



# MARK-FLY PUBLISHERS & CLA GLOBAL AWARDS

## LEGAL POLICIES (MASTER DOCUMENT)

**Effective Date:** 03/05/2026

This document includes:

1. Privacy Policy
2. Terms & Conditions
3. Refund Policy
4. Accessibility Statement



## 1. PRIVACY POLICY

### 1. Introduction

Mark-Fly Publishers (“we”, “our”, “us”) operates publishing, distribution, marketing, and literary recognition services including **Coimbatore Literary Awards (CLA Global Awards)**.

We are committed to protecting the privacy, confidentiality, and security of all users including authors, nominees, customers, and visitors.

By using our services, you agree to this Privacy Policy.

### 2. Information We Collect

#### A. Personal Information

- Full Name
- Email Address
- Phone Number
- Address / Location
- Author profile details
- Social media links
- Identity details (if required for verification)

#### B. Content Information

- Manuscripts, books, or written content
- Author biography
- Images, covers, and media files
- Award submissions

#### C. Payment Information

- Billing details
- Transaction references
- Payment confirmations

⚠ We do NOT store card or banking credentials.

## D. Technical Data

- IP address
- Device & browser information
- Cookies and analytics data
- Website usage behavior

## 3. How We Use Information

We use data for:

- Publishing services execution
- Book editing, design, distribution
- CLA nomination and evaluation
- Author branding and marketing
- Communication and support
- Service improvement and analytics

## 4. Data Sharing

We do NOT sell personal data.

We may share limited data with:

- Printing and publishing partners
- Payment processors
- Marketing and analytics tools
- Legal authorities if required

All partners are bound by confidentiality obligations.

## 5. Data Security

We implement:

- Secure servers
- Restricted access controls
- Encrypted systems
- Internal confidentiality protocols

However, no digital system is 100% secure.

## 6. Media & Public Usage Consent

By submitting content, you agree:

- We may use your name, image, and work for promotional purposes
- CLA nominees and winners may be publicly displayed
- Marketing visibility is part of publishing and award services



## 7. Data Retention

We retain data:

- For service delivery
- For legal compliance
- For archival and publishing records

Users may request deletion subject to legal obligations.

## 8. User Rights

You may request:

- Access to your data
- Correction of information
- Data deletion (where applicable)
- Marketing opt-out

## 9. Cookies

We use cookies for:

- Website performance
- User analytics
- Marketing optimization

Users may disable cookies via browser settings.



## 2. TERMS & CONDITIONS

### 1. Acceptance of Terms

By using our services or participating in CLA, you agree to these Terms.

### 2. Services

We provide:

- Book publishing
- Editing, design, distribution
- Author branding & marketing
- CLA Global Awards nomination & recognition
- PR and promotional services

### 3. Eligibility

- Users must be 18+ or have guardian consent
- Users must provide accurate information
- We reserve the right to reject any submission

## 4. CLA Awards Terms

- Submission does not guarantee selection or award
- Jury decisions are final and non-negotiable
- Fees (if applicable) are for evaluation, processing, and administration only
- Awards are based on internal evaluation criteria

## 5. Publishing Terms

- Authors retain full copyright ownership
- We receive limited publishing rights for service execution
- Content must not violate copyright laws
- Final approval is required before publication

## 6. Payments

- Payments must be made as agreed
- Services begin only after confirmation
- Payments are non-refundable unless stated otherwise

## 7. User Responsibilities

Users agree:

- Not to submit plagiarised or illegal content
- Not to misuse platform or brand reputation
- To provide correct and complete data

## 8. Marketing Rights

We may:

- Feature authors and books on platforms
- Use content for promotional campaigns
- Showcase CLA participants publicly

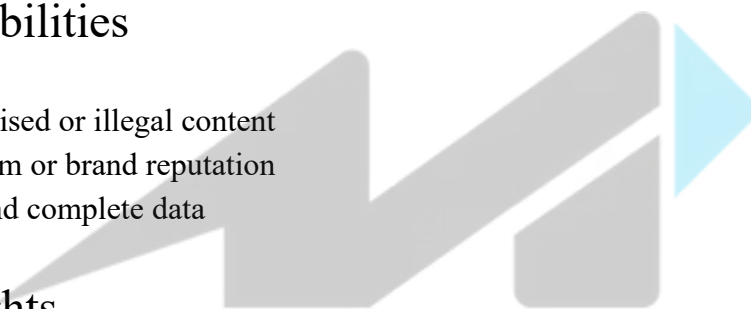
## 9. Confidentiality

- Manuscripts and personal data remain confidential
- Shared only for production purposes
- Internal teams are bound by confidentiality

## 10. Limitation of Liability

We are not liable for:

- Indirect or consequential losses
- External platform failures
- Third-party delays
- Subjective dissatisfaction after delivery



## 11. Termination

We may suspend services if:

- Misuse or fraud is detected
- Policies are violated
- Content is illegal or harmful

## 12. Governing Law

These Terms are governed by the laws of **India**, with jurisdiction in **Coimbatore, Tamil Nadu**.

## 13. Updates

We may update Terms anytime. Continued use implies acceptance.



## 3. REFUND POLICY

### 1. General Policy

All payments made to Mark-Fly Publishers and CLA Global Awards are **non-refundable by default**, due to the nature of creative, administrative, and evaluation-based services.

### 2. Non-Refundable Cases

Refunds will NOT be issued for:

- CLA nomination fees
- Publishing packages after initiation
- Design, editing, or branding work already started
- Completed services or delivered milestones
- Marketing and promotional services

### 3. Limited Refund Eligibility

Refunds may be considered only if:

- Duplicate payment occurred
- Service was not initiated at all
- Verified technical or administrative error occurred

All such refunds are subject to internal review and approval.

### 4. Processing Fees

Any third-party transaction charges or gateway fees are non-refundable.

### 5. Cancellation

Once a service is confirmed and work has begun, cancellation is not permitted.

### 6. Discretion Clause

All refund decisions rest solely with Mark-Fly Publishers management.



## 4. ACCESSIBILITY STATEMENT

### 1. Commitment

Mark-Fly Publishers is committed to ensuring digital accessibility for all users, including individuals with disabilities.

We aim to provide an inclusive experience across our website and services, including CLA Global Awards.

### 2. Accessibility Features

We strive to ensure:

- Clear and readable content structure
- Mobile-friendly website design
- Keyboard navigation support
- Screen reader compatibility (where supported by platform)
- High contrast readability options

### 3. Continuous Improvement

We are continuously improving accessibility and user experience. Updates will be made regularly to enhance usability.

### 4. Limitations

Some third-party integrations or embedded tools may not be fully accessible. We do not control external platforms.

### 5. Assistance

If you face any accessibility issues, contact us:

✉ [info@markflypublishers.com](mailto:info@markflypublishers.com)

☎ +91 7708715053

📍 Coimbatore, India

We are here to assist you.