



PCTF Trust Registries Conformance Profile

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1. Introduction to the PCTF Trust Registries Conformance Profile

This document specifies the conformance criteria for the Trust Registries component of the Pan-Canadian trust framework (PCTF). Conformance criteria are central to the trust framework because they specify the essential requirements agreed to by trust framework participants to ensure the integrity of their processes. This integrity is paramount because the output or result of a trusted process may be relied upon by many participants across organizational, jurisdictional, and sectoral boundaries.

The PCTF conformance criteria are intended to complement existing privacy legislation and regulations.

Note: PCTF conformance criteria do not replace or supersede existing regulations; organizations and individuals are expected to comply with relevant legislation, policy, and regulations in their jurisdiction.

The PCTF consists of a set of modular or functional components that can be independently assessed and certified for consideration as trusted components. Building on a Pan-Canadian approach, the PCTF enables the public and private sector to work collaboratively to safeguard digital identities by standardizing processes and practices across the Canadian digital ecosystem.

1.1 Conformance Criteria Keywords

Throughout this document the following terms indicate the precedence and/or general rigidity of the conformance criteria and are to be interpreted as noted below.

- **MUST** means that the requirement is absolute as part of the Conformance Criteria.
- **MUST NOT** means that the requirement is an absolute prohibition of the Conformance Criteria.
- **SHOULD** means that while there may exist valid reasons in particular circumstances to ignore the requirement, the full implications must be understood and carefully weighed before choosing to not adhere to the Conformance Criteria or choosing a different option as specified by the Conformance Criteria. The rationale for not adhering to a criterion should be documented in cases where Conformance Criteria are not adhered to.
- **SHOULD NOT** means that a valid exception reason may exist in particular circumstances when the requirement is acceptable or even useful, however, the full implications should be understood and the case carefully weighed before choosing to not conform to the requirement as described.

- **MAY** means that the requirement is discretionary but recommended.

Note: the above listed keywords appear in **bold** typeface and ALL CAPS throughout this conformance profile.

2. Levels of Assurance

It is essential that Participants in a Digital Identity Ecosystem (Ecosystem) have a way to evaluate the robustness and trustworthiness of transactions within that ecosystem. In order to do so, Participants must share a common vocabulary that describes the level of confidence they can associate with an Entity or transaction, as well as a common way in which to determine that level of confidence.

In the PCTF, a Level of Assurance (LoA) represents the level of confidence an Entity may place in the processes and other conformance criteria defined in any given component of the PCTF. Levels of Assurance are elemental in creating networks of trust. Levels of Assurance models only work if all Participants in an Ecosystem are able to interpret them consistently. It is therefore critical that all Participants in an ecosystem agree upon a minimum set of criteria for each Level of Assurance. Only then will a Relying Party in that Ecosystem be able to properly evaluate the risks inherent in a relationship or transaction, and the Level of Assurance that can be placed in Participants, Credentials, and those transactions. The components of the PCTF describe the detailed conformance criteria that should be used to evaluate such Levels of Assurance in the context of a given PCTF component.

For the most up to date guidance regarding Levels of Assurance, please reference the [PCTF Assurance Maturity Model Draft Recommendation V1.0](#).

3. Conformance Criteria

Conformance Criteria are categorized by trust registry functional grouping. For ease of reference, a specific conformance criterion may be referred to by its category and reference number. Example: “BASE1” refers to “Baseline Conformance Criteria reference No. 1”.

Note: Baseline Conformance Criteria are also included as part of this conformance profile.

Reference	Conformance Criteria	Assurance Level			
BASE	These Baseline Criteria Apply to <u>All</u> Trust Registries Processes	LOA1	LOA2	LOA3	LOA4

1	These Conformance Criteria do not replace or supersede existing regulations; organizations and individuals are expected to comply with relevant legislation, policy, and regulations in their jurisdiction.	X	X	X	X
GOV	Governance Requirements (Business Structure, Ecosystem Scope, Governance Processes and policies and standards)	LOA1	LOA2	LOA3	LOA4
1	An Ecosystem governance organization (Ecosystem) MUST establish information access policies for the Trust Registry and associated published documents described in this document. This component does not provide guidance on whether an Ecosystem should provide open access or not, just that this policy must be defined and access controls implemented if required.	X	X	X	X
2	An Ecosystem governance organization (Ecosystem) SHOULD be a legally registered business (e.g., Corporation, Partnership, etc.) in the jurisdiction(s) in which it operates, or if the Ecosystem is a public body then there SHOULD be authorizing legislation, and in either case the Ecosystem SHOULD publish this information.	X			
3	An Ecosystem MUST be a legally registered business (e.g., Corporation, Partnership, etc.) in the jurisdiction(s) in which it operates, or if the Ecosystem is a public body, then there MUST be authorizing legislation, and in either case the Ecosystem MUST publish this information.		X	X	X
4	An Ecosystem SHOULD document and publish its beneficial ownership (note: this criteria is not relevant for public bodies).	X			
5	An Ecosystem MUST document and publish its beneficial ownership (note: this criteria is not relevant for public bodies).		X	X	X

