

PRIVACY POLICY

This privacy statement ("Privacy Statement") describes how we obtain, use, share, disclose, and safeguard Personal information about Service Users, including DRPs, End-Users, and Website visitors (collectively, "you" or "Users" in this Privacy Statement). To show our dedication to protecting your privacy and your personal information, we developed this privacy policy. Our Terms of Use and this Privacy Policy govern how you may use and access the Services. Any capitalised terms that are used in this privacy policy but aren't defined by it will have the same definition as in our terms of use.

You are presumed to have read, understood, and agreed to the practices and policies stated in this privacy statement by using the services or by otherwise providing us with your information. You concur that the provisions of this statement apply to you as well. You give us your consent to collect, use, distribute, and disclose your information in the manner described in this privacy statement by giving us your authorization. We reserve the right, at our sole discretion, to change, modify, add, or remove portions of the provisions of this privacy policy at any time. Do not use any of the services or provide us with any personal information if you do not at any time agree with this privacy statement.

1. INTRODUCTION

RK e-ADR Federation is an online platform for resolving disputes that was designed to be quick, affordable, and efficient. By fusing technology, innovation, and human skill, we have developed an electronic arbitration module called "e-Arbitration" and an electronic mediation module called "e-Mediation" to put conflict resolution at your fingertips.

We uphold your right to privacy and protect the information we learn about you by using our site. When managing the information we hold about you, we abide by this Policy. By using our site, you consent to the data collection practices described in this Policy. This policy only applies to our platform; it does not apply to any other platforms you may be able to access through it or to any of the websites with whom we have partnerships. Each of these platforms may have data collecting, storage, and use practices and policies that are substantially different from this policy. This Policy and the Terms apply to how you use the platform. The most recent version of this Policy will control how you use the platform at all times. As a result, you should make sure you've read the most recent version of this Policy each time you use our platform by looking at the date at the bottom of the page.

You unequivocally agree that this Policy and the Terms constitute a legally binding agreement between you and us, and that you shall be subject to the terms applicable to any service that is provided by the platform, and that the same shall be deemed to be incorporated into the Terms, and shall be treated as part and parcel of the same. You acknowledge and agree that no physical or electronic signature or express act is required to make this Policy and the Terms binding on you, and that your act of visiting any part of the platform constitutes your full and final acceptance of this Policy and the Terms.

2. INFORMATION/DATA WE COLLECT

We gather "Non-Personal Information" and "Personal Information." Non-Personal Information incorporates data that can't be utilized to and by distinguish you, for example, mysterious utilization information, general segment data we might gather, alluding/leave pages and URLs, stage types, inclinations you submit, full scale guarantee, result, settlement and question goal related information, and inclinations that are created in view of the information you submit and number of snaps. Personal Information incorporates your email, name and other individual subtleties including the particular subtleties connected with your question and proof supporting your case or reaction to a case which you submit to us through the enrollment, settlement, intercession, placation, talk, calls, intervention as well as other debate goal cycle or excursion at the Site as might be material.

Notwithstanding the data gave consequently by your program when you visit the Site, to turn into an endorser of the Help you should make an individual profile. You can make a profile by enrolling with the Help and entering your name, email address, making a secret key, and other debate related data as might be pertinent. By enrolling, you are approving us to gather, store and utilize your email address and other individual data as per this Security Strategy.

3. COLLECTION OF PERSONAL INFORMATION

(See Rules 4 and 5 of The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011

For the purpose of availing any services through our foundation, you might need to furnish us with fundamental individual data, including but not limited to first and last name, email address, office or private location, ethnicity, contact number, login certifications and passwords to utilize the stage (independently and aggregately hereinafter referred to as

"individual data"). You are expected to give data about yourself that is valid, exact, current and complete in all regards.

In general, the Personal Information you provide to us is used to help us communicate with you and process your dispute, settlement and/or other action, regardless of Channel. For example, we use Personal Information to contact users in response to questions, solicit feedback from users and provide technical support.

If you wish to cancel your account or request that we no longer use your information to provide you Services, contact us. We will retain your information for as long as your account with the Services is active and as needed to provide you the Services. We shall not retain such information for longer than is required for the purposes for which the information may lawfully be used or is otherwise required under any other law for the time being in force. After a period of time, your data may be anonymized and aggregated, and then may be held by us as long as necessary for us to provide our Services effectively, but our use of the anonymized data will be solely for analytic purposes. Please note that your withdrawal of consent, or cancellation of account may result in RK e-ADR Federation being unable to provide you with its Services or to terminate any existing relationship RK e-ADR Federation may have with you.

