**Name of the procedure**

Confirmation, extension or cancellation of the trusted profile

**Description of the procedure**

**How to handle the matter**

1. The trusted profile is used to sign electronic documents submitted to public administration offices with an electronic signature and it replaces a handwritten signature. In this regard, it is a free-of-charge alternative mean to a secure electronic signature verified with a valid qualified certificate. The trusted profile renders it possible to identify a person. Thanks to it, certain official matters can be handled without having to leave home. A person requesting confirmation of the trusted profile must set up their own account on the ePUAP electronic platform of public administration services.
2. Confirmation of the trusted profile:
   * from the level of the set-up user account, the requesting person sends an electronic request for confirmation of the trusted profile,
   * within 30 days of sending the request, the requesting person reports to the Confirmation Point of their choice to confirm the identity and the trusted ePUAP profile,

Note: If, within 30 days of submitting the request, the requesting person fails to report to the Confirmation Point to confirm the ePUAP trusted profile, the request is deemed to have been ineffective.

* + having the person’s data been verified positively, the employee of the Confirmation Point confirms the ePUAP trusted profile.

1. Note – confirmation of the trusted profile is also possible through an external identity provider, such as a bank. To that end, it is needed to:
   * check whether it is possible to set up the trusted profile in a given bank, for example, by calling the bank’s hotline,
   * visit the bank’s website,
   * log in to your account,
   * search for a form to set up the trusted profile and fill it in,
   * send the form – if you follow these steps, the trusted profile will be set up.
2. Extension of the trusted profile validity:
   * it can be done single-handedly by signing it with a confirmed ePUAP trusted profile,
   * on the terms described in Item 2.
3. Cancellation of the trusted profile:
   * a person with an ePUAP trusted profile reports to the Confirmation Point of their choice and fills in a request for cancellation of the trusted profile,
   * the trusted profile on ePUAP can also be cancelled single-handedly.

**Execution deadline**

Immediately

**Place of handling the matter**

Department for Civic Matters

* Łódź, ul. Krzemieniecka 2B,
* Łódź, al. Piłsudskiego 100,
* Łódź, ul. Zachodnia 47,
* Łódź, al. Politechniki 32,
* Łódź, ul. Sienkiewicza 5,

Department for Management of Contacts with Residents

* Łódź, ul. Piotrkowska 110, service room of the Łódzkie Centrum Kontaktu z Mieszkańcami *[Łódź Residents Contact Centre]*

after prior online registration of the visit:[wizyty.uml.lodz.pl](https://wizyty.uml.lodz.pl/)

Information given by phone at the City of Łódź Office – Call Centre: +48 (42) 638-44-44

**Charges and fees**

None

**Required documents**

|  |
| --- |
| * + ID card (in the absence of a passport) |
| * + Passport (in the absence of an ID card) |
| * + Request for confirmation or extension of the trusted profile   submitted electronically via pz.gov.pl  Form  <https://pz.gov.pl/pz/index> |

* + Request for cancellation of the trusted profile in a paper

form (to be downloaded on the ePUAP platform) [Document template](https://lckm.uml.lodz.pl/Article/Attachment/431)

**​Other documents**

* Information on personal data processing [Document template](https://lckm.uml.lodz.pl/Article/Attachment/2274)

**Legal basis**

* the Act of 17 February 2005 on computerisation of the activities of entities performing public tasks (Dz. U. *[Poland’s Journal of Laws]* of 2017, item 570)
* Regulation of the Minister of Digitisation of 29 June 2020 on a trusted profile and trusted signature (Dz. U. of 2020, item 1194)
* the Act of 10 January 2014 amending the Act on computerisation of the activities of entities performing public tasks and certain other acts (Dz. U of 2014, item 183)
* Regulation of the Minister of Digitisation of 5 October 2016 on the scope and conditions of using the electronic platform of public administration services (Dz. U. of 2016, item 1626)

**Appeal procedure**

Does not apply

**Implementing entity**

**Unit**

Łódź City Office

**Cell**

* Department for Civic Matters
* Department for Management of Contacts with Residents