

# » LAC CASE MANAGEMENT PLATFORM GUIDELINES



# SUMMARY

<b>INTRODUCTION</b>	<b>4</b>
<b>A) FILING A REQUEST FOR ARBITRATION, DESIGNATION OF PLATFORM USERS AND ACCESS TO THE CASE SITE</b>	<b>5</b>
1. GENERAL INFORMATION	5
2. FILING A REQUEST FOR ARBITRATION	5
3. USERS DESIGNATION	6
4. INVITATION TO ACCESS THE CASE SITE	7
5. ARBITRAL TRIBUNAL	7
<b>B) REGISTRATION AND LOGIN</b>	<b>8</b>
1. REGISTRATION	8
2. LOGIN	9
<b>C) USING THE PLATFORM</b>	<b>10</b>
1. SCOPE OF USE	10
2. COMMUNICATION AND NOTIFICATION	10
3. E-MAIL	10
4. USERS PARTICIPATION AND RESPONSABILITY	12
4.1 MANDATORY PARTICIPATION	12
4.2 RESPONSIBILITY FOR UPLOADED CONTENT	12
4.3 USER PROFILE	12
4.4 CHANGE OF USER	12
5. DURATION OF USE	13

<b>D) DASHBOARD STRUCTURE AND FUNCTIONS</b>	<b>13</b>
<b>E) CASE SITE STRUCTURE AND FUNCTIONS</b>	<b>14</b>
<b>1. GENERAL INFORMATION</b>	<b>14</b>
<b>2. CASE INFORMATION</b>	<b>15</b>
<b>3. FILES</b>	<b>16</b>
3.1 GENERAL INFORMATION	16
3.2 FILES NAMING	17
3.3 COMMUNICATION	17
3.4 ARBITRAL TRIBUNAL	18
3.5 CLAIMANT	19
3.6 RESPONDENT	20
3.7 LAC INTERNAL	20
3.8 EXPERTISE	20
<b>4. CALENDAR</b>	<b>21</b>
<b>5. PARTICIPANTS</b>	<b>22</b>
<b>F) SECURITY, CONFIDENTIALITY AND DATA PROTECTION</b>	<b>22</b>
<b>APPENDIX. USERS ACCESS RIGHTS</b>	<b>25</b>
<b>ARBITRAL TRIBUNAL'S ACCESS RIGHTS</b>	<b>25</b>
<b>CLAIMANT'S USERS ACCESS RIGHTS</b>	<b>27</b>
<b>RESPONDENT'S USERS ACCESS RIGHTS</b>	<b>29</b>
<b>EXPERT'S ACCESS RIGHTS</b>	<b>31</b>



## INTRODUCTION

On 1<sup>st</sup> October 2025, the Luxembourg Arbitration Center (the “LAC”)<sup>1</sup> introduces its new secure digital platform (the “Platform”)<sup>2</sup> and offers the service for all arbitration proceedings subject to the LAC Rules 2025 or any subsequent versions of the Rules (the “Rules”).

The Platform offers a confidential, efficient and dedicated case-related site in which all information and documents related to the arbitration proceedings are notified, stored and accessible for all arbitration participants (arbitrators, tribunal secretaries, parties, representatives, expert) (the “Arbitration participants”). It thus enhances security, transparency and streamlined case management to all Arbitration participants.

The Platform is based on the HighQ system, a cloud-based project management and collaboration software from Thomson Reuters. The Platform is stored and managed on secure servers in Germany. The Platform meets high security requirements and thus complies with the requirements of data security, confidentiality and data protection.

The Platform is available on computers, tablets, and mobile phones.

These Guidelines contain practical information on the use of the Platform. Nothing in it shall be construed as interpreting, altering or overriding the Rules, unless explicitly stated otherwise herein.

---

1 The Luxembourg Arbitration Center, operated by the Luxembourg Chamber of Commerce, 7 rue Alcide de Gasperi, L-1615 Luxembourg. LAC is a department of the Luxembourg Chamber of Commerce and has no separate legal personality. Hence, all references to LAC shall be understood as relating to the Luxembourg Chamber of Commerce as the acting legal entity.

2 available at the following URL: <https://lac.cc.lu/>

## A) FILING A REQUEST FOR ARBITRATION, DESIGNATION OF PLATFORM USERS AND ACCESS TO THE CASE SITE

### 1. GENERAL INFORMATION

All arbitration proceedings subject to the Rules will dispose of a case-related site within the Platform (the "Case Site" or "Site"), specifically created for this purpose, to which only the LAC (Arbitration Council and Secretariat) and the Arbitration participants will have access.

### 2. FILING A REQUEST FOR ARBITRATION

The request for arbitration and documents annexed thereto shall be submitted to the LAC Secretariat (the "Secretariat") by using the online form available on the LAC website<sup>3</sup> (the "[Online form](https://www.cc.lu/arbitrage)").

**LUXEMBOURG ARBITRATION CENTER**  
powered by the  
Luxembourg Chamber of Commerce

### ARBITRATION REQUEST FORM

Request Type ▾

Please choose the request type (required)

☐ Request for Arbitration

☐ Request for Emergency Measures

☐ Request for Arbitration simplified proceeding

How many claimants are there? (required)

Select from below ▾

How many respondents are there? (required)

Select from below ▾

Page 1 of 5 Next

3 <https://www.cc.lu/arbitrage>



Claimants are encouraged to complete all fields and attach all requested files.

Claimants are advised to contact the Secretariat prior to filing a request for arbitration so that the Case Site can be provided in a timely manner.

