



JURE FORUM- **PRIVACY POLICY**

JURE FORUM IS COMMITTED TO RESPECTING AND PROTECTING THE PRIVACY, CONFIDENTIALITY AND SECURITY OF INDIVIDUALS AND ENTITIES WHO ACCESS OR USE ITS PLATFORM, WEBSITE AND SERVICES, AND TO PROCESSING PERSONAL DATA IN ACCORDANCE WITH APPLICABLE DATA PROTECTION AND PRIVACY LAWS.

I. INTRODUCTION & SCOPE OF THIS POLICY

Jure Forum is an online dispute resolution platform providing digital dispute resolution services, including arbitration, mediation, conciliation and allied mechanisms through its website, applications and associated digital interfaces (collectively, the “Platform”).

This Privacy Policy (“Policy”) sets out the manner in which Jure Forum collects, receives, processes, stores, uses, discloses and safeguards personal data and information in connection with access to and use of the Platform and participation in proceedings conducted through the Platform.

This Policy applies to all users of the Platform, including claimants, respondents, arbitrators, mediators, conciliators, representatives, case managers and any other persons or entities accessing or using the Platform. By accessing or using the Platform, you acknowledge that you have read, understood and agreed to be bound by this Policy.

II. DEFINITIONS & INTERPRETATIONS

For the purposes of this Privacy Policy, unless the context otherwise requires, the following terms shall have the meanings assigned to them below:

- a. **“Platform”** means the website, applications, digital interfaces and technology infrastructure operated by Jure Forum through which its services are provided.
- b. **“Services”** means the online dispute resolution services provided by Jure Forum, including but not limited to arbitration, mediation, conciliation and allied mechanisms.
- c. **“User” or “You”** means any individual or entity who accesses, browses, registers on, or uses the Platform, including claimants, respondents, arbitrators, mediators, conciliators, representatives, advisors, case managers and any other participants.
- d. **“Personal Data”** means any data or information relating to an identified or identifiable natural person, as defined under applicable data protection laws.
- e. **“Sensitive Personal Data”** means such personal data as may be classified as sensitive under applicable laws, including but not limited to financial information, identity documents, official identifiers and any other data accorded special protection.
- f. **“Proceedings”** means any arbitration, mediation, conciliation, negotiation or other dispute resolution process conducted through the Platform.
- g. **“Case Manager”** means any person designated by Jure Forum to administer, manage, coordinate or facilitate proceedings conducted through the Platform, including handling communications, scheduling, documentation and procedural assistance.
- h. **“Arbitrator”** means any neutral individual appointed in accordance with applicable law or the rules of Jure Forum to adjudicate and decide disputes referred to arbitration through the Platform.
- i. **“Data Principal”** shall have the meaning assigned to it under the Digital Personal Data Protection Act, 2023.
- j. **“Applicable Law”** means all laws, rules, regulations and guidelines in force in India and, where relevant, in other jurisdictions, relating to data protection, privacy and information security.

Words importing the singular shall include the plural and vice versa, and words importing one gender shall include all genders. Headings are for convenience only and shall not affect the interpretation of this Policy.

III. LEGAL BASIS, APPLICABILITY & BINDING NATURE OF THE POLICY

This Privacy Policy is an electronic record in the form of an electronic contract formed under the Information Technology Act, 2000 and the rules made thereunder, and does not require any physical, electronic or digital signature.

This Policy is published and shall be construed in accordance with the provisions of the **Information Technology Act, 2000**, the **Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011**, the **Digital Personal Data Protection Act, 2023**, and any other applicable data protection and privacy laws in force in India.

This Policy applies to all users who access or use the Platform, whether within or outside India, and to all personal data and information collected, processed or handled by Jure Forum in connection with the use of the Platform and participation in proceedings conducted through the Platform.

By accessing, browsing, registering on or using the Platform, or by participating in any proceedings conducted through the Platform, the user acknowledges that they have read, understood and agreed to be bound by the terms of this Policy.

Where users access the Platform from jurisdictions outside India, Jure Forum shall process personal data in accordance with this Policy and, to the extent applicable, in compliance with relevant international data protection laws, including but not limited to the **General Data Protection Regulation (GDPR)**.

