



PRIVACY POLICY

for

**ARBITRATION AND MEDIATION
CENTER OF ARMENIA WEB**

www.amca.am

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PRIVACY POLICY

Welcome to our website www.amca.am (hereinafter referred to as the *Website*). We kindly ask you to carefully review our Privacy Policy. This Privacy Policy applies when you visit or browse our website without making any purchases, as well as when you use our services to resolve disputes through arbitration and mediation. It provides you with all the necessary information to understand how we collect, process, and protect personal data that may identify you. By accessing and using the Website, you confirm that you have read, understood, and accepted this Privacy Policy.

The Website is managed by the Arbitration and Mediation Center of Armenia (hereinafter referred to as "AMCA" or "Center"), a leading institution dedicated to the resolution of disputes through arbitration and mediation. As an independent organization, AMCA serves as a neutral and impartial platform for resolving commercial disputes in Armenia.

AMCA is committed to promoting the development and dissemination of market regulation tools and alternative dispute resolution mechanisms. Our primary goal is to foster a fair and efficient business-investment environment by offering effective and timely dispute resolution services.

This policy outlines the guidelines and procedures for the management of the AMCA Portal, which is accessible to users through the domain www.amca.am.

This policy pertains to the ownership of the Portal by the Arbitration and Mediation Center of Armenia and the processing of personal data carried out by the Center in relation to users who access and interact with the Portal.

Users are hereby informed that certain services provided by the Center on the Portal may require registration through predefined forms and online approval. It is important to note that this policy is not applicable to other websites that may be accessed through external links, for which the AMCA holds no responsibility.

1. POLICY AND MAIN PRINCIPLES

AMCA highly values your right to be informed about the collection and other operations involving your personal data. We recognize the utmost importance of safeguarding your privacy, and we are committed to utilizing personal data that can directly or indirectly identify you solely when necessary.

In accordance with the principles enshrined in Chapter 2 of the Law of Armenia on Personal Data Protection, including necessity and proportionality, we ensure that the utilization of your personal data is limited to a reasonable minimum and aligned with the specific purposes for which it was collected and/or processed.

Whenever possible, we prioritize providing you with services utilizing anonymous data or other methods that do not require your personal identification. However, certain circumstances may arise where it becomes strictly essential to process your personal data, or upon request by

competent public authorities or law enforcement agencies, such as in the case of traffic data or your IP address.

AMCA is fully dedicated to safeguarding your personal data and will conduct any processing activities in compliance with applicable laws and regulations. We place a strong emphasis on maintaining the confidentiality and security of your personal data, and we are unwavering in our commitment to preserving your privacy.

2. DATA CONTROLLER AND DPO

The data controller is the Arbitration and Mediation Center of Armenia, with registered office in via 0026 Yerevan, Arshakunyats avenue.

For any inquiries or additional information regarding Data Protection related to AMCA's web activities, you can contact us via email at amca.arm@gmail.com.

3. USE OF PERSONAL DATA AND ITS PURPOSES

AMCA, in compliance with the *Law of Armenia on Personal Data Protection* and *Council of Europe Regulation CM/Res(2022)14 on the Protection of Personal Data*, is dedicated to respecting your right to be informed about the collection and processing of your personal data. We prioritize the protection of your privacy and ensure that personal data which can directly or indirectly identify you is used only for necessary purposes.

Your personal data is collected and processed by AMCA for purposes directly related to the use of the website, its services, and any purchases made on the website. However, the use of your personal data may also extend to other processing operations within the boundaries of these purposes.

The following are the purposes for which your personal data will be processed:

1. When you register for a conference, we collect your personal data (such as your name, e-mail address, company/organization, position, and telephone number) solely for the purpose of providing you with registration-related services.
2. When you engage in purchasing procedures, we collect your personal data (including personal details, email address, address, credit card numbers, bank code, tax code, and telephone number) exclusively for the purpose of processing your order.
3. For any other purpose allowed by applicable law.

