

## **PRIVACY POLICY**

This Privacy Policy explains how Mimamsa (MES Integrated Monitoring and Management System for Arbitration) collects, uses, discloses, and safeguards your personal information when you access or use the web application (the "Service"). Please read this policy carefully to understand how we handle your information.

By using the Service, you consent to the practices described in this Privacy Policy.

### **1. Information Collected**

We only collect the following types of information when you register for and use the Service:

- **Personal Information:** This includes, your name, business name, email address, phone number, official designation and any other information you provide when registering for an account.
- **Arbitration Data:** As part of our arbitration digitization services, we collect data related to the arbitration process, including case details, documents, communications, and other relevant information that you upload or input into the Service.

### **2. Use of Information**

We use the information on the system for the following purposes:

- **To Provide and Improve the Service:** We use the information collected through the application to offer, operate, maintain, and enhance the Service.
- **To Process Arbitration Data:** We use your uploaded arbitration-related documents and data to facilitate the digitization process, enabling you to manage and track arbitration cases efficiently.
- **To Communicate with You:** We may use your contact information to send you updates, notifications, and support messages related to your account or the arbitration process.
- **To Ensure Security and Compliance:** We monitor usage patterns to detect and prevent fraud, security threats, or violations of our terms and policies.

### **3. Sharing of Information**

We do not sell or rent your personal information to third parties. We may share your information in the following limited circumstances:

- **Service Providers:** We may share your information with third-party vendors or service providers who help us operate the Service or perform services on our behalf, such as maintenance, hosting, analytics, or email communication. These service providers are contractually obligated to safeguard the information and use it only for the purpose of providing services to us.
- **Legal Compliance:** We may disclose information on the Service when required by law or in response to a valid legal request.

### **4. Data Security**

We take reasonable administrative, technical, and physical precautions to protect the information from unauthorized access, loss, misuse, or disclosure. However, no method of

transmission over the internet or electronic storage is 100% secure, and we cannot guarantee the absolute security of all information.

### **5. Updating of Information**

You may access, update, or correct your personal information by logging into your account and editing your profile. If you need assistance, you can contact us at [mimamsa-mes@gov.in](mailto:mimamsa-mes@gov.in).

### **6. Data Retention**

We retain your personal information for as long as your account is active or as needed to provide the Service, comply with legal obligations, resolve disputes, and enforce our agreements. When your information is no longer needed, we will securely delete or anonymize it.

### **7. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any significant changes by posting the updated Privacy Policy on this page. Please review this page periodically for updates.

### **8. Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or your information, please contact us at:

Address: Military Engineer Services  
MES Net Section  
E-in-C's Branch,  
Kashmir House  
New Delhi- 110011

Phone No.: 011 23019695

Email: [\*\*mimamsa-mes@gov.in\*\*](mailto:mimamsa-mes@gov.in)

By using the Service, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of your information as described herein.