

## Virtual Platform of the Madrid Arbitration Court

### User Guide

This user guide aims to help arbitration proceedings’ participants with the Virtual Platform (the “**Platform**”) of the Madrid Arbitration Court (“**Court**”). This guide shall not be considered an additional arbitration rule.

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### **1. INTRODUCTION**

The Platform is a safe and confidential interface that allows arbitral proceedings’ participants (parties, lawyers, arbitrators, arbitral secretaries, etc.) to access their digital file through a login, from anywhere in the world. By allowing users to upload, in a fast and easy way all the documents related to the proceeding (testimonies, pleadings, documentary evidence, expert reports, procedural orders, transcriptions, etc.), the Platform makes file management more efficient. Thus, participants have the possibility to access the same organized and systematized information following the same file system, regardless of the user’s location or connectivity.

The Platform is a tangible proof of the Court’s commitment to sustainability, as it provides its users with an almost paperless management of the arbitration. Digital management of proceedings contributes to the reduction of carbon footprint and thuds, arbitration’s impact in the environment.

Each arbitral proceeding has its own digital file assigned on the Platform. Only the Court and the participants to that specific arbitration have access to it. Parties have access to the Platform upon invitation by the Court. At the beginning of the proceeding, the Court contacts the participants in order to set up their profiles and solve any doubt on the use of the Platform. Users which participate in more than one arbitral proceeding shall use the same profile to access all of their cases.

## 2. PLATFORM STRUCTURE

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

### 2.1 TOOLBAR

The Toolbar has four buttons with the following functions:



**Search:** It allows to search for specific content, people and files.



**Notifications:** It informs users about new updates or about new posts by other users.



**Messages:** It informs about new messages received.



**Favorites:** It allows to save sections or files and to access them in a faster way.



**Profile:** It allows to edit the user's profile such as his or her contact details, the Platform's language, the notification frequency, among other functions.

### 2.2 MAIN MENU

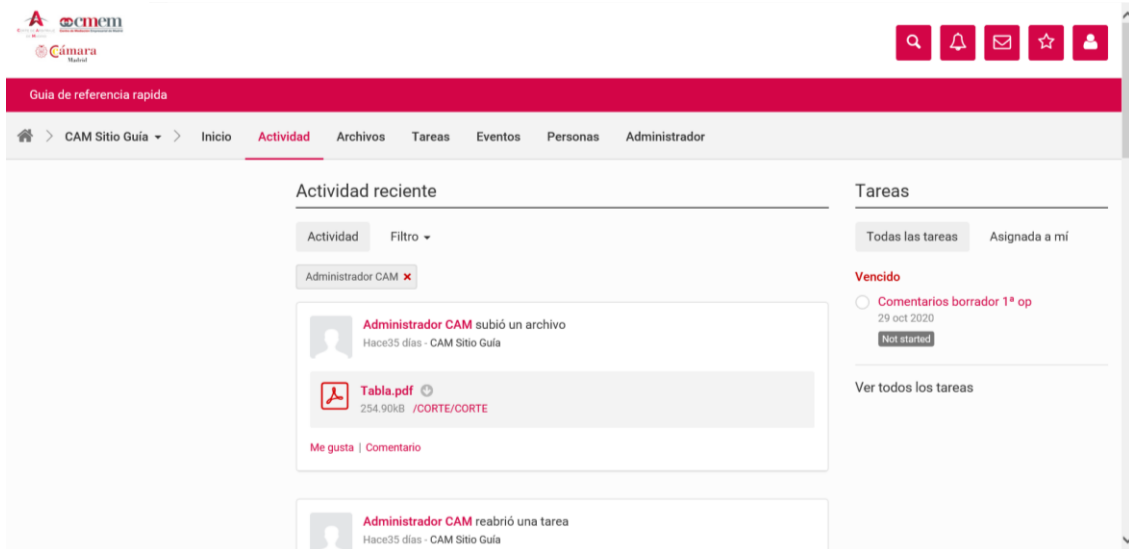
The main menu, found on the top bar, consists of the six following sections:



**Panel:** Here, users can access all their ongoing arbitral proceedings and see their recent activity.

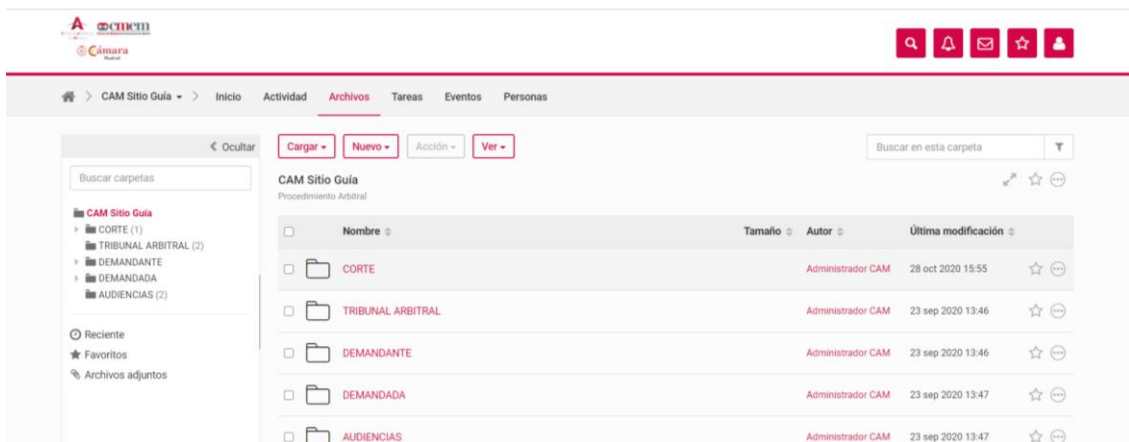
**Home:** This section has two parts. The first one contains the name and contact details of the arbitration's participants, and the second one has basic information about the case (parties, dispute matter, applicable law, place of the arbitration, tribunal members, type of proceeding, language, among others).

**Activity:** Users can see a list of activities performed by each of the proceeding's participants as well as a list of tasks.



The screenshot shows the 'Actividad reciente' section of the CAM Sítio Guía interface. It features a navigation bar with 'Inicio', 'Actividad', 'Archivos', 'Tareas', 'Eventos', 'Personas', and 'Administrador'. The main content area displays a list of recent activities. The first activity shows 'Administrador CAM' uploading a file named 'Tabla.pdf' (254.90kB) to the folder '/CORTE/CORTE'. Below this, there is a section for 'Tareas' (Tasks) with options for 'Todas las tareas' and 'Asignada a mí'. A 'Vencido' (Expired) section shows a task 'Comentarios borrador 1ª op' from 29 oct 2020, which is 'Not started'. There are also links for 'Me gusta' and 'Comentario' for the activity.

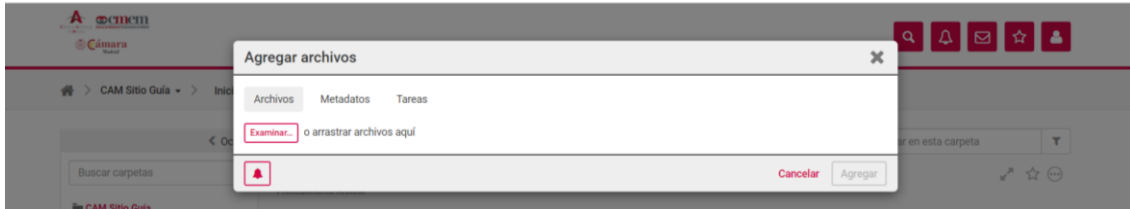
**Files:** Users can create folders by clicking on “**New**”, and uploading documents by clicking on “**Upload**” or by dragging and dropping them into the specific folder. The Platform contains a default file system (see section 2.3 *infra*), although parties are free to create additional folders. The Platform will notify every time users add documentation. Each participant is responsible of uploading his/her respective documents. However, it is the tribunal's or the sole arbitrator's responsibility to guarantee the documents are uploaded onto the Platform: especially the claim, the counterclaim, decisions, procedural orders and the award(s).