### **3. USERS DESIGNATION**

Each Arbitration participant must, as soon as involved in the arbitration proceedings, designate at least one Platform user (the “User” or “Users”) and provide the Secretariat with its e-mail address.

Users will have access to the Case Site and will be authorized to upload and review documents.

If an Arbitration participant is represented in the arbitration proceedings, the User must necessarily be one of its representatives. Each Arbitration participant can designate no more than 10 Users.

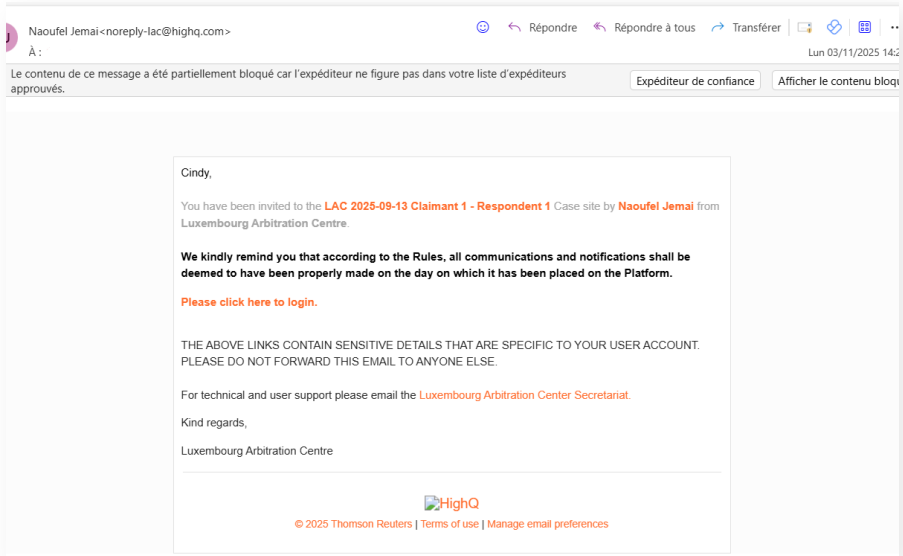
If several Arbitration participants are represented by the same representatives, they must designate the same Users.

If an Arbitration participant is not represented, the User must be the Arbitration participant itself.

Claimants are deemed to have designated as Users all persons they have indicated in the “Claimant’s Representative(s) in the arbitration proceedings” field of the Online form.

## 4. INVITATION TO ACCESS THE CASE SITE

Once the request for arbitration has been submitted, provided that (i) all the conditions required by the Rules are fulfilled and (ii) the Secretariat has all the necessary information, the Users will receive an invitation to access the Case file by e-mail.



For security reasons, access to the Case Site must always be applied for with the Secretariat. Arbitration participants cannot themselves gain access or invite other people to the Case Site.

## 5. ARBITRAL TRIBUNAL

The arbitrators will receive an invitation to access the Case Site by e-mail once confirmed or appointed by the Arbitration Council. The sending of this invitation is deemed to constitute transfer of the file within the meaning of the Rules.



## B) REGISTRATION AND LOGIN

### 1. REGISTRATION

When accessing the Platform for the first time, Users will be required to register.

To do so, Users must use a computer to start the registration process, and a mobile phone to scan a QR code that will appear on their computer in order to authenticate their registration.

Users must (i) accept the LAC Terms of Use, (ii) select a secure password and (iii), fill out the user profile (the “User profile”) completely.

The Secretariat will be happy to assist with these steps.



## 2. LOGIN

LUXEMBOURG  
**ARBITRATION CENTER**  
powered by the  
Luxembourg Chamber of Commerce

Welcome to Collaborate

Email

Password

☐ Remember me Sign in

[Reset your password](#) | [Log in through HighQ Hub](#)

[Microsoft Authentication](#)

If you need technical support, please email [Arbitration@cc.lu](mailto:Arbitration@cc.lu).

Thomson Reuters™

© 2025 Thomson Reuters | [Thomson Reuters Privacy Statement](#) | [Terms of Use](#) | [Help](#)

Once registered, Users may log in to the Platform at any time and from any location.

For security reasons, the login to the Platform is made using two-factor authentication.

After entering the e-mail address and password, during each login process, the Users will have the choice between:

- using an authentication App, or
- asking for a code to be sent to the registered e-mail address, which must be entered within five minutes.

Only after this two-stage login process, Users gain access to the Case Sites that are available to them.

People involved in multiple arbitration proceedings on the Platform use the same User profile to access all Case Sites (single login).



## C) USING THE PLATFORM

### 1. SCOPE OF USE

According to the Rules, (i) all communications and notifications shall be made through the Platform and (ii) a communication or notification shall be deemed to have been properly made on the day on which it has been placed on the Platform.

In the event of technical problems with the Platform, Users are requested to contact the Secretariat immediately.

### 2. COMMUNICATION AND NOTIFICATION

Once Users have been invited to the Case Site, all correspondence, submissions and documents related to the arbitration proceedings must be directly uploaded by the Users to the Case Site. For further details, see Section E): Case Site structure and functions.

The uploading of correspondence, submission or document to the Case Site constitutes proper notification on the date of upload.

Unless otherwise provided in the Rules, no other means of communication or notification shall be deemed valid or accepted.

### 3. E-MAIL

A secure Case Site-dedicated e-mail address (the “Case Site e-mail”) is created exclusively for situations where the use of e-mail is provided by the Rules.

When using the e-mail in these situations, the Users must include as recipients: (i) all the Arbitration participants, (ii) the Secretariat and, (iii) the Case Site e-mail.