In the event of any conflict between this Policy and any applicable law, the provisions of such applicable law shall prevail.

IV. CATEGORIES OF INFORMATION WE COLLECT

Jure Forum may collect, receive and process the following categories of information and data in connection with the access to and use of the Platform and participation in proceedings conducted through the Platform:

- a. **Personal Information:** Information such as name, email address, contact number, address, nationality, designation, organisation details and other

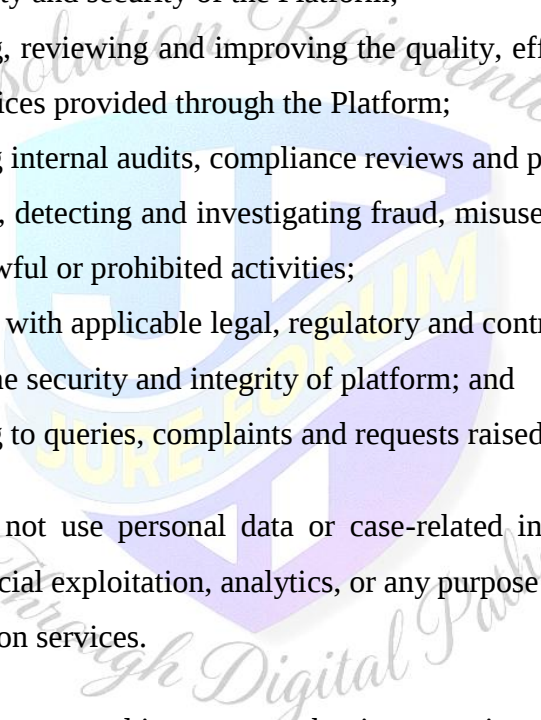
identifying information provided by the user at the time of registration, onboarding or while using the Platform.

- b. **Case and Dispute Information:** Information relating to disputes, claims, responses, statements, pleadings, submissions, communications, and any other information shared by users in the course of proceedings conducted through the Platform.
- c. **Documents and Evidence:** All documents, records, files, exhibits, annexures, audio-visual material and other evidentiary material uploaded, submitted or exchanged by users through the Platform for the purposes of proceedings.
- d. **Technical and Device Information:** Information relating to the user's device, browser, operating system, IP address, access logs, date and time of access and other technical information generated automatically when the user accesses or uses the Platform.
- e. **Cookies and Usage Data:** Information collected through cookies or similar technologies to enable platform functionality, maintain session continuity, enhance user experience and ensure secure access to the Platform.
- f. **Communication Information:** Information contained in communications between the user and Jure Forum, including emails, messages, support requests and procedural communications.
- g. **Payment Information:** Where applicable, payment-related information necessary to process fees through third-party payment gateways. Jure Forum does not store or retain complete payment instrument details.

Users are responsible for ensuring that the information provided by them is accurate, complete and up to date. Jure Forum shall not be responsible for the authenticity of the information provided by users.

V. PURPOSE OF COLLECTION & USE OF INFORMATION

Jure Forum shall collect, process and use personal data and information solely for lawful and legitimate purposes connected with the provision of its services and the functioning of the Platform. Without limitation, such purposes include:

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- a. facilitating, administering and conducting dispute resolution proceedings through the Platform;
 - b. enabling user registration, authentication and access to the Platform;
 - c. verifying user identity, authority and eligibility to participate in proceedings;
 - d. communicating with users in relation to proceedings, procedural updates, notifications and support requests;
 - e. managing case administration, scheduling, documentation and coordination of proceedings;
 - f. providing technical support, troubleshooting and maintaining the performance, functionality and security of the Platform;
 - g. monitoring, reviewing and improving the quality, efficiency and effectiveness of the services provided through the Platform;
 - h. conducting internal audits, compliance reviews and process assessments;
 - i. preventing, detecting and investigating fraud, misuse, unauthorised access and other unlawful or prohibited activities;
 - j. complying with applicable legal, regulatory and contractual obligations;
 - k. ensuring the security and integrity of platform; and
 - l. responding to queries, complaints and requests raised by users.

Jure Forum does not use personal data or case-related information for marketing, profiling, commercial exploitation, analytics, or any purpose unrelated to the provision of dispute resolution services.