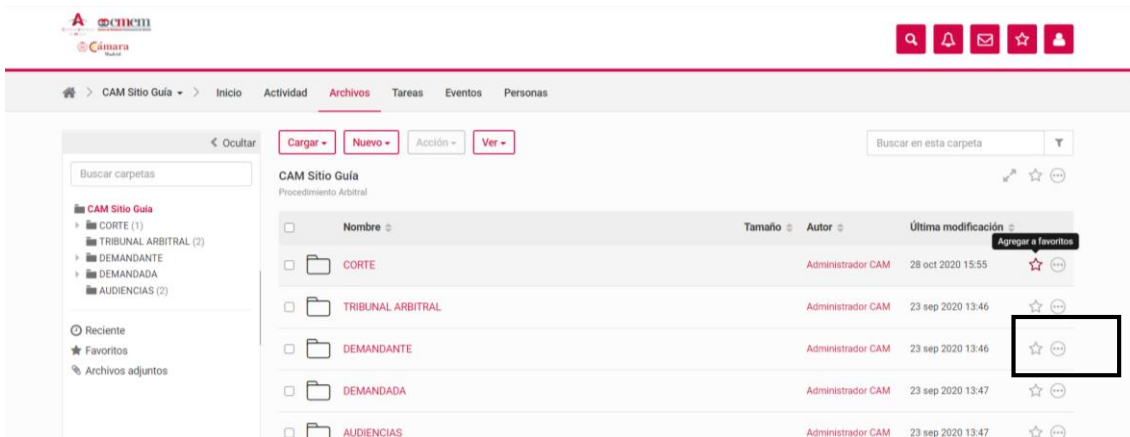
The screenshot shows the 'Archivos' (Files) section of the CAM Sítio Guía interface. It features a navigation bar with 'Inicio', 'Actividad', 'Archivos', 'Tareas', 'Eventos', and 'Personas'. The main content area displays a file management interface for the 'CAM Sítio Guía' folder. It includes a search bar, a 'Buscar en esta carpeta' dropdown, and a table of files and folders. The table has columns for 'Nombre', 'Tamaño', 'Autor', and 'Última modificación'. The files listed are folders named 'CORTE', 'TRIBUNAL ARBITRAL', 'DEMANDANTE', 'DEMANDADA', and 'AUDIENCIAS', all created by 'Administrador CAM'.

Nombre	Tamaño	Autor	Última modificación
CORTE		Administrador CAM	28 oct 2020 15:55
TRIBUNAL ARBITRAL		Administrador CAM	23 sep 2020 13:46
DEMANDANTE		Administrador CAM	23 sep 2020 13:46
DEMANDADA		Administrador CAM	23 sep 2020 13:47
AUDIENCIAS		Administrador CAM	23 sep 2020 13:47

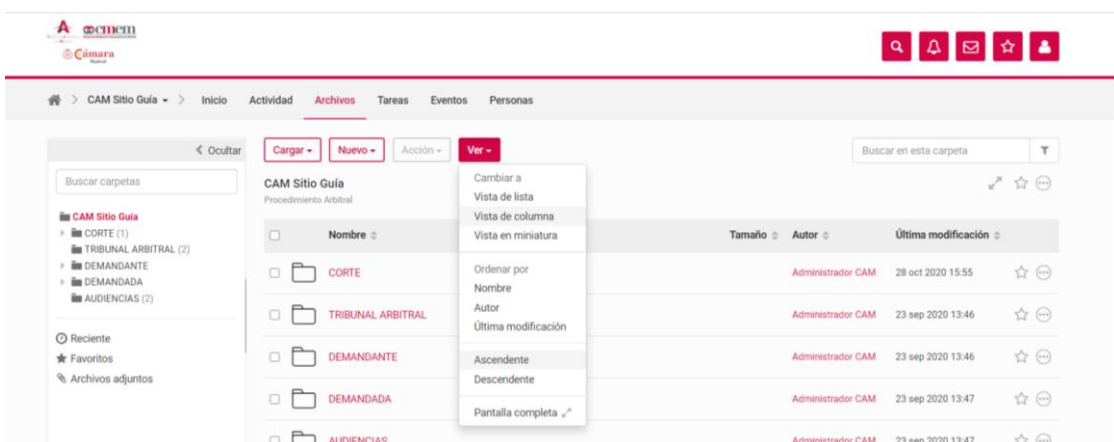
Users can download more than one file at once, as well as the whole folder.