4. DATA COLLECTION AND SECURITY MEASURES

When you visit the AMCA website, it is important to note that certain personal data may be collected automatically through the use of "cookies." These cookies help to enhance your browsing experience and enable us to gather information such as your IP address, data traffic, and preferences for the services and products offered on our website.

This information is collected and processed by the website as part of its normal functioning. It is used in an aggregated and anonymous manner for commercial purposes, allowing us to optimize our services and tailor them to better meet the needs and preferences of our clients and other visitors.

This includes information such as *IP addresses, data traffic, and user preferences for services and products*. This information is collected and processed by the website in an anonymous and aggregated manner for commercial purposes, aiming to optimize services based on user needs and preferences.

In addition, AMCA may directly collect personal data and information from users during the registration process for e-commerce transactions. The processing of such data is done solely for the purposes stated in this policy and may be disclosed to third parties only for the provision of requested services.

AMCA has implemented necessary security measures enshrined in the Article 6 of the Resolution CM/Res(2022)14 on establishing the Council of Europe Regulations on the Protection of Personal Data to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access. However, it cannot guarantee the prevention or exclusion of unauthorized access or data loss despite these measures.

To enhance security, it is strongly recommended to have software devices on your computer that protect network data transmission/receipt, such as updated antivirus systems. Additionally, internet service providers should implement appropriate measures for network data transmission security, including firewalls and anti-spam filtering.

5. COOKIES

The website www.amca.am (referred to as the "Website") utilizes cookies. We would like to provide you with further information about cookies, their usage on the Website, and the control procedures we have in place regarding cookies.

Cookies are small text files that are stored on your electronic device (such as a PC or tablet) when you browse a website. These files contain certain information and are sent back to the originating website or to a different website that can recognize the specific cookie. Cookies serve as a memory for a website, allowing it to identify your device during subsequent visits and personalize your browsing experience.

Web browsers provide some control over cookies through their settings. You can choose to block cookies or block them from specific websites. Browsers also offer options to delete cookies when you close the browser. However, it's important to note that disabling or refusing cookies may result in the loss of any opt-outs or preferences set on the website. Please refer to your browser's technical information for instructions on managing cookies.

If you choose to disable or refuse cookies, certain parts of the website may not function properly or may experience slower performance.

5.1. TYPES OF COOKIES

Technical cookies

Technical cookies allow us to improve your browsing and to provide you with all the services offered by the website. In particular, the Website uses the following technical "session" and persistent proprietary cookies:

Technical cookies	Expiry	Description and supplier
cconsent	1 year	Used to display the banner related to the Cookie Policy
PHPSESSID	session	It stores an id for the duration of the session

Analytical Cookies

Analytical cookies allow us to analyze how you browse the Website in order to help us improve your browsing experience. In particular, the Website uses the following third-party analytical cookies (Google):

Cookie	Expiry	Description and supplier
lidc	1 day	LinkedIn cookie that has the purpose of facilitating the selection of the data center.
li_gc	6 months	LinkedIn cookie used to store guest consent regarding the use of cookies for non-essential purposes.
AnalyticsSyncHistory	1 month	LinkedIn cookie used to store information about the time a synchronization took place with the lms_analytics cookie.
UserMatchHistory	1 month	LinkedIn cookie used for the ID synchronization process. Remembers the last sync time to avoid repeating the sync process frequently.

bcookie	1 year	Browser identification cookie to uniquely identify devices accessing LinkedIn for platform abuse detection and diagnostic purposes.
lang	session	Used to remember a user's language setting to ensure LinkedIn.com is displayed in the language selected by the user in their settings.

Profiling cookies

Profiling cookies allow us to analyze your way of browsing the Website, your habits, your purchases and your behavior in order to offer you commercial communications in line with your preferences. In particular, the Website uses the following profiling cookies:

Profiling cookies	Expiry	Description and supplier
DV	1 day	It stores user preferences and information each time he/she visits web pages containing Google services.
ANID	4 months	It stores user preferences and information each time he/she visits web pages containing Google services.
CONSENT	20 years	It stores user preferences and information each time he/she visits web pages containing Google services.
1P_JAR	1 month	It stores user preferences and information each time he/she visits web pages containing Google services.