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6	An Ecosystem SHOULD document and publish its management structure and contact information.	X			
7	An Ecosystem MUST document and publish its management structure and contact information.		X	X	X
8	An Ecosystem SHOULD document and publish its business and policy making processes, committees, and other related processes.	X			
9	An Ecosystem MUST document and publish its business and policy making processes, committees, and other related processes.		X	X	X
10	An Ecosystem MAY document and publish a business plan on an annual basis that is reviewed and approved by the governance body on an annual basis.	X	X	X	X
11	An Ecosystem SHOULD document and publish what types of Entities it will register (Issuers, Verifiers, Wallet Providers, other Trust Registries) and other criteria such as industry, association, or profession.	X			
12	An Ecosystem MUST document and publish what types of Entities it will register (Issuers, Verifiers, Wallet Providers, other Trust Registries) and other criteria such as industry, association, or profession.		X	X	X
13	An Ecosystem SHOULD document and publish the policy and process for verification of the authority of Registrants to issue Credentials or accept Credential presentations.	X			
14	An Ecosystem MUST document and publish the policy and process for verification of the authority of Registrants to issue Credentials or accept Credential presentations.		X	X	X

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15	An Ecosystem SHOULD document and make available its financial report and insurance documentation to Registrants. Financial reporting and insurance documentation requirements will vary with the business model of the Ecosystem and the type of Ecosystem organization (e.g., may not be relevant for public bodies).	X	X	X	X
16	An Ecosystem SHOULD document and make available its underwriting policy, if applicable.	X	X	X	X
17	An Ecosystem SHOULD conform to a recognized trust framework such as the PCTF or equivalent.	X			
18	An Ecosystem MUST conform to a recognized trust framework such as the PCTF or equivalent.		X	X	X
19	An Ecosystem SHOULD maintain certification of a recognized trust framework, Trust Mark, or equivalent verification process on an annual basis and publish its status.	X			
20	An Ecosystem MUST maintain certification of a recognized trust framework, Trust Mark, or equivalent verification process on an annual basis and publish its status.		X	X	X
21	An Ecosystem SHOULD document and publish service descriptions and service levels for all business processes and technology services.	X			
22	An Ecosystem MUST document and publish service descriptions and service levels for all business processes and technology services.		X	X	X
23	An Ecosystem SHOULD document and publish a statement of how it does not unjustly discriminate against any party and how it maintains its impartiality in its business processes.	X	X	X	X

24	An Ecosystem SHOULD operate a risk management program, maintain a risk registry, and have an annual review and approval by the governing body.	X			
25	An Ecosystem MUST operate a risk management program, maintain a risk registry, and have an annual review and approval by the governing body.		X	X	X
OPS	Trust Registry Operations (Technology and Infrastructure Management and Technical Services)	LOA1	LOA2	LOA3	LOA4
1	A Trust Registry (Registry) SHOULD conform to a recognized industry framework for its technology infrastructure operations such as the PCTF Infrastructure (Technology & Operations) component or the ISO/IEC 20000-1:2018 standard.	X			
2	A Registry MUST conform to a recognized industry framework for its technology infrastructure operations such as the PCTF Infrastructure (Technology & Operations) component or the ISO/IEC 20000-1:2018 standard.		X	X	X
3	A Registry SHOULD maintain an accessible repository (e.g., internet web site) to host all published documents noted in this component.	X	X	X	X
4	A Registry SHOULD demonstrate the authenticity of all documents published, for example using digital signatures.	X	X		
5	A Registry MUST demonstrate the authenticity of all documents published, such as using digital signatures.			X	X
6	A Registry MUST provide human readable versions of published documents described in this component.	X	X	X	X

