MARK-FLY PUBLISHERS AND CLA GLOBAL AWARDS

Legal Policies: Master Document

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Applies to www.markflypublishers.com, www.claglobalawards.com and every form, page, payment link, email and social media channel operated by Mark-Fly Publishers.

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Part 1. About Us and Key Definitions

1.1 Who we are

Mark-Fly Publishers ("Mark-Fly", "we", "us", "our") is a sole proprietorship based in Coimbatore, Tamil Nadu, India.

Mark-Fly operates the websites www.markflypublishers.com and www.claglobalawards.com (together, the "Websites") and offers book publishing, editing, design, author branding, film development and production, AI-assisted creative services, marketing and PR services, and the CLA Global Awards recognition programme (together, the "Services").

1.2 One document, all Services

This Master Document is the single, binding set of policies for all Services and both Websites. Where a Part applies only to one Service (for example, Part 3 applies only to the CLA Global Awards), that is stated at the start of the Part. If a separate written agreement, quotation or work order signed by you and Mark-Fly exists for a Service, that agreement prevails over this document on the matters it specifically covers.

1.3 Key definitions

In this document:

- **"CLA Global Awards"** or **"CLA"** means the Creative Literary Arts Global Awards, the awards programme organised by Mark-Fly, formerly known as the Coimbatore Literary Awards.
- **"Edition"** means one annual cycle of the CLA Global Awards, for example the 2027 Edition, from opening of nominations to the ceremony.
- **"Registrant"** means the individual or organisation that completes a CLA registration and pays the Registration Fee in its own name.
- **"Nominee"** means a Registrant whose registration has been accepted after screening.
- **"Recipient"** means a Nominee selected by the Jury for an award or recognition.
- **"Work"** means the book, publication, project, body of work or achievement submitted for evaluation.
- **"Registration Fee"** means the single, all-inclusive fee paid for one CLA registration, as displayed before payment.
- **"Award Package"** means the trophy, official certificate, ceremony invitation with on-stage presentation, and official announcement across CLA digital platforms given to Recipients.
- **"Jury"** means the independent panel appointed by Mark-Fly to evaluate Works.
- **"Personal Data"** has the meaning given in the Digital Personal Data Protection Act, 2023 ("DPDP Act").
- **"You"** means any person who visits the Websites, registers, pays for or uses any Service.

Part 2. Terms and Conditions of Use

2.1 Acceptance

By accessing the Websites, submitting any form, making any payment or using any Service, you confirm that you have read, understood and agree to be bound by this Master Document. Where you register or pay, you will be asked to tick a checkbox confirming acceptance. If you do not agree, do not use the Websites or Services.

2.2 Eligibility and capacity

- You must be at least 18 years of age and competent to contract under the Indian Contract Act, 1872.
- A person under 18 may participate only if a parent or lawful guardian registers on their behalf, gives verifiable consent as described in Part 5, and accepts these Terms on the minor's behalf.
- If you act for an organisation, you confirm that you are authorised to bind that organisation.
- You must provide true, accurate, current and complete information. Mark-Fly may verify any information and may reject or cancel any registration or order that contains false, misleading or incomplete information.

2.3 Services and scope

- The scope, price, timeline and deliverables of publishing, editing, design, film, AI and marketing Services are set out in the quotation, package page or work order accepted by you. Anything not expressly listed is not included.
- Timelines are good-faith estimates. They depend on you supplying materials, approvals and payments on time.
- Final approval is required from you before any book is published, any film or media is released, or any AI output is deployed. Once you approve, the approved version is final and changes after approval may be charged as new work.

2.4 Prices, taxes and payment

- All prices are shown in Indian Rupees (INR) unless stated otherwise. The total amount payable, including all applicable taxes and charges, is displayed before you pay. Mark-Fly does not add hidden charges after payment.
- Payment is processed by our payment gateway partner, Razorpay Software Private Limited. Mark-Fly does not see or store your full card, UPI PIN, net banking credentials or bank account details.
- Work on any Service begins only after payment is confirmed, unless a written instalment plan has been agreed.
- Foreign currency conversion charges, bank charges and gateway fees levied by your own bank are borne by you.
- A payment receipt will be issued for every payment.

2.5 Your content and your promises to us

"Your Content" means any manuscript, book, script, image, video, biography, link, document or other material you submit. You promise that:

- you are the author or owner of Your Content, or you hold all permissions needed to submit it and to allow Mark-Fly to use it as described in this document;
- Your Content is original, does not copy or plagiarise any other work, and does not infringe any copyright, trademark, privacy or other right of any person;

- Your Content does not contain anything that is unlawful, defamatory, obscene, hateful, or that threatens the unity, integrity, defence, security or sovereignty of India, public order or friendly relations with foreign states;
- you will disclose any use of AI tools in creating Your Content when asked (see Rule 3.7).

