

RURHEM ADR CENTRE, BENIN CITY

Privacy Policy

Effective Date: [Insert Date]

Rurhem ADR Centre ("we," "our," or "us") is committed to protecting the privacy and confidentiality of all personal information entrusted to us. This Privacy Policy explains how we collect, use, store, and protect your information when you interact with our services, whether online or in person.

1. Information We Collect

We may collect the following types of personal information:

- Contact Information: Name, address, phone number, email address.
- Case Information: Details of disputes, mediation or arbitration proceedings, agreements, and supporting documents.
- Identity Verification: Government-issued IDs or relevant professional credentials.
- Payment Details: If you make payments for our services via Paystack or other methods.
- Online Activity: Information from our website, ADR portal, or online dispute resolution (ODR) platforms, including IP address, device information, and usage data.

2. How We Use Your Information

We use your personal information for:

- Delivering mediation, arbitration, and related ADR services.
- Processing payments and issuing receipts.
- Scheduling and managing training programmes, mentorship, and events.
- Complying with legal or court requirements.
- Improving our services, website, and online systems.
- Communicating updates, case progress, or relevant ADR opportunities.

3. Legal Basis for Processing

We process your information based on:

- Your consent when you sign up, register for services, or provide case information.
- Contractual necessity for providing agreed ADR services.
- Legal obligations under applicable laws and court directives.
- Legitimate interest in improving our services and protecting our operations.

4. Confidentiality and Data Security

- All case-related information is treated as strictly confidential and will not be disclosed to third parties except:
 - o with your consent.
 - o as required by law or court order.
 - o for enforcement of settlement agreements or award recognition.
- We use secure systems, encryption, and restricted access controls to safeguard your data.

5. Information Sharing

We may share your information only with:

- Accredited neutrals, mediators, or arbitrators handling your case.
- Relevant courts or legal bodies when required.
- Payment processors for secure transaction handling.
- Training partners or certification bodies (where applicable).

6. Data Retention

We retain your information only for as long as necessary to fulfil the purposes outlined in this policy or as required by law, after which it will be securely deleted.

7. Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request corrections to inaccurate or incomplete data.
- Withdraw consent where processing is based on consent.
- Request deletion of your personal data, subject to legal obligations.

8. Cookies and Online Tracking

Our website and ADR portal may use cookies to enhance user experience and track site usage. You can manage cookie settings through your browser.

9. Updates to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website with the updated effective date.

10. Contact Us

If you have any questions or requests regarding this Privacy Policy, please contact:

Rurhem ADR Centre

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