The Case Site e-mail can be found on the Case Site module «Case Information», under “Case summary”.

The screenshot displays the 'Case Information' module for the case 'LAC 2025-09-13-001'. The page is titled 'Claimant 1 / Respondent 1'. The 'Case Summary' section provides the following details:

- Claimant:** Claimant 1
- Respondent:** Respondent 1
- Request type:** Request for arbitration
- Submission date:** 13 September 2025
- Place of Arbitration:** Luxembourg
- Language:** English
- Number of Arbitrators:** 3
- Rules:** 2020 LAC Rules
- Amount of the claims:** 2,000,000 euros
- Advance on costs:** 90,000 euros
- Site email address:** LAC2025-09-13-0012041@lac.mail.hq.com

The 'Recent Documents' section lists several files, including 'test OCR Nausoufel.pdf', 'test 3.aml', '20250912- CL-submission 2.pdf', 'Claimant submission 1.pdf', and 'Respondent submission 1.pdf'. The 'Upcoming Arbitration Dates' section indicates the 'Time limit for Claimant's submission 2' on 29 Nov 2025, the 'Hearing' on 30 Jan 2026, and the 'Time limit for award' on 13 Mar 2026.

Sending to the Case Site e-mail will only work if the e-mail used for sending is registered as a User's e-mail on the Case Site.

E-mails properly sent to the Case Site e-mail will be automatically saved in the subfolder “Email” of the Case Site's Communication folder. However, as all e-mails are subject to virus scanning, they may not appear immediately in the sub-folder.

Users are invited to verify that their e-mails have been saved. Should any issue arise or if an e-mail appears to be missing, please contact the Secretariat.



## 4. USERS PARTICIPATION AND RESPONSABILITY

### 4.1 MANDATORY PARTICIPATION

All Users are required to actively participate in the arbitration proceedings through the Case Site. This includes the obligation to:

- Stay informed of any automatic emails that may be sent to them;
- Regularly log in to the Case Site to consult the files uploaded to the Platform;
- Upload all correspondence, submissions and documents related to the arbitration proceedings to the Case Site;
- Refrain from using any alternative means of communication or notification (e.g. e-mail, messaging apps, etc.) for exchanges related to the arbitration proceedings, unless provided by the Rules.

### 4.2 RESPONSIBILITY FOR UPLOADED CONTENT

Users are solely responsible for the files, information and any content they upload to the Case Site according to the LAC Terms of use.

### 4.3 USER PROFILE

Users will ensure that all their User profile information is, and remains continuously, true and complete.

In the event of any changes, Users must without any delay update their User profile and simultaneously inform the LAC Secretariat of the change.

In particular, Users must communicate without any delay all change of their contact details.

### 4.4 CHANGE OF USER

An Arbitration participant may request a change of User during the arbitration proceedings. This request must be addressed to the Secretariat.

Users must also inform the Secretariat without any delay of any termination of authorizations, responsibilities or professional activities that may impact their rights of access to the Case Site (e.g. termination of power of attorney).

In such case, the Secretariat will revoke access to the Case file site for the User concerned and, if required by the Arbitration participant, invite another User to access the Case file site.

## 5. DURATION OF USE

The Case Site will be accessible to Users for the duration of the arbitration proceedings

After termination of the arbitration proceedings, the Case Site will remain accessible to Users for one year.

After that period, the Secretariat will terminate access to the Case Site. Users will be notified of this. If Users are interested in a longer duration of use for archiving purposes, they must request it to the Secretariat.

## D) DASHBOARD STRUCTURE AND FUNCTIONS

https://lac.cc.lu/lac/dashboard.action?metaData.systemPageID=63&callFrom=permalink

Luxembourg Arbitration Center

Welcome to our arbitration request management platform! We are delighted to assist you in resolving your disputes. Feel free to explore our features and contact us for any assistance.

### Cases

Search

Recent Favourites Categories

- LAC 2025 06 30 XXX YYYY ☆
- LAC 2025 04 01 XXX YYYY ☆
- LAC 2024 10 01 XXX YYYY ☆
- LAC 2023 09 01 XXX YYYY ☆
- LAC 2022 10 24 XXX YYYY ☆

Page 1 of 3

< Previous Next >

(Showing 1 to 5 of 10)

### LAC Resources

- LAC Rules of Arbitration 2025 EN
- Client\_questionnaire - Legal\_entities EN
- Client\_questionnaire - Individual EN



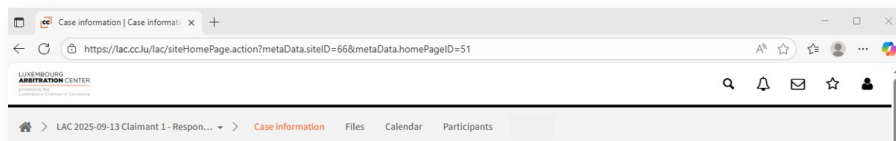
When logging into the Platform via <https://lac.cc.lu/>, Users are directed to a Dashboard that provides access to all Case Sites they have been granted access to.

The Dashboard also includes a “LAC Resources” section, where Users can find all LAC’s relevant documentation, such as the latest version of the Rules.

## E) CASE SITE STRUCTURE AND FUNCTIONS

### 1. GENERAL INFORMATION

Each Case Site is structured in the same way, with a toolbar composed of four modules.