You remain the owner of Your Content. The licence you give Mark-Fly is set out in Part 8.

2.6 AI-assisted services

- AI-assisted outputs are generated by software and may contain errors, inaccuracies or content similar to existing material. You must review every output before use.
- Mark-Fly does not guarantee that any AI output is original, accurate or free from third-party rights.
- Mark-Fly will not use your unpublished manuscripts or scripts to train any AI model without your separate written consent.

2.7 Confidentiality

Mark-Fly treats unpublished manuscripts, scripts, business information and AI inputs as confidential. They are shared only with our team members, Jury members and service providers who need them to perform the Service, and who are bound by confidentiality obligations. Confidentiality does not apply to information that is already public, that you have published or authorised for publication, or that must be disclosed under law or a court or government order.

2.8 Prohibited conduct

You must not:

- impersonate any person, use a false identity, or register in the name of another person without their written authority;
- submit plagiarised, AI-fabricated (where prohibited) or infringing material;
- attempt to influence, contact, pressure or offer any benefit to a Jury member or Mark-Fly staff in relation to any evaluation;
- interfere with the security or operation of the Websites, upload malware, scrape data or use automated tools without permission;
- misuse the CLA name, logos or award titles (see Part 9);
- post or send abusive, threatening or defamatory content to Mark-Fly, its team, Jury members or other participants.

2.9 Third-party services and links

The Websites may link to or rely on third-party services (payment gateways, hosting, email, social media, courier and printing partners). Mark-Fly is not responsible for the content, policies or failures of third parties, but will take reasonable steps to help resolve any issue affecting your Service.

2.10 Disclaimer

Except as expressly stated in this document or in your work order, the Services and Websites are provided on an "as is" and "as available" basis. Mark-Fly does not guarantee any particular commercial result, including book sales, reviews, rankings, media coverage, film selection, festival acceptance, awards or audience reach.

2.11 Limitation of liability

- To the maximum extent permitted by law, Mark-Fly's total liability to you for any claim arising from any Service is limited to the amount you actually paid to Mark-Fly for that specific Service.
- Mark-Fly is not liable for any indirect, incidental, special or consequential loss, including loss of profit, revenue, reputation, opportunity or data.
- Nothing in this document limits liability that cannot be limited under Indian law, including liability for fraud, or any right you have as a consumer under the Consumer Protection Act, 2019.

2.12 Indemnity

You agree to indemnify and hold harmless Mark-Fly, its owners, team members and Jury members against any claim, loss, penalty or expense (including reasonable legal fees) arising from Your Content, any false declaration made by you, or your breach of this document or of law.

2.13 Suspension and termination

Mark-Fly may suspend or terminate any Service, registration, nomination or award, with written notice and reasons, if you breach this document, submit false or infringing material, engage in fraud, abuse or misconduct, or if required by law. Fees paid are dealt with under Part 7.

2.14 Force majeure

Mark-Fly is not liable for delay or failure caused by events beyond its reasonable control, including natural disasters, epidemics, government orders, war, civil unrest, strikes, internet or power failures, or failure of a third-party platform. In such cases Mark-Fly will inform you promptly and offer a rescheduled, alternative or virtual delivery where reasonably possible.

2.15 Communications

By registering, you agree to receive service and transactional messages (confirmations, receipts, results, updates) by email, SMS or WhatsApp. Promotional messages are sent only with your consent, and you can unsubscribe at any time using the link in the message or by writing to us.

2.16 Governing law and disputes

- This document is governed by the laws of India.
- Any dispute should first be raised through the Grievance Redressal Policy in Part 11. The parties will try in good faith to resolve it within 30 days.
- If not resolved, the courts at Coimbatore, Tamil Nadu shall have exclusive jurisdiction, subject always to your right as a consumer to approach the appropriate Consumer Disputes Redressal Commission under the Consumer Protection Act, 2019.

2.17 Changes to this document

Mark-Fly may update this document. The updated version will be posted on the Websites with a new "Last Updated" date. Material changes will be notified by email to registered users at least 15 days before they take effect. A CLA registration is always governed by the version of the Official Rules in force on the date of payment.

2.18 General

If any clause is found unenforceable, the rest remains in force. Mark-Fly's failure to enforce a right is not a waiver. You may not transfer your rights under this document without Mark-Fly's written consent. This document, together with any applicable work order, is the entire agreement between you and Mark-Fly on its subject.