All information is processed in a manner that is proportionate, relevant and limited to what is necessary for the purposes stated above.

VI. DISCLOSURE & SHARING OF INFORMATION

Jure Forum respects the confidentiality of user information and does not sell, rent, trade, licence or commercially exploit personal data, case-related information or documents shared on the Platform.

Jure Forum may disclose or share personal data and information strictly on a need-to-know basis and only to the extent necessary for the provision of its services and the functioning of the Platform, with the following categories of recipients:

- a. **Arbitrators, Mediators and Conciliators:** for the purpose of conducting, administering and deciding proceedings through the Platform;
- b. **Case Managers and Authorized Personnel:** for the purpose of case administration, coordination, scheduling, communication, procedural support and platform management;
- c. **Service Providers and Technology Partners:** including hosting providers, cloud service providers, communication service providers and payment gateway providers, solely for enabling platform functionality, security, communication and payment processing, and subject to appropriate confidentiality and data protection obligations;
- d. **Legal, Regulatory and Government Authorities:** where disclosure is required under applicable law, regulation, court order or legal process;
- e. **Professional Advisors:** including legal, accounting or compliance advisors, where necessary for legal compliance or the protection of Jure Forum's rights and interests.

Any disclosure of information shall be limited to the minimum amount of data necessary for the specific purpose and shall be made in accordance with applicable data protection and privacy laws.

Jure Forum shall ensure that all third parties with whom information is shared are bound by appropriate confidentiality and data protection obligations consistent with this Policy.

VII. CONFIDENTIALITY OF PROCEEDINGS & USER DATA

Jure Forum recognises that dispute resolution proceedings conducted through the Platform involve sensitive, confidential and privileged information. Jure Forum is committed to maintaining the confidentiality of all proceedings, communications, submissions, documents and information shared by users in connection with such proceedings.

All information, documents, pleadings, evidence, communications and materials exchanged or generated in the course of proceedings conducted through the Platform shall be treated as confidential and shall not be disclosed to any person except as

required for the conduct of the proceedings, the administration of the Platform, or as required under applicable law.

Arbitrators, mediators, conciliators, case managers and authorised personnel of Jure Forum shall be granted access to information only to the extent necessary to perform their respective roles and shall be bound by confidentiality obligations.

Users agree and acknowledge that they shall maintain the confidentiality of all proceedings and information received through the Platform and shall not disclose, publish, circulate or use such information for any purpose other than the conduct of the proceedings, except where disclosure is required by law or permitted by the relevant arbitral or procedural framework.

Nothing in this Policy shall prevent disclosure of information where such disclosure is required by a court, tribunal, regulatory authority or under applicable law.

VIII. ACCES CONTROL, DOCUMENT HANDLING & USER RESPONSIBILITIES

Access to information, documents, communications and materials available on the Platform shall be strictly role-based and limited to authorised users in accordance with their respective roles in the proceedings.

Claimants, respondents, arbitrators, mediators, conciliators, representatives and case managers shall be permitted to access documents and information on the Platform solely for the purpose of participating in and conducting the proceedings. Such access shall be limited to what is necessary for the performance of their respective roles.

Users who are permitted to download, copy or extract documents or materials from the Platform shall do so solely for the purposes of the proceedings and shall be responsible for maintaining the confidentiality, security and integrity of such documents and materials.

Upon completion of the proceedings or upon cessation of the user's role in the proceedings, as the case may be, users shall promptly delete, destroy or permanently

remove all documents, records and materials obtained from the Platform from their devices and systems, unless retention is required under applicable law.

Jure Forum case managers and authorised personnel shall access documents and information only for the purposes of administration, technical support and procedural assistance. Jure Forum does not authorise the downloading, copying or external storage of case documents by its personnel except where strictly necessary for business continuity, technical troubleshooting or legal compliance.

Users acknowledge and agree that Jure Forum shall not be responsible for any unauthorised access, disclosure, loss or misuse of documents or information occurring after such documents or information have been lawfully accessed or downloaded by the user.

Users shall implement appropriate technical and organisational measures to safeguard documents and information accessed through the Platform and shall comply with all applicable confidentiality and data protection obligations.

