

CYBERSECURITY SERVICE PROVIDER

LICENSEE INFORMATION PACKAGE



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Quick Reference Guide



Who requires a licence?



Managed Security Operations Centre Service Provider

Penetration Testing Service Provider



What is the validity period of a licence?



2 years

What are the obligations of a Licensee?*

Compliance with licence conditions :-

- Professional Conduct
- Record Keeping
- Assist in investigation
- Timely notification of changes
- Fulfil fit and proper criteria
- No unauthorized usage of CSRO logo



What constitute a change that requires notifying CSRO?*



Changes related to:

- Details affecting the licensee's suitability to continue to hold the licence
i.e. no longer fit and proper due to criminal convictions, bankruptcy, etc
- Appointment of officers
i.e. new appointment or removal
- Particulars of the licensee and/or officers of the business entity
i.e. names, designations, addresses or contact

When to renew my licence?*



At least 2 months before expiry

Where to submit licence

renewal application?



[GoBusiness Licensing](https://www.csro.gov.sg)

When do I need to request to cancel my licence?*



When your business is no longer providing the licensable cybersecurity service(s)

Who can I contact for more info?



Cybersecurity Services Regulation Office

100 Victoria Street #10-01 National Library Board
Singapore 188064



contact@csro.gov.sg



<https://www.csro.gov.sg>



*Refer to the subsequent pages for more information

A Licensee's Obligations



Licensee shall comply with the following.

Compliance with Licence Conditions

Licensee shall comply with the licence conditions.

Fit and Proper Criteria

Licensee shall ensure that he (individual licensee) or the officers of the business entity as well as the business entity (business entity licensee), fulfil the following fit and proper criteria at the point of licence application as well as during the tenure of the licence.

Should there be any changes that affect the fit and proper status of the licensee and/or officers of the business entity licensee, licensee is required to notify CSRO within the stipulated timeline. Refer to [Notification of Material Change](#) for more information.

Individual / Officers of the business entity



Business entity

Has not been convicted in Singapore or elsewhere of any offence involving fraud, dishonesty or moral turpitude

Is or was not suffering from a mental health condition¹

Has not had a judgment entered against the individual/ business entity in civil proceedings that involves a finding of fraud, dishonesty or breach of fiduciary duty on the part of the individual/ business entity

Is not an undischarged bankrupt/ in liquidation/ be a subject of a winding up order, or does not had a receiver appointed in relation to the business entity

Has not entered into a composition or scheme of arrangement with the creditors of the individual/business entity

Has not had a licence revoked by a licensing authority

¹ Examples of mental health condition include psychotic disorder, psychosis, schizophrenia, schizoaffective disorder, delusional disorder, bipolar disorder, psychotic depression, or personality disorder etc. If the mental health condition is properly managed and certified by a qualified physician or healthcare professional, the presence of a mental health condition will not affect a person's eligibility to be licensed.

Notification of Material Change



Licensee shall notify CSRO of the material changes below within the stipulated timelines with supporting documents submitted via GoBusiness Licensing or email.

Material change	Channel and deadline to inform CSRO	Documents needed
Appointment / removal of any officers of the business entity	Via GoBusiness Licensing within 14 days after appointment/cessation	<ol style="list-style-type: none"> 1. A copy of Register of Directors or equivalent records obtained no earlier than 1 week from application date <p><u>For appointment of officers:</u></p> <ol style="list-style-type: none"> 2. Photocopy of both sides of NRIC/Work Pass, or photocopy of Passport showing the personal particulars and official descriptions (for overseas applicants) 3. “Declaration Form for Individual”, which has been duly filled up and endorsed by the newly appointed officer 4. (For overseas applicants only) Certificate of Clearance or documentation from the relevant authorities in the home country certifying that the officer does not have any record of criminal conviction in the home country
Changes to or inaccuracies in the names, designations, or contact particulars of the licensee and/or its officers of the business entity	Via GoBusiness Licensing within 14 days	<p><u>For changes to name or passport number:</u></p> <ol style="list-style-type: none"> 1. Photocopy of both sides of new NRIC/Work Pass, or photocopy of new Passport showing the personal particulars and official descriptions (for overseas applicants)
Changes to licensee’s name or registered address	Via email within 14 days	<ol style="list-style-type: none"> 1. A copy of latest ACRA or equivalent records obtained no earlier than 1 week from date of application
Where the licensee and/or its officers of the business entity licensee have been declared bankrupt or have gone into compulsory or voluntary liquidation other than for the purpose of amalgamation or reconstruction	Via email within 14 days	<p><u>If it involves the licensee:</u></p> <ol style="list-style-type: none"> 1. The date of liquidation, winding-up, receivership, composition, or arrangement 2. Total debt amount 3. Outstanding debt balance <p><u>If it involves an officer of the business entity licensee:</u></p> <ol style="list-style-type: none"> 1. Name of the officer involved

Material change	Channel and deadline to inform CSRO	Documents needed
<p>Criminal convictions or civil judgments entered against the licensee and/or its officers of the business entity for offences or proceedings involving fraud, dishonesty, breach of fiduciary duty, or moral turpitude, or any offences under the Cybersecurity Act</p>	<p>Via email within 14 days</p>	<p>1. Name of the licensee/officer involved</p> <p><u>For criminal convictions</u></p> <p>2. The offence(s) committed, place(s) and date(s) of offence(s), and sentence(s) received</p> <p>3. Charge(s), Statement(s) of Facts and any other relevant Court documents (where available)</p> <p><u>For civil judgements</u></p> <p>2. The nature, date(s), and outcome(s) of the civil proceedings</p> <p>3. Any relevant Court documents (where available)</p>

Renewal of Licence



Licensees are encouraged to submit the renewal application as early as possible, **at least two months prior to the expiry** of current licence with the supporting documents via GoBusiness Licensing. If there are unnotified changes that have not been submitted prior to the renewal application, please duly declare the changes in the renew application. Upon issuance of the renewed licence, an amend application is required to be submitted immediately or as soon as practicable.

Documents Required for Licence Renewal

Renew via
**GoBusiness
Licensing**



Individual

- Supporting documents related to changes in Fit and Proper status of Key Officer (if any)



Business Entity

- A copy of the Business entity's business/corporate profile (obtained no earlier than one week from licence application date) which includes information such as registration number, entity name, business activities, registration dates, owners and officers of a business entity
- Supporting documents related to changes of Fit and Proper status of Licensee and/or Key Officer(s) (if any)



- Renewed licence will only start after the end of the current licence.
- Licensee who fails to submit their renewal application at least 2 months prior to the expiry of the current licence will be required to apply for a new licence. If the new licence is not granted by the expiry of the current licence, licensee will be required to suspend its operations until the new licence is granted.
- Supporting documents not printed in the English language must be submitted together with an accurate translation in the English language. The translation must be certified by the person making it to be a correct translation.

Cancellation of Licence



Licensee who decides to cease business operations and/or no longer providing the licensable cybersecurity service(s) prior to the expiry of their licences should submit a licence cancellation application to CSRO via the GoBusiness Licensing.

There shall be no refund of licence fee in the event of early licence termination unless there are valid justifications. For such cases, a written request must be submitted to contact@csro.gov.sg with the name of the licensee, licence number, and the justifications.