## 2. CASE INFORMATION

**LAC 2025-09-13-001**

**Claimant 1**

**Respondent 1**

---

**Case Summary**

Claimant : Claimant 1

Respondent : Respondent 1

Request type : Request for arbitration

Submission date : 13 September 2025

Place of Arbitration : Luxembourg

Language : English

Number of Arbitrators : 3

Rules : 2020 LAC Rules; 2020 LAC Rules

Amount of the claims : 2,000,000 euros

Advance on costs : 95,000 euros

Site email address : LAC2025-09-13-0012054@lac.mail.highq.com

**Recent Documents**

- test OCR Nauroff.pdf  
Nauroff, Jean  
(LAC Internal? secretariat only)
- test 3.pdf  
Nauroff, Jean  
(Communication? case)
- 20250913- CL submission 2.pdf  
Michael Sibak  
(Claimant's submissions)
- Claimant submission 1.pdf  
Michael Sibak  
(Claimant's submissions)
- Respondent submission 1.pdf  
Michael Sibak  
(Respondent's submissions)

**Upcoming Arbitration Dates**

**In the future**

Time limit for Claimant's submission 2  
On 28 Nov 2025, 09:00 - 10:00 GMT+01:00

Hearing  
On 30 Jan 2026, 09:00 - 10:00 GMT+01:00

Time limit for award  
On 13 Mar 2026, 09:00 - 10:00 GMT+01:00

---

**Arbitrators**

- Arbitrator1  
arbitrator1@gmail.com
- Arbitrator1  
arbitrator1@gmail.com
- Arbitrator2  
arbitrator2@gmail.com

**LAC Secretariat**

- AT Anne Sophie THEISEN  
Anne.Sophie.THEISEN@lu.lu

**Claimant's Users**

- CR Claimant1 representative (inactive)  
claimant1representative@lu.lu

**Respondent's Users**

- RR Respondent representative (inactive)  
respondentrepresentative@lu.lu

The first module is called «Case Information».

It provides the Users with a quick overview of the main characteristics of the arbitration proceedings (“Case summary”).

It also provides easy access to recent files uploaded and upcoming arbitration dates.

It further contains contact details of the arbitrators, the Secretariat and the parties’ Users.



### 3. FILES

#### 3.1 GENERAL INFORMATION

The centerpiece of the Case Site is the “Files” module.

This is where all communications and notifications must be uploaded.

Files of any format and size can normally be uploaded, subject to the file size limitation imposed by the browser being used.

Users may be notified about the upload of a new file to which they have access by automatic e-mail. However, it is recalled that, according to the Rules, a communication or notification shall be deemed to have been properly made on the day on which it has been placed on the Platform.

The “File” module consists of 6 folders, each containing subfolders.

Name	Status	Size	Author	Last modified
Communication			Michael SIBILIA	11 Sept 2025 10:21
Arbitral Tribunal			Michael SIBILIA	11 Sept 2025 10:21
Claimant			Michael SIBILIA	11 Sept 2025 10:21
Respondent			Michael SIBILIA	11 Sept 2025 10:21
LAC Internal			Michael SIBILIA	11 Sept 2025 10:21
Expertise			Michael SIBILIA	11 Sept 2025 10:21

Access rights (viewing, uploading) to folders and subfolders vary depending on the User. Please refer to the Appendix on Users access rights.

Each User is responsible for ensuring that their files are uploaded to a folder or subfolder accessible to the relevant Arbitration participants.

**For security reasons, files cannot be removed, modified, or moved once they have been uploaded to the Case Site.**



## 3.2 FILES NAMING

For ease of reference and unless agreed otherwise, Users are strongly invited to title their files, as far as possible, as follows: “(date in the following format: year, month, day) (sender) (type of file) (object)”.

Examples:

- 20251031 C-Letter (request for an extension for submitting the answer)
- 20251128 C-reply to the Counterclaim

Exhibits and Legal Authorities may be designated in a clear and sequential way across all sets of files, using “C or CL- (number)” for Claimant’s exhibits and Legal Authorities and “R or RL - (number)” for Respondent’s exhibits and Legal Authorities.

## 3.3 COMMUNICATION

The screenshot shows a web application interface for the Luxembourg Chamber of Commerce Arbitration Center. The main view is titled "LAC 2025-09-13 Claimant 1 - Respondent 1" and displays a "Communication" folder. The interface includes a sidebar with a search bar and a list of folders: "Communication", "Arbitral Tribunal", "Claimant", "Respondent", "LAC Internal", "Expertise", "Index", "Inbox", "Recent", "Shared items", "Received items", "Favourites", "eSignature tracking", and "Attachments". The "Communication" folder is expanded, showing a list of 11 items. Each item is a folder with a name, size, author, and last modified date. The items are numbered 1 through 11, with the last item being "11 Email".

Name	Size	Author	Last modified
1 Communication from LAC to parties		Michael SIBILIA	11 Sept 2025 10:21
2 Communication from parties to LAC		Michael SIBILIA	11 Sept 2025 10:21
3 Communication from Arbitral tribunal to LAC		Michael SIBILIA	11 Sept 2025 10:21
4 Communication from LAC to Arbitral tribunal		Michael SIBILIA	11 Sept 2025 10:21
5 Communication from Arbitral tribunal to parties		Michael SIBILIA	11 Sept 2025 10:21
6 Communication from parties to Arbitral tribunal		Michael SIBILIA	11 Sept 2025 10:21
7 Communication from parties to expert		Michael SIBILIA	11 Sept 2025 10:21
8 Communication from expert to parties		Michael SIBILIA	11 Sept 2025 10:21
9 Communication from Arbitral tribunal to expert		Michael SIBILIA	11 Sept 2025 10:21
10 Communication from expert to Arbitral tribunal		Michael SIBILIA	11 Sept 2025 10:21
11 Email		Michael SIBILIA	18 Sept 2025 10:13

In the folder “Communication”, Users must upload all communication addressed to any Arbitration participant (except submissions, exhibits and other procedural documents such as a request for challenge), in the appropriate sub-folder.