IX. DATA RETENTION, STORAGE & DELETION

Jure Forum shall retain personal data, case-related information, documents and records only for as long as is necessary to fulfil the purposes for which such information is collected, including the conduct and administration of proceedings, compliance with legal and regulatory obligations, and the protection of Jure Forum's legal rights.

Upon completion of the proceedings and expiry of any applicable limitation periods, or where retention is no longer required for legal, regulatory or contractual purposes, such data and information shall be securely deleted, destroyed, anonymised or archived in accordance with applicable law and internal data retention policies.

Where retention of information is required under applicable law, court orders or regulatory directions, Jure Forum shall retain such information for the period mandated and shall implement appropriate safeguards to protect such information during the retention period.

Users may request deletion or erasure of their personal data in accordance with applicable law, subject to Jure Forum's legal obligations to retain certain information.

X. APPLICABILITY OF INTERNATIONAL USERS

This Privacy Policy applies to all users who access or use the Platform from within India and from jurisdictions outside India.

Where users access the Platform from outside India, Jure Forum shall process personal data in accordance with this Policy and, to the extent applicable, in compliance with relevant data protection and privacy laws of such jurisdictions, including the General Data Protection Regulation (GDPR) of the European Union.

Users accessing the Platform from outside India acknowledge and agree that their personal data may be transferred to, stored and processed in India or in other jurisdictions where Jure Forum or its service providers maintain facilities, subject to appropriate safeguards and applicable law.

Nothing in this Policy shall limit the rights of users under any applicable data protection law in their respective jurisdictions.

XI. DATA SECURITY MEASURES & SAFEGUARDS

Jure Forum implements appropriate technical, organisational and administrative measures to protect personal data, case-related information, documents and records against unauthorised access, disclosure, alteration, loss, misuse or destruction.

Such measures include, without limitation, access controls, role-based permissions, secure authentication mechanisms, encryption, network security controls, monitoring systems and regular security reviews.

Access to personal data and case-related information is restricted to authorised personnel, arbitrators, mediators, conciliators and case managers on a need-to-know basis in accordance with their respective roles.

Jure Forum undertakes reasonable efforts to ensure that its service providers and technology partners maintain appropriate security standards and comply with applicable data protection obligations.

In the event of any actual or suspected security incident, unauthorised access, data breach or compromise of information, Jure Forum shall take reasonable steps to promptly assess, contain, investigate and mitigate the impact of such incident in accordance with its internal incident response procedures.

Where required under applicable law, Jure Forum shall notify affected users and/or the relevant regulatory authorities of any personal data breach in a timely manner and in accordance with statutory requirements.

While Jure Forum endeavours to use commercially reasonable safeguards to protect information, no method of transmission over the internet or method of electronic storage is completely secure. Accordingly, Jure Forum does not guarantee absolute security of information and shall not be liable for any unauthorised access, disclosure or loss of information arising from circumstances beyond its reasonable control.

XII. RIGHTS OF USERS & DATA PRINCIPALS

Jure Forum recognises and respects the rights of users and data principals in relation to their personal data in accordance with applicable data protection laws. Subject to applicable law, users shall have the following rights:

- a. **Right to Access:** to obtain confirmation as to whether personal data is being processed and to request access to such personal data;
- b. **Right to Correction and Updating:** to request correction, completion or updating of inaccurate or incomplete personal data;
- c. **Right to Erasure:** to request deletion or erasure of personal data, subject to Jure Forum's legal and contractual obligations to retain certain information;
- d. **Right to Withdraw Consent:** where processing is based on consent, to withdraw such consent at any time, subject to the consequences of such withdrawal and applicable law;

- e. **Right to Restrict or Object to Processing:** to restrict or object to the processing of personal data in accordance with applicable law;
- f. **Right to Grievance Redressal:** to raise grievances or complaints in relation to the processing of personal data and seek redressal in accordance with this Policy and applicable law; and
- g. **Right to Nominate:** to nominate another person to exercise their rights in the event of death or incapacity, where such right is available under applicable law.

Users may exercise their rights by contacting Jure Forum through the contact details provided in this Policy. Jure Forum shall respond to such requests within the timeframes prescribed under applicable law.