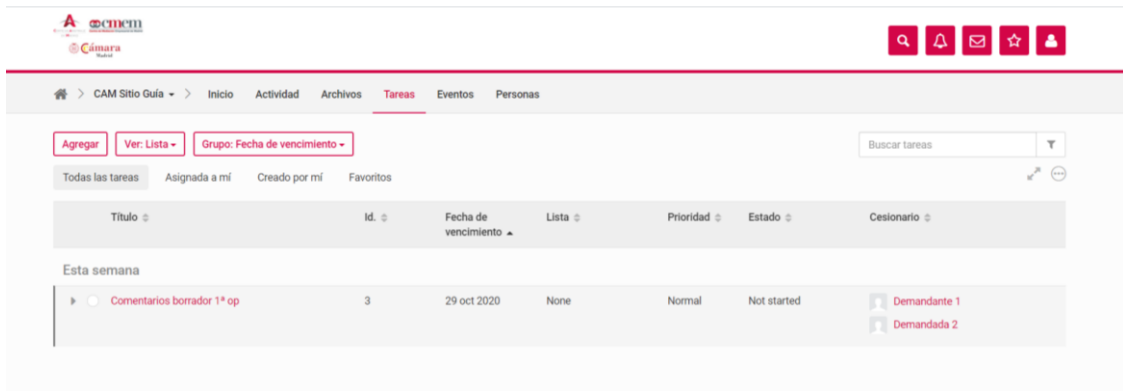
Users can also mark folders as favorites, which will give them fast access to them through the “Favorites” section on the toolbar.



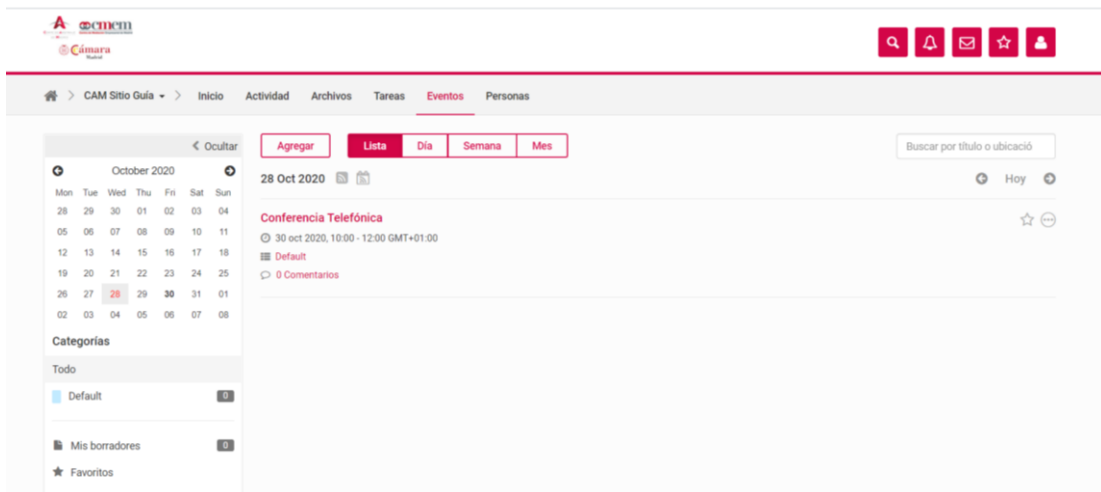
Users can chose the order in which documents and folders are displayed on the Platform, whether it is full-screen mode or modifying the visual appearance.