Part 3. CLA Global Awards: Official Rules

> These Rules apply to every CLA registration. By ticking the consent box and paying the Registration Fee, the Registrant accepts these Rules in full.

CLA at a glance

Rule	In short
One registration	One person (or organisation), one Work, one category, one fee.
Co-authors	Every co-author registers and pays separately. Only registered authors are recognised (Part 4).
What the fee covers	Nomination, review, Jury evaluation and, if selected, the full Award Package. No award-receipt fee.
Not covered	Travel, stay and visas for the ceremony.
Selection	Merit-based, by an independent Jury. Payment never influences results. Jury decisions are final.
Refunds	Not refunded for non-selection or withdrawal. Refunded for duplicate payment, technical error, or cancellation of the Edition (Part 7).
Originality	Plagiarised or undisclosed AI-generated Works are disqualified, and awards can be revoked.
Media	Coverage depends on editorial selection and is not promised.
Ceremony	Date and venue to be confirmed and announced by email.

3.1 The programme

3.1.1 The CLA Global Awards is a merit-based recognition programme organised by Mark-Fly. It is not a government honour, title or distinction.

3.1.2 Each Edition has its own categories, deadlines, fees and ceremony details, published on the Websites before nominations open. These are part of these Rules.

3.1.3 The CLA Global Awards does not sell awards, titles or rankings. Payment of the Registration Fee buys entry and evaluation only.

3.2 Who can register

3.2.1 Authors: any individual author of a published book, in any language and any eligible genre, published before the nomination deadline of the Edition.

3.2.2 Professionals and organisations: founders, entrepreneurs, artists, filmmakers, actors, musicians, educators, creators, consultants, journalists, media organisations, businesses and other eligible contributors, as listed in the Edition's categories.

3.2.3 Registrants under 18 must be registered by a parent or lawful guardian (see Rule 2.2 and Part 5).

3.2.4 Not eligible: Mark-Fly's owners and team members, Jury members of the same Edition, and their immediate family members (spouse, parents, children, siblings).

3.2.5 Mark-Fly may refuse any registration that does not meet the eligibility criteria or that would harm the integrity of the programme. Where a registration is refused at screening for reasons not caused by the Registrant, Rule 7.4 applies.

3.3 One registration, one person, one Work, one category

3.3.1 Each registration covers exactly one Registrant, one Work and one category.

3.3.2 A Registrant may enter more than one category or more than one Work, but each needs a separate registration and a separate Registration Fee.

3.3.3 Registrations are personal and cannot be transferred, shared, split or substituted with another person's name after payment.

3.3.4 For books with more than one author, Part 4 applies and is strictly enforced.

3.4 How to register

3.4.1 Registration is made only through the official forms on www.markflypublishers.com or www.claglobalawards.com, or a payment link sent from an official Mark-Fly email address. Mark-Fly is not responsible for payments made to any other person or account.

3.4.2 Authors must provide: author biography, book details (title, publisher, year, ISBN where available), a publication or purchase link, and a PDF review copy.

3.4.3 Professionals and organisations must provide: biography or profile, key achievements, and supporting links or documents.

3.4.4 A registration is complete only when the form is submitted, the declaration box is ticked and payment is confirmed. Incomplete registrations are not evaluated.

3.4.5 Spelling of names on the form is the Registrant's responsibility. The name entered is the name printed on any certificate and trophy (see Rule 3.9.4).

3.5 Registration Fee: what it covers

3.5.1 One Registration Fee covers nomination registration, submission review, Jury evaluation and, if the Registrant is selected, the full Award Package.

3.5.2 **No separate award-receipt fee is charged.** A Recipient pays nothing more to receive the Award Package.

3.5.3 Not included unless expressly stated for the Edition: travel, visas, accommodation, meals outside the ceremony, and any guests of the Recipient. These are at the Recipient's own cost.

3.5.4 Optional extras (for example, additional certificate copies or extra guest passes) may be offered. They are always optional, priced before purchase, and never required to receive the award.

3.5.5 Fees are non-refundable except as set out in Part 7.

3.6 Evaluation and the Jury

3.6.1 Every complete registration is first screened for eligibility and completeness, then evaluated by the Jury.

3.6.2 The Jury evaluates on merit, using criteria published for the Edition, which may include originality, quality of writing or work, impact, creativity and contribution to the field.

3.6.3 Payment of any fee has no influence on evaluation. Mark-Fly staff do not vote.

3.6.4 Jury members must declare any conflict of interest and must not evaluate a Work where a conflict exists.

3.6.5 Jury deliberations, scores and individual comments are confidential. Mark-Fly will not enter into correspondence about why a Work was or was not selected.

