

e-MEDIATION platform - now available

A new online alternative dispute resolution platform was just launched. The platform is developed within the *e-MEDIATION – promoting ICT tools to cross-border dispute resolution* project and is run by the Bulgarian Chamber of Commerce and Industry.

What is the platform about?

The e-MEDIATION platform digitalizes the mediation processes within the Mediation Centre at the Arbitrary Court of the Bulgarian Chamber of Commerce and Industry. The platform allows for conducting mediation procedure entirely online – from the start, through the individual sessions, exchange of documents and information, etc., till the very end of signing the settlement agreement between the parties.

All procedures are in compliance with Directive 2008/52/EC of the European Parliament and of the Council of 21 May 2008 on certain aspects of mediation in civil and commercial matters, Bulgarian national legislation that transposes it and the internal rules and policies of the Mediation Centre.

The platform mainly targets disputes in B2B context, however its flexibility allows for resolving any kind of dispute that can be subject to mediation. However, it should be considered that most of the templates and documents are tailored to legal entities.

The platform is bilingual – it is available in English and Bulgarian.

What are the main features and benefits?

Mediators on the platform and selecting mediators

The platform enables mediators to create their business cards to the extent they wish to – they can hide information, add or remove it, depending on their preferences.

A dedicated procedure allows a party to choose mediators entirely independently from the other party, while the system monitors for any match between their choices.

Electronic signing of documents

One of the unique features of the platform is its integration with trust services provider, which allows the signature of documents via qualified electronic signature.

Qualified electronic signatures provide numerous benefits – guarantees the content of the document, identity of the person, overcomes the necessity of bringing both of the parties to one physical place, which is extremely valuable in cross-border relations and provides legal certainty.

What data protection and security measures are implemented?

The platform is developed in accordance to the principles of data privacy by design. It insures that users have control over their data, especially mediators who have public business cards. A data minimization principle is followed when it comes to registration and performance of services. All data within the platform is kept encrypted and SSL connections are installed. All data uploaded by the parties to a dispute is permanently deleted once a procedure is terminated.

Where can be accessed?

The platform is now accessible here: <https://emediation.bcci.bg/#/en>

How was developed?

The platform is developed within the e-MEDIATION project, which is co-funded by the European Union's Justice Programme (2014-2020) under GA 764210.

This article is developed within the project aims to disseminate and promote the platform. The content of the platform and this article represent the views of their authors and are their sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.