

CIAM-CIAR Virtual Platform User's Guide

The following user's guide aims to help the participants of arbitral proceedings to correctly use the Virtual Platform [the “**Platform**”] of the Madrid International Arbitration Center and Iberoamerican Center of Arbitration [the “**Center**” or “**CIAM-CIAR**”]. This guide should not be considered as an additional arbitration rule.

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1. INTRODUCTION

The Platform is a secure and confidential interface which allows the participants of an arbitral proceeding (parties, lawyers, arbitrators, secretary, *etc*) access their digital case file via a login, from any part of the world. This makes the management of documents more efficient allowing the users to upload, in an easy and agile way, all documents relating to the proceedings (written submissions, documentary evidence, witness statements, expert reports, procedural orders, transcripts, *etc.*). This way participants have the possibility to access the same information, organized and systematized with the same archive system, accessible immediately, independently from the location of the user and the connecting device.



The Platform is a tangible manifestation of the Center’s compromise with environmental sustainability as it provides its users, in most cases, a paper-free management of arbitrations. The digital administration of the proceedings contributes to the reduction of the carbon footprint and reduces the impact of arbitration on the environment.

Each arbitral proceeding is assigned an individual digital case file on the Platform to which only the Center and the participants of said proceeding have access. The parties have access to the Platform via invitation by the Center. In the beginning of the proceedings the Center will contact the participants of the proceeding to configure their profiles and resolve any doubts about the use of the Platform. In accordance with art. 28.1 of the [CIAM-CIAR Arbitration Rules](#)¹, the case files will be considered delivered to the arbitrator(s) in the moment in which they are given access to the Platform. The users who take part in multiple arbitral proceedings shall use the same profile to access all their cases.

2. STRUCTURE OF THE PLATFORM


The Platform has a toolbar (2.1.) and a main menu (2.2.).


2.1 TOOLBAR


The toolbar has four buttons with the following functions:



 **Search:** allows content, people and file search.

 **Notices:** informs the notifications of new entries or posts made by other users.

 **Favourites:** allows the saving of sections or files and grants quicker access to them.

 **Profile:** allows the configuration of the user’s profile, specifically contact details, language of the Platform, the frequency of notifications, among others.


¹ “1. As soon as the arbitral tribunal is formally constituted, and provided that the required advances have been paid by the parties, the Center shall deliver the case file to the arbitrators..”



2.2 MAIN MENU

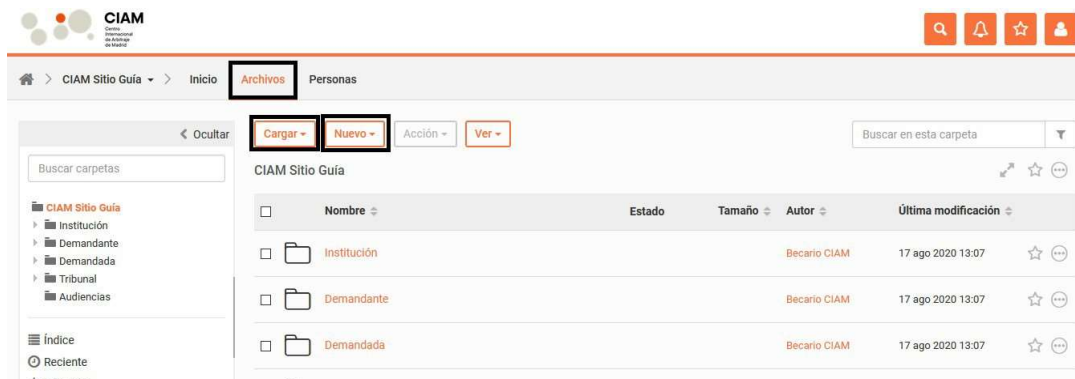
The main menu, located in the upper bar, has four sections:



 **Panel:** in this section the user can access all the ongoing arbitral proceedings and look at the recent activity in said cases.

Inicio (Home): includes (i) a first section with the name and contact of the participants of the arbitration, (ii) a second section with the basic information about the case (the parties, the matter of dispute, the applicable law, the seat of the arbitration, the composition of the tribunal, the type of proceeding, the language, the arbitration agreement, among others) and (iii) a third section with the timeline of the proceedings.

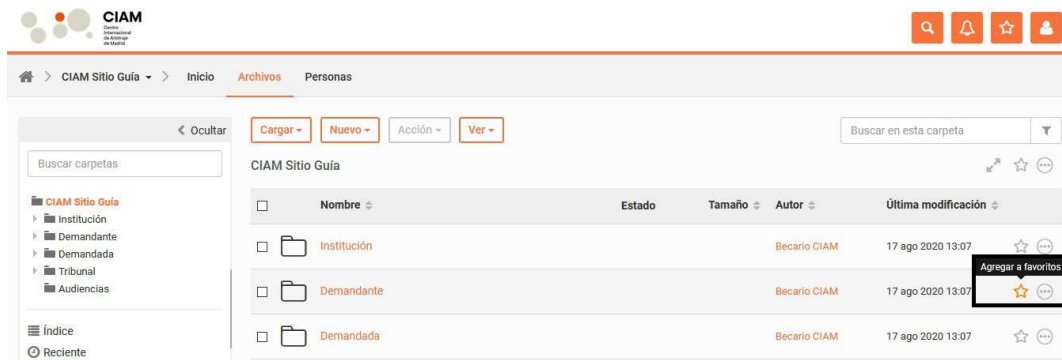
Archivos (Files): the user can create folders clicking on the **“Nuevo (New)”** button and upload documents with the **“Cargar (Upload)”** option or by dragging the documents to the specific folder. The Platform includes a default archive system (see section 2.3 *infra*); the parties are free to create additional folders. The Platform will send notifications every time the users add documents. Each participant is responsible of uploading their respective files; however, it is the responsibility of the tribunal or the sole arbitrator to ensure that the documents are uploaded to the Platform, specially, the written claim and statement of defense, decisions, procedural orders and award(s).



