on top of the licence.

NON-Qualified Trust Services

Issuance of certificates

- for Advanced Electronic Signatures
- for Advanced Electronic Seals
- for website authentication

(Remote) Creation

- of eSignatures and Advanced eSig
- of eSeals and Advanced eSeals

Qualified Trust Services

Issuance of certificates

- for eSignatures
- for eSeals

Qualified Timestamps

Qualified Electronic Delivery Services

- Provision of (Q)SCD
- Management remote QSCD as a QTS

Qualified Remote creation

- for (Q)eSignatures
- for (Q)eSeals

Qualified Validation

- of QeSigs/QeSeals

Qualified Preservation

- of QeSigs/QeSeals

Trust Services | The standards applied

TDRA technical controls profile international standards, so the evidence an audit produces is recognised well beyond the UAE.

Service	Standards applied
TRUST SERVICES	
Certificates for electronic signatures and seals	ETSI EN 319 411-1, requiring EN 319 401 · EN 319 412 parts 2 and 3, with elements of part 5
Certificates for website authentication, TLS and code signing	CA/Browser Forum guidelines and baseline requirements · ETSI EN 319 401
Creation of electronic signatures and seals as a service	ETSI EN 319 401 · TS 119 431-1 and 431-2 · EN 319 122-1, 132-1, 142-1 and 162-1
QUALIFIED TRUST SERVICES	
Qualified certificates for signatures and seals	ETSI EN 319 411-2, which builds on EN 319 411-1 and EN 319 401
Qualified electronic timestamps	ETSI EN 319 421 for policy and security · EN 319 422 for the token profile
Qualified remote creation and QSCD management	ETSI EN 419 241-2 · CEN EN 419 221-5 for the cryptographic module
Qualified electronic registered delivery	ETSI EN 319 521 and EN 319 522
Qualified validation and preservation	ETSI TS 119 441 and 442 · TS 119 511 and 512

Providers are audited against ETSI EN 319 403 by a body accredited under ISO 17065, and the UAE Trusted List follows ETSI TS 119 612. Qualified service mappings to be confirmed against the TDRA technical controls resolution.

Trust Services | Who does what

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Six roles and one chain of accountability, with TDRA at the centre as both supervisory body and Trusted List operator.

Legislator

PRIMARY LAW

Issues the decree-law and the executive regulation that define trust services, their legal effect and the licensing duty.

TDRA

SUPERVISORY BODY

Grants, suspends and withdraws licences and qualified status, supervises providers, and operates the UAE Trusted List.

Accreditation bodies

EIAC AND MOIAT

Accredit conformity assessment bodies under ISO 17065, with standing through international accreditation arrangements.

Conformity assessment bodies

ACCREDITED AUDITORS

Audit applicants and licensees against EN 319 403 and issue the conformity assessment report that TDRA relies on.

(Q) Trust service providers

LICENSEES

Provide the trust services named in their licence, and maintain compliance through audits, renewals and notified changes.

Relying parties

SERVICE USERS

Check a signature, seal or certificate against the Trusted List, and depend on the status published there.

Trust Services | The recognition chain

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INTERNATIONAL RECOGNITION (ILAC · IAF · EA · APAC) › **NATIONAL ACCREDITATION** (EIAC and MOIAT) › **CONFORMITY ASSESSMENT** (accredited CABs) › **SUPERVISORY BODY** (TDRA licenses and supervises)

ACCREDITED LOCALLY, AUDITED INDEPENDENTLY, RECOGNISED INTERNATIONALLY

01 · Accreditation standard

In practice: Accredited under ISO 17065, the same basis used by accreditation bodies elsewhere.

02 · Audit standard

In practice: Conformity assessment bodies audit providers against EN 319 403.

03 · The report

In practice: A conformity assessment report accompanies every licence application and renewal.

04 · The cycle

In practice: Audits repeat at least every two years to confirm continued compliance.

05 · International standing

In practice: Accreditation carries recognition through ILAC, IAF, EA and APAC arrangements.

06 · Portable evidence

In practice: Controls profile ETSI and CEN standards, so audit evidence travels across markets.

Trust Services | The route to a licence

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Preparation (the **"what"**) leads into independent audit (the **"how"**), ending in publication on the UAE Trusted List.

1. **Prepare and build** — design · document
2. **Conformity assessment** — accredited CAB · report
3. **Apply to TDRA** — application · fees
4. **Compliance verification** — TDRA review
5. **Decision on status** — licence · qualified status
6. **Publication in the list** — UAE Trusted List

What you are assessed against

- Federal Decree-Law 46/2021
- Cabinet Resolution 28/2023
- Resolution 51 on TSP controls
- Resolution 52 on CAB rules
- Resolution 53 on creation devices
- Resolution 54 on the Trusted List
- Resolution 55 on the Trust Mark
- Cabinet Decision 51/2024 on fees

Principles behind the process

- Pre-authorisation regime
- Evidence-based assessment
- Audited by an accredited body
- Proportionate, reasoned decisions
- Published and verifiable status
- The same route at renewal

Trust Services | Life after the licence

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A licence is not a one-off: compliance is re-evidenced on a cycle, and every change of status is **published on the Trusted List** as it happens.