All e-mails properly sent to the Case Site e-mail address will be saved in the subfolder “Email”. For further details, see Section C) 3: E-MAIL.

**Users must not upload any files to the “Email” subfolder themselves.**

### 3.4 ARBITRAL TRIBUNAL

The screenshot displays the LAC Case Management Platform interface. The top navigation bar includes tabs for 'Case information', 'Files', 'Calendar', 'Participants', and 'Admin'. The 'Files' tab is active, showing a folder tree on the left and a list of subfolders on the right. The folder tree on the left includes 'LAC 2025-09-13 Claimant 1 - Respondent 1', 'Communication', 'Arbitral Tribunal', '2 ToR', '3 Procedural orders', '4 Hearing', '5 Awards', '6 Information about arbitrators', '7 Other', '8 Internal tribunal files', 'Claimant', 'Respondent', 'LAC Internal', and 'Expertise'. The 'Arbitral Tribunal' folder is expanded, showing a list of subfolders on the right. The list of subfolders includes '1 Case management conference', '2 ToR', '3 Procedural orders', '4 Hearing', '5 Awards', '6 Information about arbitrators', '7 Other', and '8 Internal tribunal files'. Each subfolder is listed with its name, size, author (Michael SIBILIA), and last modified date (11 Sept 2025 10:21). The interface also includes a search bar and a 'Search and filter this folder' dropdown.

In the folder “Arbitral Tribunal”, arbitrators must upload all documents and decisions relating to the proceedings.

According to the Rules, awards should be signed in original by the arbitrators and sent to the Secretariat for notification to the parties. Once the notification is made by the Secretariat, the Secretariat will upload the award on the subfolder “Final award” as a Pdf. This upload is for record-keeping purposes only and does not constitute a new notification.

## 3.5 CLAIMANT

The screenshot shows a web application interface for the Luxembourg Chamber of Commerce Arbitration Center. The main content area displays the 'Claimant' folder structure and a list of submissions.

**Folder Structure (Left Sidebar):**

- LAC 2025-09-13 Claimant 1 - Respondent 1
  - Communication
  - Arbitral Tribunal
  - Claimant**
    - 1 Request for arbitration (1)
    - 2 Submissions (2)
    - 3 Exhibits
    - 4 Costs
    - 5 Other
    - 6 KYC
  - Respondent
  - LAC Internal
  - Expertise
- Index
- Inbox (4)
- Recent
- Shared items
- Received items
- Favourites
- eSignature tracking (0)
- Attachments

**Submissions List (Main Content):**

Name	Status	Size	Author	Last modified
1 Request for arbitration			Michael SIBILIA	11 Sept 2025 10:21
2 Submissions			Michael SIBILIA	11 Sept 2025 10:21
3 Exhibits			Michael SIBILIA	11 Sept 2025 10:21
4 Costs			Michael SIBILIA	11 Sept 2025 10:21
5 Other			Michael SIBILIA	11 Sept 2025 10:21
6 KYC			Cindy Forini	07 Oct 2025 15:32

1 - 6 of 6

In the folder “Claimant”, Claimant’s Users must upload all their submissions and documents, in the appropriate sub-folder.



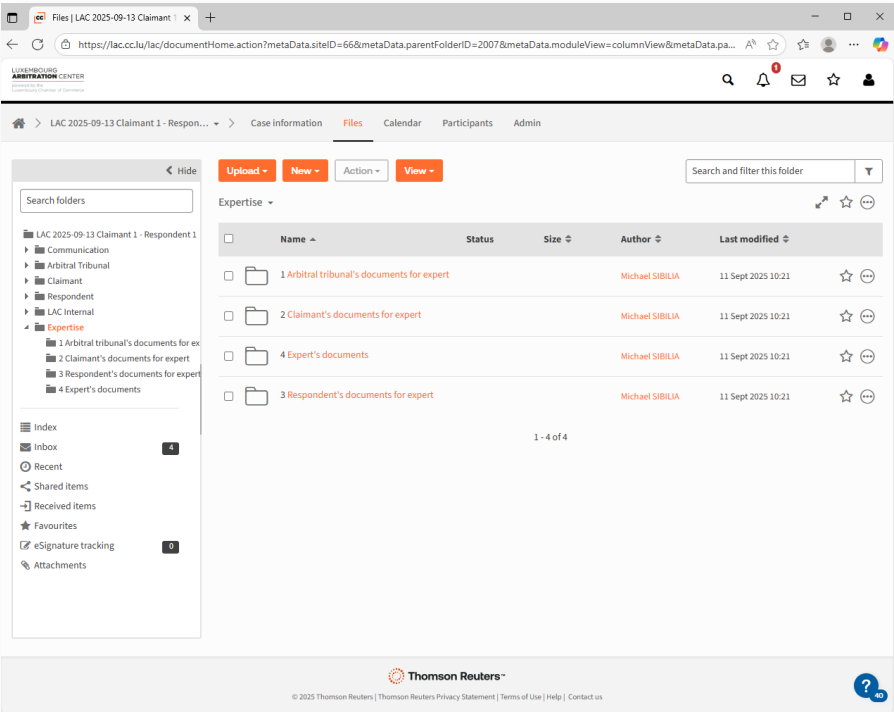
### 3.6 RESPONDENT

In the folder “Respondent”, Respondent’s Users must upload all their submissions and documents, in the appropriate sub-folder.