5.2. PURPOSE

The technical cookies used by our Website are used to make and facilitate your navigation and to provide you and allow you to use the services of the Website.

Analytical cookies are used to analyze and monitor the way in which the Website is used (for example, the number of accesses and pages viewed), for statistical purposes and to allow us to make improvements to the Website in terms of operation and navigation.

For any further information on Google cookies, please visit the following links:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

<https://policies.google.com/privacy>

Profiling cookies are used to analyze your way of browsing the Website, your habits and your behavior in order to offer you communications in line with your preferences. The provision of data, with the exception of those collected through technical cookies, is optional.

5.3. HOW TO CHECK AND DELETE COOKIES

Technical cookies operate by default and shall not be accepted by you, serving the functioning of the site.

Analytical and profiling cookies operate only with your authorization. You can consent to the use of Cookies by clicking on the "Accept all cookies" button directly from the Banner.

You can refuse the use of cookies by clicking "Reject all cookies" or by managing your preferences for each cookie indicated in this cookie policy by clicking on "Manage preferences".

You can then disable cookies at any time also by manually changing the configuration of your browser, as follows:

- Chrome: <https://support.google.com/chrome/answer/95647?hl=it>
- Firefox: <https://support.mozilla.org/it/kb/Gestione%20dei%20cookie>
- Internet Explorer: <http://windows.microsoft.com/it-it/windows7/how-to-manage-cookies-in-internet-explorer-9>
- Safari: http://support.apple.com/kb/HT1677?viewlocale=it_IT

If you are using a web browser not listed above, please refer to your browser's documentation or online help for more information. Users are warned that the Owner acts as a mere technical intermediary for the links shown in this document and cannot assume any responsibility in the event of any changes.

You will find more information on Cookies, including how you can understand what the Cookies have set on your device, and how you can manage and delete them, by accessing the following link: www.aboutcookies.org.

6. RIGHTS REGARDING ACCESS TO PERSONAL DATA AND ADDITIONAL RIGHTS

AMCA may process your personal data without your consent in certain circumstances as permitted by Republic of Armenia law. This includes situations where processing is necessary to fulfill a legal obligation or contractual obligations with you. However, you have the right to request that you no longer receive future communications related to specific services.

You have the right to obtain confirmation from AMCA at any time regarding whether your personal data is being processed, whether it is registered, and to receive the data in an intelligible format.

Additionally, you have the right to receive information from AMCA about the source of your personal data, the purposes and methods of processing, the logic involved in any electronic data processing, details of the data controller and processors, and the entities or categories of entities that may have access to or receive your personal data.

You are entitled to request from AMCA:

1. The updating, adjustment, or integration of your personal data when necessary or of interest to you.
2. The deletion, anonymization, or blocking of your personal data (if unlawfully processed), including data that is no longer needed for the purposes for which it was collected and processed.
3. Confirmation that the above operations have been communicated to those to whom the data was disclosed or shared, unless it is impossible or requires disproportionate effort.

You have the right to object, fully or partially, to the processing of your personal data for legitimate reasons, even if it is related to the original purposes for which it was collected. You also have the right to object to the processing of your personal data for advertising or direct marketing purposes, as well as for market research or commercial communication purposes.

You can exercise your rights at any time, in accordance with applicable laws, by sending your request to AMCA at the email address: info@amca.am. We will respond to your request as necessary.

7. GOVERNING LAW

This Privacy Policy is governed by Armenian law and, in particular, by the Law of the Republic of Armenia on protection of personal data.

8. CHANGES AND UPDATES TO THIS PRIVACY POLICY

AMCA reserves the right to amend or update this Privacy Policy, either in whole or in part, as necessary. These changes may occur when there are amendments to legal provisions or regulations that govern data protection and safeguard your rights. Any amendments or alterations to this Privacy Policy will be promptly notified to you and will become binding as soon as they are published on the website in this section. Therefore, we encourage you to regularly check this section to stay informed about the latest and updated Privacy Policy of the website.