

Privacy Policy- Grievance Appellate Committee Platform

This privacy policy (“**Privacy Policy**”) is in the context of and to govern the access and usage of the platform (<https://gac.gov.in>) of the Grievance Appellate Committee [hereinafter GAC] as constituted under Rule 3A of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 [hereinafter IT Rules, 2021].

1. This Privacy Policy describes and determines how GAC (referred to as **MeitY or We/Us or Our**), handle and/ or deal with your (**referred to as You or Your or User or Complainant**) personal information in combination with other information available or likely to be available.
2. GAC, through its platform, provides an online dispute resolution mechanism wherein the entire appeal process, from filing the appeal to its resolution, is conducted digitally.
3. To adjudicate your appeal against the decision of the Grievance Officer/Intermediary under the provisions of the Intermediary (Amendment) Rules 2022, GAC requires certain mandatory details from you that are necessary for adjudication process.
4. This Privacy Policy inter alia governs, determines and explains:
 - a. **What all types of personal information are collected from you?**
 - i. Your name,
 - ii. Mobile number,
 - iii. E-mail ID,
 - iv. Aadhaar number,
 - v. Login details, including passwords and IP addresses

b. What is the purpose to use your Personal Information?

To identify you as the user of the GAC platform

c. How do we protect your Personal Information?

GAC collects, receives, possesses, or stores the Personal Information to fulfil its statutory mandate to adjudicate the appeal under the provisions of the Intermediary (Amendment) Rules 2022.

GAC platform provides following security features to protect your personal information:

- i. All sensitive personal information (such as Aadhaar, OTP etc) is encrypted during data communication between client and server. We do not store Aadhaar number. It is used for one time verification only, using the APIs provided by e-Pramaan, a National e-Authentication service.
 - ii. By enabling two-factor authentication with a combination of password and OTP, we ensure the authenticity of GAC user.
 - iii. All URLs containing parameters, query string is encrypted
 - iv. We do not use any cookies in the application.
5. Your personal information shall only be shared internally on a need-to-know basis for the purpose of adjudicating the appeal under the provisions of the IT Rules, 2021.
6. Except for the purposes mentioned above, the collected Personal Information shall only be used for user categorization/classification for the analytics purposes. This will be done by anonymizing your personal information.
7. We allow you to review any information or content prior to its submission on GAC platform for the purpose of adjudication.
8. Personal Information as submitted and/or captured may be shared with law enforcement agencies and other Government departments if the Ministry of Electronics and Information Technology (MeitY) has a good faith/ belief that access, use, preservation or disclosure of the information is reasonably necessary to:
 - i. comply with any applicable law, regulation, legal process or enforceable government request;
 - ii. enforce applicable terms of service, including investigation of potential violations;
 - iii. detect, prevent or otherwise address fraud, security or technical issues; and

- iv. protect against harm to the rights, property or safety of GAC platform/System, its users, or the public as required or permitted by law.

9. Apart from the Personal Information, GAC platform shall also require from you [Sn. No. (i) – (v) below] in order to adjudicate the appeal under the provisions of the IT Rules, 2021, the following details:
 - i. Complaint filed before the Grievance Officer/Respondent intermediary,
 - ii. Decision of the Grievance Officer/Respondent intermediary against which appeal has been filed,
 - iii. Contact details of the Grievance Officer/Respondent intermediary against whom complaint has been made,
 - iv. Uniform Resource Locator (URL)/website link of the respondent intermediary,
 - v. Complainant's Justification for invoking the ground for appeal, and
 - vi. Reply in response to the appeal (to be submitted by the Grievance Officer/Respondent Intermediary).

10. In case of any grievances, you may send your complaints for redressal to: supportgac[at]gov[dot]in.