### 3.7 LAC INTERNAL

The “LAC Internal” folder is dedicated to all files related to the administration of the arbitration proceedings. It is reserved for LAC use only and will neither be visible nor accessible to the Arbitration participants.

### 3.8 EXPERTISE

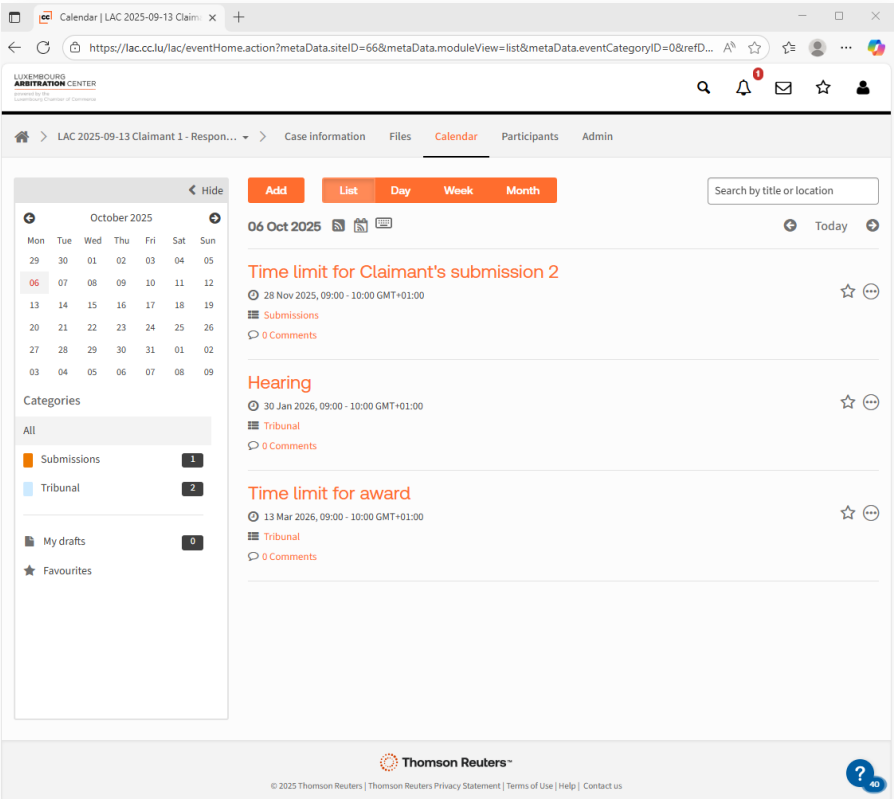


In the folder “Expertise”, Users must upload all files related to the expert’s mission in the appropriate sub-folder.

The LAC draws Users’ attention to the fact that the expert will not be able to view or acces the “Arbitral tribunal”, “Claimant” and “Respondent” folders, nor their respective subfolders.

Accordingly, Users are responsible for uploading all files related to the expert’s mission to the “Expertise” folder.

## 4. CALENDAR



The “Calendar” module can be used by the arbitrators and the Secretariat to set and show important deadlines and dates in a well-arranged overview.

The calendar is visible to all Users in its entirety but can only be edited by the arbitrators and the Secretariat.

Deadlines and dates added in the calendar also appear in the «Case Information» module.

5. PARTICIPANTS

Participants | LAC 2025-09-13 Cl... x








https://lac.cc.lu/lac/MembersListPage.action?metaData.siteID=66

LUXEMBOURG ARBITRATION CENTRE

Search and filter people


LAC 2025-09-13 Claimant 1 - Respon... > Case information Files Calendar Participants Admin

Export

Name	Organisation	Email	Mobile phone
 arbitrator1	arbitrator1	arbitrator1@gmail.com	<div>Send a message</div> <div>+ Follow</div>
 Arbitrator3	arbitrator2	arbitrator3@gmail.com	<div>Send a message</div> <div>+ Follow</div>
 Arbitrator2	arbitrator3	arbitrator2@gmail.com	<div>Send a message</div> <div>+ Follow</div>
 Arbitrationcouncil Member 1	LAC CC	arbitrationcouncil@lac.lu	<div>Send a message</div> <div>+ Follow</div>
 LACSecretariat Secretary General	LAC CC	LACSecretariat@lac.lu	<div>Send a message</div> <div>+ Follow</div>
 Claimant1 representative (Inactive)	Luxembourg Arbitration Centre	claimant1representative@cc.lu	<div>Send a message</div> <div>+ Follow</div>
 Respondent representative (Inactive)	Luxembourg Arbitration Centre	respondentrepresentative@cc.lu	<div>Send a message</div> <div>+ Follow</div>

Thomson Reuters

© 2025 Thomson Reuters | Thomson Reuters Privacy Statement | Terms of Use | Help | Contact us

 40

The “Participants” module provides an overview of all Users and LAC teams who have access to the Case Site.

F) SECURITY, CONFIDENTIALITY AND DATA PROTECTION

Data security on the Platform is of particular concern to LAC. The Platform is powered by HighQ from Thomson Reuters.

The system is ISO 27001 certified and has a SOC2 Report.

All files are kept in cloud-based storage in high-security facilities with separate back-up facilities at a different location. Both the primary and back-up facilities are located in Germany. All data is encrypted using military-grade encryption and all files are scanned for malware and viruses when uploaded.