Where users are located in jurisdictions that provide additional rights under local data protection laws, such rights shall apply to the extent required under such laws.

XIII. CHILDREN'S PRIVACY & COMPETANCY

The Platform and the services provided by Jure Forum are intended only for individuals and entities who are **competent** to enter into legally binding contracts under applicable law.

Jure Forum does not knowingly collect, solicit or process personal data from children or minors who are not legally competent to contract. Users who are not competent to contract must not access or use the Platform or submit any personal data or information.

If Jure Forum becomes aware that personal data of a child or a person not competent to contract has been collected or processed without valid consent or authorisation, Jure Forum shall take reasonable steps to delete such information in accordance with applicable law.

Parents, legal guardians or authorised representatives who believe that a child's personal data has been inadvertently collected may contact Jure Forum using the contact details provided in this Policy.

XIV. THIRD PARTY LINKS, INTEGRATIONS & EXTERNAL SERVICES

The Platform may contain links to third party websites, applications, tools or services, or may integrate with external platforms or service providers for the purpose of facilitating certain functionalities.

Jure Forum does not control and is not responsible for the privacy practices, content, security, policies or operations of any third party websites, platforms, applications or services. The inclusion of any such links or integrations does not imply endorsement by Jure Forum.

Users are advised to review the privacy policies and terms of use of any third party websites or services before accessing or using them.

Jure Forum shall not be liable for any loss, damage or harm arising from the use of or reliance upon any third party websites, services or content.

XV. CROSS- BORDER DATA TRANSFERS

Jure Forum may store, process and transfer personal data and information to locations within India and to jurisdictions outside India where Jure Forum or its service providers maintain servers, facilities or operations.

Any such cross-border transfer of personal data shall be carried out in accordance with applicable data protection laws and subject to appropriate safeguards to ensure an adequate level of protection of such data.

By accessing or using the Platform, users consent to the transfer, storage and processing of their personal data in accordance with this Policy and applicable law.

XVI. GRIEVANCE REDRESSAL OFFICER & DATA PROTECTION OFFICER

In accordance with applicable law, Jure Forum has designated a Grievance Redressal Officer and a Data Protection Officer to address complaints, concerns, queries and

requests relating to the processing of personal data, privacy, confidentiality and the operation of the Platform.

Users may contact the Grievance Redressal Officer / Data Protection Officer in relation to any grievance, complaint, query or request regarding personal data, privacy, confidentiality, data protection compliance or the functioning of the Platform.

The details of the Grievance Redressal Officer / Data Protection Officer are as follows:

Name: Rakhi

Designation: Director- Grievance Redressal Officer & Data Protection Officer

Email: support@jureforum.com

Address: 115 Vikasdeep Building, Laxmi Nagar District Centre, Laxmi Nagar, Delhi-1100092

Jure Forum shall acknowledge and endeavour to resolve grievances, complaints and requests within the timelines prescribed under applicable law.

XVII. UPDATES, AMENDMENTS & MODIFICATIONS TO THIS POLICY

Jure Forum reserves the right to update, amend, modify or revise this Privacy Policy from time to time in order to reflect changes in law, regulatory requirements, business practices, technology or operational needs.

Any such updates or modifications shall be effective upon publication of the revised Policy on the Platform. The date of the latest revision shall be indicated at the end of this Policy.

Continued access to or use of the Platform after publication of the revised Policy shall constitute acceptance of the updated terms.

XVIII. GOVERNING LAW & JURISDICTION

This Privacy Policy shall be governed by and construed in accordance with the laws of India.

Subject to applicable law, the courts at Delhi shall have exclusive jurisdiction over any disputes, claims or matters arising out of or in connection with this Policy.

Nothing in this clause shall prevent Jure Forum from seeking injunctive or equitable relief in any appropriate jurisdiction to protect its confidential information, intellectual property or legal rights.

CONTACT US

If you have any questions, concerns, requests or require any clarification regarding this Privacy Policy or the manner in which personal data is processed by Jure Forum, you may contact us at:

Jure Forum

115 Vikasdeep Building, Laxmi Nagar District Centre, Laxmi Nagar, Delhi- 110092

Email: info@jureforum.com

Phone: +91- 11- 41184940

WhatsApp: +91- 9217720030

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