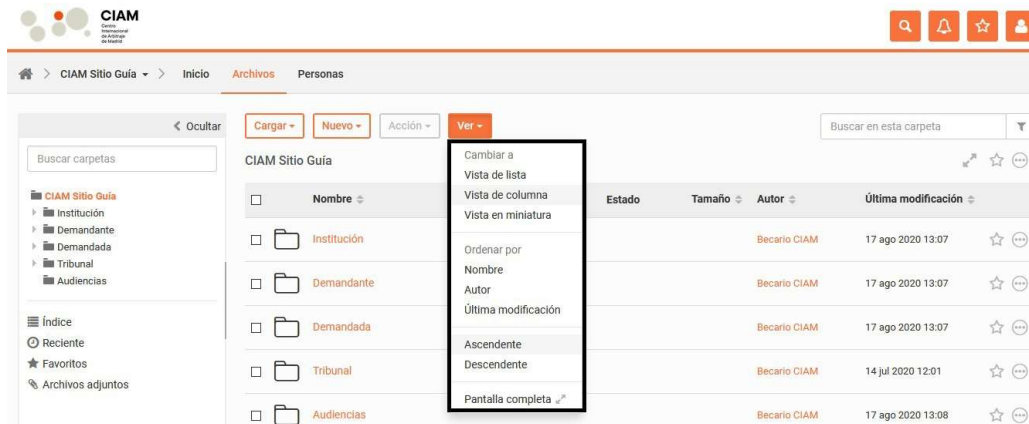
The user can upload more than one file at a time, as well as whole folders.



The user can also set folders as favourites, thus obtaining quick access to them from the “Favourites” section in the toolbar.



The user can also select the order in which it wishes to see the uploaded documents or folders to the Platform, either in full screen or change the visual design.





Personas (People): the user can see the name, surname and contact details of all the participants of the arbitral proceeding. The profiles are personal. The users are responsible for updating their profiles with any change in their contact details.

Nombre -	Organización -	Correo electrónico	Teléfono del trabajo	Teléfono móvil
 Arbitro A Madrid, Spain	arb	Arbitro.A@arb.arb		+34 698 765 432
 Arbitro B Director de departamento, Arbitraje y procesal São Paulo, Brazil	arb	Arbitro.B@arb.arb	+34 987 654 321	+5511 912345678
 Presid C	arb	Presid.C@arb.arb		
 Persona X.	fulanito	fulanito@fulanito.org		

Access to the Platform is administered by the Center. All users are visible by all the participants of the arbitral proceeding.

2.3 FILING SYSTEM

The Platform offers an efficient and simple filing system in which the documents are classified in the following folders and subfolders:

1. Institución (Institution)
2. Tribunal Arbitral (Arbitral Tribunal)
3. Demandante (Plaintiff)
 - a. Escritos (Written Submissions)
 - b. Documentos (Documents)
 - c. Testigos (Witnesses)
 - d. Peritos (Experts)
4. Demandada (Defendant)
 - a. Escritos (Written Submissions)
 - b. Documentos (Documents)
 - c. Testigos (Witnesses)
 - d. Peritos (Experts)
5. Audiencias (Hearings)



3. KEEPING AND STORAGE OF THE ARBITRATION DIGITAL CASE FILE

Once the arbitral proceeding is finished, the Center will withdraw the digital case file from the Platform. In accordance with CIAM-CIAR Arbitration Rules, the Center has the obligation of custody and preservation of the digital case file for a period of three years since the rendering of the award. After said time has elapsed, and after prior notice to the parties or their representatives so that they, in fifteen days, can request the breakdown and delivery (at their own expense) of the documents presented by them, the obligation of preservation of the digital case file and its documents will cease, with the exception of the award which shall be preserved in any event. While the obligation of the Center to custody and preserve is in force, any of the parties may request the breakdown and delivery, at their own expense, of the original documents brought by them.

4. SECURITY

The Platform is powered by [HighQ](#), a world leading provider of digital solutions. It fulfils with the highest standards of security; it has certifications and conforms with regulatory standards of compliance², provides with bank level encryption, allows two levels of authentication, follows the NIST SP800-63b³ guide and adopts security measures for the protection of the data and information stored. For more information on security and on the company providing CIAM's-CIAR Platform, visit <https://highq.com/gb/features/security/>.

For further details on CIAM's-CIAR Virtual Platform, please write us an email at info@madridarb.com, call us at +34 91 538 35 48 or contact the designated administrator for your arbitral proceeding directly.

Last updated on the 28th September 2020.

² These are: ISO 27001, ISO 22301, SSAE 16 Type II, ISAE 3402 Type II, FIPS 140-2 Level 3, Cyber Essentials +, CSA STAR, HIPAA, GDPR.

³ NIST Special Publication 800-63B, Digital Identity Guidelines, <https://pages.nist.gov/800-63-3/sp800-63b.html>.