The system has numerous security systems in place; two-factor authentication, a single encrypted https entry point, web application firewalls, intrusion detection, log file monitoring, anti-virus, code scanning technologies, etc. The interface and settings are further designed to minimize the risk of human error compromising security or confidentiality.

The system is regularly scanned for vulnerabilities by HighQ as well as by third party security experts. In addition, the system is subjected to third-party penetration tests at regular intervals.

The Platform has 99,9 % uptime and any scheduled maintenance downtime will be scheduled to minimize inconvenience to users.

HighQ adheres to high confidentiality standards and is contractually bound by confidentiality to LAC. HighQ may neither access any files uploaded to the Platform, nor is it able to view or amend the list of people with access to different sites without the prior permission of LAC.

The protection of the personal data of the Users is of great importance to LAC. The arbitration data privacy policy<sup>4</sup> describes why and how LAC, operated by the Chamber of Commerce as the data controller, processes personal data collected in connection with its role as an arbitration institution.

The data processing of LAC is subject in particular to the provisions of the regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

**We hope you enjoy using the Platform and look forward to receiving your feedback.**

If you have any questions regarding the use of the Platform, please contact the Secretariat at: [arbitration@cc.lu](mailto:arbitration@cc.lu)

The LAC's Team

---

4 [https://www.cc.lu/fileadmin/Luxembourg\\_Arbitration\\_Center/ARBITRAGE - Privacy\\_policy - ENG\\_20250930.pdf](https://www.cc.lu/fileadmin/Luxembourg_Arbitration_Center/ARBITRAGE_-_Privacy_policy_-_ENG_20250930.pdf)

# »» APPENDIX





## APPENDIX. USERS ACCESS RIGHTS

Access rights (viewing, uploading) to the folders and subfolders of the “Files” module vary depending on the User.

Each User is responsible for ensuring that their files are uploaded to a folder or subfolder accessible to the relevant Arbitration participants.

The access rights given to each User are specified in this appendix.

### ARBITRAL TRIBUNAL’S ACCESS RIGHTS

<i>Arbitral Tribunal</i>	Folder		Files
List All Files	View	Upload File	View
<b>Communication</b>	yes	no	all
1 Communication from LAC to parties	yes	no	all
2 Communication from parties to LAC	yes	no	all
3 Communication from Arbitral tribunal to LAC	yes	yes	all
4 Communication from LAC to Arbitral tribunal	yes	no	all
5 Communication from Arbitral tribunal to parties	yes	yes	all
6 Communication from parties to Arbitral tribunal	yes	no	all
7 Communication from parties to expert	yes	no	all
8 Communication from expert to parties	yes	no	all
9 Communication from Arbitral tribunal to expert	yes	yes	all
10 Communication from expert to Arbitral tribunal	yes	no	all
11 Email	yes	yes	all
<b>Arbitral Tribunal</b>	yes	no	all
1 Case management conference	yes	yes	all
2 ToR	yes	no	all
2.1 ToR draft	yes	yes	all
2.2 ToR final	yes	yes	all
3 Procedural orders	yes	yes	all



<i>Arbitral Tribunal</i>	Folder		Files
List All Files	View	Upload File	View
4 Hearing	yes	yes	all
5 Awards	yes	no	all
5.1 Draft award	yes	yes	all
5.2 Final Award	yes	no	all
6 Information about arbitrators	yes	no	all
7 Other	yes	yes	all
8 Internal tribunal files	yes	yes	all
<b>Claimant</b>	yes	no	all
1 Request for arbitration	yes	no	all
2 Submissions	yes	no	all
3 Exhibits	yes	no	all
4 Costs	yes	no	all
5 Other	yes	no	all
6 KYC	no	no	none
<b>Respondent</b>	yes	no	all
1 Answer to the arbitration request	yes	no	all
2 Submissions	yes	no	all
3 Exhibits	yes	no	all
4 Costs	yes	no	all
5 Other	yes	no	all
6 KYC	no	no	none
<b>LAC Internal</b>	no	no	none
<b>Expertise</b>	yes	no	all
1 Arbitral tribunal's documents for expert	yes	yes	all
2 Claimant's documents for expert	yes	no	all
3 Respondent's documents for expert	yes	no	all
4 Expert's documents	yes	no	all

## CLAIMANT'S USERS ACCESS RIGHTS

<i>Claimant's Users</i>	Folder		Files
List All Files	View	Upload File	View
<b>Communication</b>	yes	no	all
1 Communication from LAC to parties	yes	no	all
2 Communication from parties to LAC	yes	yes	all
3 Communication from Arbitral tribunal to LAC	yes	no	all
4 Communication from LAC to Arbitral tribunal	yes	no	all
5 Communication from Arbitral tribunal to parties	yes	no	all
6 Communication from parties to Arbitral tribunal	yes	yes	all
7 Communication from parties to expert	yes	yes	all
8 Communication from expert to parties	yes	no	all
9 Communication from Arbitral tribunal to expert	yes	no	all
10 Communication from expert to Arbitral tribunal	yes	no	all
11 Email	yes	yes	all
<b>Arbitral Tribunal</b>	yes	no	all
1 Case management conference	yes	yes	all
2 ToR	yes	no	all
2.1 ToR draft	yes	yes	all
2.2 ToR final	yes	no	all
3 Procedural orders	yes	no	all
4 Hearing	yes	yes	all
5 Awards	yes	no	all
5.1 Draft award	no	no	none
5.2 Final Award	yes	no	all
6 Information about arbitrators	yes	no	all
7 Other	yes	no	all
8 Internal tribunal files	no	no	none