3.6.6 Jury decisions are final, except where Mark-Fly corrects a clear clerical error or acts under Rule 3.10.

3.6.7 The Jury may decline to make an award in any category, or may give a special mention, where it considers that appropriate.

3.7 Originality and AI-generated content

3.7.1 Works must be the Registrant's own original work.

3.7.2 The Registrant must disclose any substantial use of AI tools in creating the Work.

3.7.3 Works generated wholly or mainly by AI are not eligible unless a category expressly allows them.

3.7.4 Plagiarised, infringing or undisclosed AI-generated Works will be disqualified.

3.8 Results and announcements

3.8.1 Results are communicated by email to the address given at registration, and published on CLA's official platforms.

3.8.2 Mark-Fly may publish the names, cities, countries, photographs, Work titles, cover images and short bios of Nominees and Recipients as described in Part 8.

3.8.3 Media coverage and interviews depend on independent editorial selection. No specific outlet, broadcast, publication or audience reach is promised.

3.9 The ceremony and the Award Package

3.9.1 The ceremony date and venue are to be confirmed. They will be announced to Recipients by email in advance.

3.9.2 Recipients who cannot attend may nominate one representative in writing, or receive the trophy and certificate by courier.

3.9.3 If the ceremony is postponed, moved online or cancelled due to force majeure, the Award Package will still be delivered, with the trophy and certificate sent by courier at Mark-Fly's cost within India. International delivery, customs duties and import taxes are at the Recipient's cost.

3.9.4 Certificates and trophies show the name exactly as entered at registration. Corrections requested before the print deadline communicated by email are free. Reprints required after that date because of a Registrant's error are charged at actual cost.

3.10 Disqualification and revocation

Mark-Fly may disqualify a registration, or revoke an award at any time, including after the ceremony, if:

- any information or declaration was false or misleading;
- the Work is found to be plagiarised, infringing, or undisclosed AI-generated content;
- the Registrant breached Part 4 (co-author rules), attempted to influence the Jury, or misused the CLA name or award title;
- a court or competent authority finds the Work or Registrant in breach of law in connection with the Work.

On revocation, the Recipient must stop using the award title and logos, and must return the trophy and certificate on request. Fees are not refunded in these cases.

3.11 Conduct

Participants must behave respectfully towards other participants, guests, Jury members and Mark-Fly's team, online and at the ceremony. Mark-Fly may refuse entry to, or remove from the venue, any person who behaves in a disorderly, abusive or unsafe manner.

Part 4. Multi-Author and Co-Author Registration Policy

Summary: Every author registers separately, in their own name, with their own fee. Only the authors who register are recognised. There are no exceptions.

4.1 Why this policy exists

Recognition under the CLA Global Awards is personal to the individual who registers and is evaluated. Many books are written by more than one person. This policy makes sure that each person who is recognised has personally registered, made their own declarations and accepted these Rules, and that no one is named as a recipient without their own registration.

4.2 Definitions for this Part

- **"Multi-Author Work"** means any Work credited to more than one author, including a work of joint authorship within the meaning of Section 2(z) of the Copyright Act, 1957, a co-written book, a book written "with" another person, and a book with a credited co-author.
- **"Co-Author"** means every individual credited as an author of a Multi-Author Work on its cover, title page, copyright page, ISBN record or publisher listing.
- **"Contributor"** means a person credited in another capacity, such as editor, compiler, translator, illustrator, photographer or foreword writer.

4.3 The mandatory rules

4.3.1 **Separate registration.** Each Co-Author who wishes to be considered for recognition must complete their own registration, in their own name, with their own Registration Fee, their own declarations and their own consent.

4.3.2 **One fee covers one person only.** One Registration Fee can never cover two or more Co-Authors, even for the same book, the same category and the same Edition.

4.3.3 **Recognition only for registered individuals.** The trophy, certificate, ceremony invitation, on-stage presentation, announcement as a Recipient and the right to use the award title are given only to Co-Authors who have registered and paid in their own name.

4.3.4 **Unregistered Co-Authors are not Recipients.** A Co-Author who has not registered is not a Nominee or Recipient, is not entitled to any part of the Award Package, and may not describe themselves as a CLA Nominee, finalist or winner. Official announcements will name only the registered Co-Author(s), for example: "(Work title), recognised in (category). Registered author: (name)."

4.3.5 **Full disclosure is compulsory.** Every Registrant of a Multi-Author Work must list, in the registration form, the full names of all Co-Authors and Contributors as credited on the Work, and state their own role. Failure to disclose, or a false statement about authorship or role, leads to disqualification under Rule 3.10 without refund.