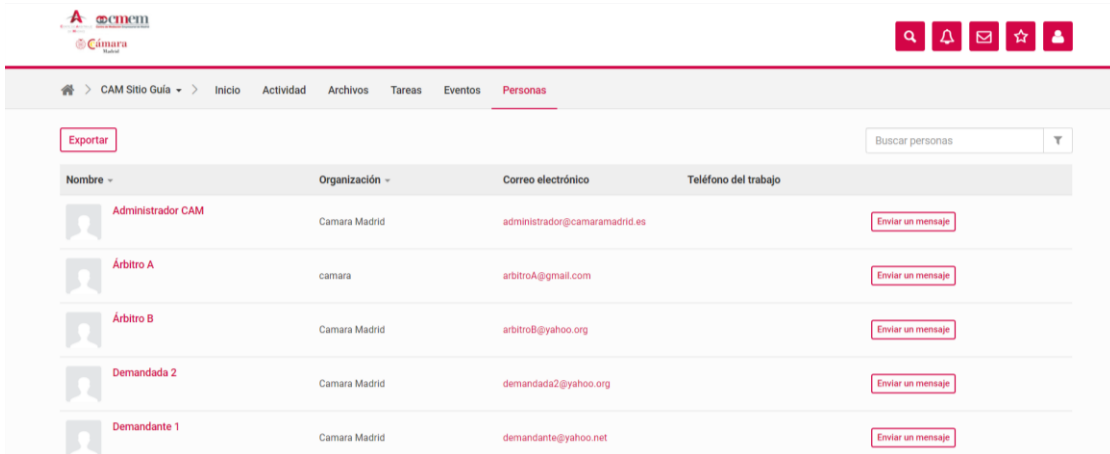
**Tasks:** Users can check assigned tasks, who shall perform them and their deadline.



**Events:** Users can schedule meetings on the calendar.



**Participants:** Users can see the name, surname and contact details of all participants. Profiles are individual. Users are responsible of updating any change in their contact details on their profiles.



Nombre	Organización	Correo electrónico	Teléfono del trabajo
Administrador CAM	Camara Madrid	administrador@camaramadrid.es	
Árbitro A	camara	arbitroA@gmail.com	
Árbitro B	Camara Madrid	arbitroB@yahoo.org	
Demandada 2	Camara Madrid	demandada2@yahoo.org	
Demandante 1	Camara Madrid	demandante@yahoo.net	

The Court manages the access to the Platform. All participants of arbitration proceedings are visible by all users of the platform.

## 2.3 FILES

The Platform offers a simple and efficient file system where documents are classified in the following folders and subfolders:

1. Court
2. Arbitral Tribunal
3. Claimant
  - a. Pleadings
  - b. Documents
  - c. Witnesses
  - d. Experts
4. Respondent
  - a. Pleadings
  - b. Documents
  - c. Witnesses
  - d. Experts
5. Views

### **3. CUSTODY AND PRESERVATION OF THE DIGITAL RECORD**

Once the arbitral proceeding is over, the Court will remove its digital file from the Platform. Pursuant to the Arbitration Rules, the Court has the obligation to custody and preserve the digital arbitral report for a year after the date of issuance of the award. After that deadline and after all parties or their representatives have been notified so that they can request the breakdown and delivery of all the documents they lodged, the Court no longer has an obligation to keep the file and its documents, except for a copy of the award, the Court's decisions and communications related to the proceeding. While the Court's obligation to keep and preserve the arbitral file is in force, any party might request, at its own expense, the breakdown and delivery of all the original documents it lodged.

### **4. SECURITY**

The Platform is powered by [HighQ](#), a world-leading provider in digital solutions. It complies with the highest security standards; it relies on the compliance certifications and regulatory standards<sup>1</sup>, offers banking encryption, allows a two-step authentication, follows the NIST SP800-63b<sup>2</sup> guide and adopts solid security measures for data protection and stored data. For further information on security and the Court Platform provider, please visit <https://highq.com/gb/features/security/>.

\* \* \*

For further information on the Court Virtual Platform, please email us at [cortedearbitraje@camaramadrid.es](mailto:cortedearbitraje@camaramadrid.es), call us at +34 91 538 35 85 or directly contact the administrator of your arbitral proceeding.

*Last update: 14th December 2020.*

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<sup>1</sup> 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.

<sup>2</sup> NIST Special Publication 800-63B, Digital Identity Guidelines, <https://pages.nist.gov/800-63-3/sp800-63b.html>.