3 phases	2 yr audit cycle	1 report per service	2 qualified statuses	3 licence outcomes	2024 in force

What supervision covers

1. Surveillance and renewal audits
2. Ad hoc audits after notified events
3. Incidents and changes in provision
4. Review of the conformity assessment report
5. Correct roll-out of the termination plan

How status can change

Decision: TDRA

Licence granted and published

Confirmed compliance maintained	Suspended no new customers	Withdrawn removed from the list
Audit outcome accepted	Existing customers still served	Termination plan executed
Listing continues unchanged	Remedy within a set time limit	Qualified status withdrawn
Qualified status retained	Return to confirmed, or withdraw	History retained on the list

Suspension is not the end: existing customers must still be served while the failure is remedied.

The Trusted List is where a licence becomes visible and verifiable to everyone who relies on the service.

Who is licensed

trust service providers · qualified providers · current licence status

What they provide

service by service · qualified status · the dates each applied from

The full history

every status change since inclusion, retained and published

WHAT A RELYING PARTY CAN CHECK

1st	Is this provider licensed today
2nd	Is this specific service qualified
3rd	Was the status valid at the time of signing
4th	What changed, and when it changed

Authoritative

the single source of truth for licence status

Published

issued and signed by TDRA as list operator

Historical

current and past entries both retained

Trust Services | The UAE Trust Mark

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What is the UAE Trust Mark?

A visual mark that signals qualified status for the services it is used to promote. Voluntary, and reserved for qualified trust service providers.

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Three conditions govern its use, set out in Resolution 55/2023.

Eligibility
who may use it

Who	qualified trust service providers only
Use	voluntary, never a requirement
Scope	qualified services only, not the rest
Basis	status must appear on the Trusted List

Presentation
how it must appear

Clear	indicated in a non-misleading manner
Named	identifies the qualified services covered
Status	shows the granted qualified status
Licence	shows the effective licence held

Verification
how it is proven

Link	hyperlink to the Trusted List entry
Live	reflects status as it stands today
Open	anyone can verify independently
Rule	Resolution 55/2023 sets the form

Trust Services | The framework in practice

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1 Framework | 2 Services | 3 Ecosystem | 4 Licensing | 5 Assurance | 6 Market

2 national accreditation bodies

3 conformity assessment bodies

5+ providers engaged

14 QSCDs under revision

2024 framework in force

ACCREDITATION
ISO 17065 — COORDINATION

eiac مركز الإمارات العالمي للاعتماد Emirates International Accreditation Centre

UNITED ARAB EMIRATES
MINISTRY OF INDUSTRY
& ADVANCED TECHNOLOGY

AUDIT
EN 319 403 — ACTIVE

tayllorcox assure your certification

DEKRA

CERTI TRUST CONFIDENCE IN THE DIGITAL ERA

PROVIDERS
engaged — GROWING

Certificate issuance

Remote signature creation

Document and agreement platforms

DEMAND
government — IN SCOPE

الهوية الرقمية UAE PASS

National digital identity, signature and digital vault

Built by Digital Dubai and TDRA

Identity Emirates ID records held by the Federal Authority for Identity, Citizenship, Customs and Port Security (ICP)

12.5M registered users

600M logins

12M documents signed

15,000+ services connected

Cited by the World Economic Forum, 2026

being brought within the framework

Trust Services | What comes next

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Six workstreams now shaping the framework, each of which affects how an application should be planned.

1 Mutual recognition

Will a UAE status travel?

- Assessment against eIDAS
- GCC alignment
- Cross-border acceptance
- Timeline still open

2 eIDAS 2.0

Where is the benchmark moving?

- Benchmark review
- Revision of instruments
- Alignment maintained
- Instruments under review

3 Creation devices

Which QSCDs will be approved?

- 14 devices under revision
- Certification route
- Published approvals
- Approved list to follow

4 Accreditation scheme

How will auditors be accredited?

- Unified scheme with the NABs
- Consistent audit basis
- A wider pool of CABs
- Single audit basis

5 Advanced AI

How will review get faster?

- AI-assisted application review
- Trust services chatbot
- Shorter turnaround
- Guided application support

6 Framework review

What changes after that?

- Evaluate and update instruments
- Stakeholder input
- Published revisions
- Framework kept current

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علامة الثقة الإماراتية
UAE TRUST MARK

Thank you

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