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7	A Registry SHOULD provide machine readable versions of appropriate documents in industry recognized formats and standards.	X	X		
8	A Registry MUST provide machine readable versions of appropriate documents in industry recognized formats and protocols.			X	X
9	A Registry SHOULD provide machine readable information in a manner that prevents tracking and correlation of Holder and Digital Wallet use of Issuers and Verifiers.	X	X	X	X
10	A Registry SHOULD provide information about its identity in a format compliant with recognized industry standards such as the PCTF Verified Organization component.	X			
11	A Registry MUST provide information about its identity in a format compliant with recognized industry standards and frameworks such as the PCTF Verified Organization component.		X	X	X
12	A Registry SHOULD provide Holders, Verifiers, and Issuers with Registry data in recognized industry formats and standards to enable offline transactions between Holders, Issuers, or Verifiers.	X	X		
13	A Registry MUST provide Holders, Verifiers, and Issuers with Registry data in a recognized industry formats and standards to enable offline transactions between Holders, Issuers, or Verifiers.			X	X
14	A Registry SHOULD provide information about Registrants and their status in industry standard formats and protocols.	X			
15	A Registry MUST provide information about Registrants and their status in industry standard formats and standards.		X	X	X

16	An Ecosystem MAY allow Registrants to directly publish information about their digital services in a Registry using industry standard methods and framework assurance processes such as the PCTF Authentication and PCTF Credentials (Relationships & Attributes) components.	X	X	X	X
17	A Registry MAY provide credential status information or links to Credential Status Information.	X	X	X	X
18	A Trust Registry MUST document and publish technical information for Issuers, Verifiers, and Digital Wallet providers to support the development of products that connect to the Registry.	X	X	X	X
19	A Registry SHOULD provide development and test environments for Issuers, Verifiers, and Digital Wallet providers to develop and test their digital products use of the Registry.	X	X	X	X
REG	Registration and Certification Management (Certification/Verification/Trust Mark Services, Registration, Suspension and revocation processes)	LOA1	LOA2	LOA3	LOA4
1	An Ecosystem SHOULD identify Registrants using recognized assurance processes such as the PCTF Verified Organization Component.	X			
2	An Ecosystem MUST identify Registrants using recognized assurance processes such as the PCTF Verified Organization Component.		X	X	X
3	An Ecosystem SHOULD implement processes and controls to ensure Registrant information is current and consistent with legal registrations, legislation, and/or certifications.	X	X		

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4	An Ecosystem MUST implement processes and controls to ensure Registrant information is current and consistent with legal registrations, legislation and/or certifications.			X	X
5	An Ecosystem SHOULD identify and authenticate Registering Parties and beneficial owners using framework assurance processes such as the PCTF Verified Person and PCTF Credentials (Relationship & Attributes) components.	X			
6	An Ecosystem MUST identify and authenticate Registering Parties and Beneficial Owners using framework assurance processes such as the PCTF Verified Person and PCTF Credentials (Relationship & Attributes) components.		X	X	X
7	An Ecosystem SHOULD require that Registrants conform to a recognized trust framework such as the PCTF.	X			
8	An Ecosystem MUST require that Registrants conform to a recognized trust framework such as the PCTF.		X	X	X
9	An Ecosystem SHOULD require that Registrants have certification of trust framework conformance using recognized trust certification services such as the Voilà Verified Trustmark Program .	X	X		
10	An Ecosystem MUST require that Registrants have certification of trust framework conformance using recognized trust certification services such as the Voilà Verified Trustmark Program , or use an equivalent certification or verification process.			X	X
11	An Ecosystem SHOULD document and publish registration and certification processes and services available to Registrants, such as the Voilà Verified Trustmark Program .	X	X	X	X

12	An Ecosystem SHOULD verify that Registrants are authorized to issue Credentials or receive Credential presentations according to the Ecosystem policies and include this authorization in the Trust Registry.	X			
13	An Ecosystem MUST verify that Registrants are authorized to issue Credentials or receive Credential presentations according to the Ecosystem policies and publish this in the Registry.		X	X	X

4. Revision History

Version	Date	Author(s)	Comment
0.01	2022-12-24	PCTF Trust Registries Design Team	Initial Discussion Draft created by the PCTF Trust Registries Design Team
1.0	2023-03-01	PCTF Trust Registries Design Team	TFEC approves as Draft Recommendation V1.0
1.1	2023-05-23	PCTF Trust Registries Design Team	Updated version to incorporate feedback received from the public Call for Comments and IPR Review period
1.0	2023-08-30	PCTF Trust Registries Design Team	TFEC approves as Candidate for Final Recommendation V1.0
1.0	2023-11-10	PCTF Trust Registries Design Team	Approved as Final Recommendation V1.0 through DIACC Sustaining Member Ballot