Without prejudice to the generality of the above, information collected by us from you may include (but is not limited to) the following:

- i. Contact data (such as your email address and phone number);
- ii. demographic data (such as your gender, your date of birth and your pin code);
- iii. data regarding your usage of the services and history of the appointments made by or with you through the use of Services;
- iv. other information that you voluntarily choose to provide to us (such as information shared by you with us through emails or letters).

4. COLLECTION OF NON-PERSONAL INFORMATION

In general, we use Non-Personal Information to help us improve the Service and customize the user experience. We also aggregate Non-Personal Information in order to track trends and analyze use patterns on the Site, and for market and academic research purposes. If our information practices change at any time in the future, we will post the policy changes to the

Site so that you may opt out of the new information practices and these changes will also be notified to you.

5. PAYMENT INFORMATION

If you choose to avail any of our services through the platform, our third-party payment processors will collect your payment information. We do not store your payment information in our system.

6. USER ACCOUNT

The user is aware that while you can browse some sections of the platform without being a registered user, certain activities (such as raising and resolving disputes) require the user to provide valid personal information to the platform for the purpose of registration.

7. PLATFORM ANALYTICS

We may use third party analytics services in connection with our platform. These analytical services do not collect personal information that you do not voluntarily enter on the platform. These services neither track your browsing habits across websites nor your usage of other mobile applications, which do not use their services. We are using the information collected from these services to find usability problems to make the platform easier to use. The recordings will never identify you or your personal information.

8. SENSITIVE PERSONAL DATA OR INFORMATION

For the purpose of providing services through the platform, we may have the requirement to collect Sensitive Personal Data or Information (“SPDI”) from you while offering our services due to the nature of the services being offered. SPDI shall have the meaning in accordance with the Rule 3 of The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

User information on the platform is collected and retained by RK e-ADR Federation. The user might survey the data gave and guarantee that any data viewed as off base or lacking is remedied or changed as achievable. Be that as it may, we will not be liable for the genuineness of the data given by the client.

9. REVELATION/DISCLOSURE OF INFORMATION

(See Rules 4 and 6 of The Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

We may share your information if:

- in response to a request for information by a competent authority if we believe disclosure is in accordance with or is otherwise required by, any applicable law, regulation, or legal process;
- with law enforcement officials, government authorities if we believe your actions are inconsistent with our Terms, other terms and conditions and this Policy, or to protect our rights, property, or safety or that of others;
- if disclosure is intended to help investigate or prevent unauthorized transactions or other illegal activities;
- if necessary or appropriate to protect our rights or property, or the rights or property of any person or entity;
- if we otherwise notify you and you consent to the sharing.

We do not sell, exchange, transfer or give your information or Sensitive Personal Data or Information (SPDI) to third parties for any reason whatsoever except to the extent required for fulfillment of our services.

10. CHANGES TO OUR PRIVACY POLICY

We can amend this Privacy Policy at any time and will update the Privacy Policy in the event of any such amendments. It is your sole responsibility to check the Site from time to time to view any such changes in the Policy. If you continue to use the Site, you signify your agreement to our revisions to this Privacy Policy. However, we will notify you of material changes to the Policy by posting a notice on our homepage and/or sending an email to the email address you provided to us upon registration. For this additional reason, you should keep your contact and profile information current. Any changes to this Policy (other than as set forth in this paragraph) or waiver of the Service Provider's rights hereunder shall not be valid or effective except in a written agreement bearing the physical signature of an officer of the Service Provider. No purported waiver or modification of this Policy by the Service Provider via telephonic or email communications shall be valid.

11. CONSENT TO THIS POLICY

You acknowledge that this Privacy Policy is a part of the Terms of Use and Terms and conditions of the Website and the other Services, and you unconditionally agree and consented that becoming a User of the Website and its Services signifies your (i) assent to this Privacy Policy, and (ii) consent to RK e-ADR Federation using, collecting, processing and/or disclosing your Personal Information in the manner and for the purposes set out in this Privacy Policy. Your visit to the Website and use of the Services is subject to this Privacy Policy and the Terms of Use.

12. CONTACT US

If you have any questions regarding this Privacy Policy or the practices of this Site, please contact us and call us on helpline No. [9311469211](tel:9311469211) or by sending an email to rkeadr_federation@gmail.com or info@eadr.in