

How We Handle Your Personal Data

Arbitrasia Council for Dispute Resolution

Last updated: 01-08-2026

Applies to: www.arbitrasia.com and Arbitrasia services

Governing law: Digital Personal Data Protection Act, 2023 (India)

In short: we collect only the personal data needed to run arbitration, mediation and conciliation proceedings and to operate our website, we never sell it, and the Digital Personal Data Protection Act, 2023 gives you the right to access, correct, erase, or ask questions about anything we hold on you. Details of exactly what, why, and how are set out below.

01 Introduction

Arbitrasia Council for Dispute Resolution ("Arbitrasia," "we," "us," or "our") is committed to protecting the privacy and security of your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.arbitrasia.com or use our services, in compliance with the **Digital Personal Data Protection Act, 2023 (DPDP Act)**.

We are a **Data Fiduciary** under the DPDP Act. This means we determine the purposes and means of processing your personal data and are responsible for protecting it.

By using our website and services, you agree to the collection and use of information in accordance with this policy. Please read this policy carefully.

02 Information We Collect

We collect personal data to provide our arbitration, mediation, and conciliation services. The types of information we may collect include:

A. Information You Voluntarily Provide

Category	Examples	Purpose
Identification & Contact	Name, date of birth, address, phone number, email address, ID proof	To identify you, communicate with you, and administer services
Professional & Case-Related	Job title, employer, CV, areas of expertise, case documents, correspondence, dispute details	To provide arbitration, mediation, and conciliation services

Category	Examples	Purpose
Financial	Payment details (credit/debit card, UPI, bank account), fee invoices	To process payments for services
Event & Training	Registration details for events, seminars, and training courses; access requirements; photographs/recordings	To manage event participation and for promotional purposes (with consent)

B. Information Automatically Collected (Passive Data)

When you browse our website, we may automatically collect certain technical data:

- **Device & Browser Details:** IP address, browser type, operating system, device information
- **Usage Data:** Pages visited, time and date of visit, referring URLs, clickstream data
- **Cookies:** We may use cookies to enhance your browsing experience, analyze traffic, and remember preferences. You can control cookie settings through your browser.

03 **How We Use Your Information**

We use your personal data only for the purposes for which it was collected, or as permitted by law:

- To administer arbitration, mediation, and conciliation proceedings
- To process your membership applications and manage the Arbitrasia Viswas Community
- To communicate with you regarding your cases, services, events, and training
- To process payments and manage billing
- To improve our website, services, and user experience
- To comply with legal and regulatory obligations

04 **Legal Basis for Processing**

Under the DPDP Act, we process personal data on the following legal bases:

Legal Basis	How It Applies
Consent	We will obtain your explicit, informed, and specific consent for collecting and processing your data for identified purposes. You have the right to withdraw consent at any time.
Legitimate Uses	We may process data without consent for legitimate purposes such as: performance of a contract (e.g., arbitration agreements); compliance with legal obligations; and purposes of legitimate interest (e.g., dispute resolution).

Legal Basis	How It Applies
Performance of Services	Processing is necessary to provide the services you have requested (e.g., appointing an arbitrator, conducting a hearing).

05 Data Sharing & Disclosure

We do not sell or rent your personal data. We may share your information only in the following limited circumstances:

- **Service Providers:** We may engage trusted third parties to perform services on our behalf (e.g., payment processors, IT support, web hosting). They are contractually obligated to protect your data and process it only for specified purposes.
- **Arbitration Proceedings:** In the course of dispute resolution, case-related information may be shared with arbitrators, mediators, conciliators, and other parties to the proceeding, as necessary.
- **Legal Compliance:** We may disclose information if required by law, regulation, legal process, or governmental request.
- **With Your Consent:** We may share information for other purposes with your explicit consent.

06 Data Retention

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected, or as required by law, regulatory requirements, or for the establishment, exercise, or defense of legal claims.

Retention periods may vary depending on the nature of the data and our operational requirements. For example, case-related data is often retained indefinitely to ensure the integrity of arbitral records. We will securely delete or anonymize data when it is no longer needed.

07 Your Rights (Data Principal Rights)

Under the DPDP Act, you have several rights regarding your personal data:

Right	Description
Right to Access	You have the right to request a summary of the personal data we hold about you.
Right to Correction	You have the right to request correction of inaccurate or incomplete data.

Right	Description
Right to Erasure	You have the right to request deletion of your data when it is no longer necessary for the purposes for which it was collected.
Right to Withdraw Consent	You have the right to withdraw your consent at any time. Withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.
Right to Grievance Redressal	You have the right to make a complaint to our Grievance Redressal Officer or the Data Protection Board of India if you believe your rights have been violated.
Right to Nominate	You have the right to nominate a representative to exercise your rights on your behalf in the event of your death or incapacity.

To exercise any of these rights, please contact our Grievance Redressal Officer using the details provided in **Section 10**.

08 Data Security

We take reasonable security safeguards to protect your personal data from unauthorized access, use, disclosure, alteration, or destruction. These measures include:

- Encryption of data in transit and at rest
- Access controls to limit who can see your data
- Regular security assessments
- Secure storage of physical records

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your data, we cannot guarantee its absolute security.

09 Cookies

We may use cookies and similar tracking technologies to enhance your experience on our website. Cookies are small text files stored on your device. Types of cookies we may use:

- **Necessary Cookies:** Essential for the website to function properly.
- **Analytics/Performance Cookies:** Help us understand how visitors use our site, so we can improve it.
- **Functionality Cookies:** Remember your preferences and settings.

You can manage cookie preferences through your browser settings. Please note that disabling certain cookies may affect the functionality of our website.

10 Grievance Redressal Officer

In compliance with the DPDP Act, we have designated a Grievance Redressal Officer to address your concerns regarding data privacy and processing.

GRIEVANCE REDRESSAL OFFICER

Zakir Husain

Registrar

Email: registrar@arbitrasia.com

Phone: 9811142718

Address: 1474 Aggarwal Cyber Plaza-2, Netaji Subhash Place, Pitampura, Delhi - 110034

If you are not satisfied with our response, you have the right to make a complaint to the Data Protection Board of India.

11 Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will post the updated policy on this page with the "Last Updated" date. We encourage you to review this page periodically.

12 Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

ARBITRASIA COUNCIL FOR DISPUTE RESOLUTION

Address: 1474 Aggarwal Cyber Plaza-2, Netaji Subhash Place, Pitampura, Delhi - 110034

Email: registrar@arbitrasia.com

Phone: 9811142718