<i>Claimant's Users</i>	Folder		Files
List All Files	View	Upload File	View
<b>Claimant</b>	yes	no	all
1 Request for arbitration	yes	yes	all
2 Submissions	yes	yes	all
3 Exhibits	yes	yes	all
4 Costs	yes	yes	all
5 Other	yes	yes	all
6 KYC	yes	yes	all
<b>Respondent</b>	yes	no	all
1 Answer to the arbitration request	yes	no	all
2 Submissions	yes	no	all
3 Exhibits	yes	no	all
4 Costs	yes	no	all
5 Other	yes	no	all
6 KYC	no	no	none
<b>LAC Internal</b>	no	no	none
<b>Expertise</b>	yes	no	all
1 Arbitral tribunal's documents for expert	yes	no	all
2 Claimant's documents for expert	yes	yes	all
3 Respondent's documents for expert	yes	no	all
4 Expert's documents	yes	no	all

## RESPONDENT'S USERS ACCESS RIGHTS

<i>Respondent's Users</i>	Folder		Files
List All Files	View	Upload File	View
<b>Communication</b>	yes	no	all
1 Communication from LAC to parties	yes	no	all
2 Communication from parties to LAC	yes	yes	all
3 Communication from Arbitral tribunal to LAC	yes	no	all
4 Communication from LAC to Arbitral tribunal	yes	no	all
5 Communication from Arbitral tribunal to parties	yes	no	all
6 Communication from parties to Arbitral tribunal	yes	yes	all
7 Communication from parties to expert	yes	yes	all
8 Communication from expert to parties	yes	no	all
9 Communication from Arbitral tribunal to expert	yes	no	all
10 Communication from expert to Arbitral tribunal	yes	no	all
11 Email	yes	yes	all
<b>Arbitral Tribunal</b>	yes	no	all
1 Case management conference	yes	yes	all
2 ToR	yes	no	all
2.1 ToR draft	yes	yes	all
2.2 ToR final	yes	no	all
3 Procedural orders	yes	no	all
4 Hearing	yes	yes	all
5 Awards	yes	no	all
5.1 Draft award	no	no	none
5.2 Final Award	yes	no	all
6 Information about arbitrators	yes	no	all
7 Other	yes	no	all
8 Internal tribunal files	no	no	none



<i>Respondent's Users</i>	Folder		Files
List All Files	View	Upload File	View
<b>Claimant</b>	yes	no	all
1 Request for arbitration	yes	no	all
2 Submissions	yes	no	all
3 Exhibits	yes	no	all
4 Costs	yes	no	all
5 Other	yes	no	all
6 KYC	no	no	none
<b>Respondent</b>	yes	no	all
1 Answer to the arbitration request	yes	yes	all
2 Submissions	yes	yes	all
3 Exhibits	yes	yes	all
4 Costs	yes	yes	all
5 Other	yes	yes	all
6 KYC	yes	yes	own
<b>LAC Internal</b>	no	no	none
<b>Expertise</b>	yes	no	all
1 Arbitral tribunal's documents for expert	yes	no	all
2 Claimant's documents for expert	yes	no	all
3 Respondent's documents for expert	yes	yes	all
4 Expert's documents	yes	no	all

## EXPERT'S ACCESS RIGHTS

<i>Expert</i>	Folder		Files
List All Files	View	Upload File	View
<b>Communication</b>	yes	no	all
1 Communication from LAC to parties	no	no	none
2 Communication from parties to LAC	no	no	none
3 Communication from Arbitral tribunal to LAC	no	no	none
4 Communication from LAC to Arbitral tribunal	no	no	none
5 Communication from Arbitral tribunal to parties	no	no	none
6 Communication from parties to Arbitral tribunal	no	no	none
7 Communication from parties to expert	yes	no	all
8 Communication from expert to parties	yes	yes	all
9 Communication from Arbitral tribunal to expert	yes	no	all
10 Communication from expert to Arbitral tribunal	yes	yes	all
11 Email	yes	yes	all
<b>Arbitral Tribunal</b>	no	no	none
1 Case management conference	no	no	none
2 ToR	no	no	none
2.1 ToR draft	no	no	none
2.2 ToR final	no	no	none
3 Procedural orders	no	no	none
4 Hearing	no	no	none
5 Awards	no	no	none
5.1 Draft award	no	no	none
5.2 Final Award	no	no	none
6 Information about arbitrators	no	no	none
7 Other	no	no	none
8 Internal tribunal files	no	no	none
<b>Claimant</b>	no	no	none



<i>Expert</i>	Folder		Files
List All Files	View	Upload File	View
1 Request for arbitration	no	no	none
2 Submissions	no	no	none
3 Exhibits	no	no	none
4 Costs	no	no	none
5 Other	no	no	none
6 KYC	no	no	none
<b>Respondent</b>	no	no	none
1 Answer to the arbitration request	no	no	none
2 Submissions	no	no	none
3 Exhibits	no	no	none
4 Costs	no	no	none
5 Other	no	no	none
6 KYC	no	no	none
<b>LAC Internal</b>	no	no	none
<b>Expertise</b>	yes	no	all
1 Arbitral tribunal's documents for expert	yes	no	all
2 Claimant's documents for expert	yes	no	all
3 Respondent's documents for expert	yes	no	all
4 Expert's documents	yes	yes	all





**Luxembourg Arbitration Center**

7 rue Alcide de Gasperi  
L-1615 Luxembourg

**Tel.** (+352) 42 39 39-1

**Email** [arbitrage@cc.lu](mailto:arbitrage@cc.lu)

**[www.cc.lu](http://www.cc.lu)**