4.3.6 **Right to submit.** The Registrant confirms that submitting the Work for evaluation does not breach any agreement with any Co-Author, publisher or other rights holder. Mark-Fly may ask for proof of authorship or written confirmation from the publisher.

4.3.7 **Same Work, same outcome.** Where two or more Co-Authors of the same Work register in the same category in the same Edition, the Work is evaluated once and the Jury's decision applies equally to each registered Co-Author. Each registered Co-Author receives their own individual trophy and certificate.

4.3.8 **Different categories.** Where Co-Authors register the same Work in different categories, each registration is evaluated separately in its own category, and outcomes may differ.

4.3.9 **Deadline is final.** A Co-Author may register at any time up to the nomination deadline of the Edition. No Co-Author may register, be added, or claim recognition after the deadline or after results are announced. Recognition is never given retrospectively.

4.3.10 **No substitution or addition of names.** After payment, a registration cannot be changed to another person's name, and a second name cannot be added to the same registration. Only spelling corrections of the Registrant's own name are allowed.

4.3.11 **Authorship disputes.** If any Co-Author, publisher or rights holder raises a credible written objection about authorship or the right to submit, Mark-Fly may suspend the registration until the parties produce satisfactory evidence. Mark-Fly does not decide copyright or authorship disputes between private parties. If the dispute is not resolved before results are finalised, the registration may be withdrawn. Fees are refunded only if Mark-Fly finds that the Registrant acted honestly and the objection arose through no fault of the Registrant.

4.4 Special cases

4.4.1 **Anthologies and edited volumes.** The editor or compiler may register as editor of the volume. Each individual contributor who wishes to be recognised for their own piece must register separately, in a category that accepts individual contributions.

4.4.2 **Translators, illustrators and other Contributors.** They may register in their own capacity, only in categories open to that role. Their recognition does not extend to the author, and the author's recognition does not extend to them.

4.4.3 **Ghostwriters and uncredited writers.** A person not credited on the Work is not eligible to register for that Work.

4.4.4 **Pen names.** A Registrant may register under a pen name used on the Work. The Registrant's legal name must also be given, for verification only, and is kept confidential. The certificate is issued in the name the Registrant chooses on the form.

4.4.5 **Publishers and organisations.** A publisher or organisation may register a Work in a publisher or organisation category in its own name. Such a registration recognises the publisher or organisation only. It does not register, cover or recognise any individual author, who must register separately.

4.4.6 **Deceased authors.** A Work by a deceased author may be registered only by the author's legal heir or copyright holder, with proof of that status, and only in categories that allow posthumous recognition.

4.5 Worked examples

Situation	Who registers	Who is recognised if the Work is selected
Book "Example Title" by Author A and Author B. Only A registers and pays.	A	A only. Announcement names A as the registered author. B receives nothing and may not claim the award.
Both A and B register and pay separately in the same category.	A and B	Both. Each receives their own trophy and certificate.
A registers and pays once, then asks to add B to the same registration.	A	Not allowed. B must register separately before the deadline.
B tries to register after results are announced.	Not allowed	B is not recognised. No retrospective recognition.
A registers but does not disclose B as a Co-Author.	A	Disqualified under Rule 4.3.5. No refund.

Part 5. Privacy Policy

> This Privacy Policy is written to meet the Digital Personal Data Protection Act, 2023 and the Digital Personal Data Protection Rules, 2025, together with the Information Technology Act, 2000 and the rules made under it. Mark-Fly is the "Data Fiduciary" for the Personal Data described here.

5.1 Scope

This Policy explains what Personal Data Mark-Fly collects through the Websites, forms, payments, email, WhatsApp and events, why we collect it, how we use, share, protect and retain it, and the rights you have. It applies to visitors, Registrants, Nominees, Recipients, authors, clients and Jury members.

5.2 What we collect and why

Category of Personal Data	Specific purpose	Basis
Identity and contact: name, pen name, email, phone, city, country, postal address	Registration, communication, delivery of trophies and certificates, invoicing	Your consent; performance of the Service
Profile and Work details: biography, photograph, book details, cover image, achievements, links, review copy	Eligibility screening, Jury evaluation, announcement of Nominees and Recipients	Your consent
Co-Author and Contributor names you disclose	Verifying authorship under Part 4	Your consent; prevention of fraud
Verification data, where required: legal name for pen-name users, proof of authorship, guardian details for minors	Verification, fraud prevention, verifiable parental or guardian consent	Your consent; legal obligation
Payment data: transaction ID, amount, date, payment status, billing name	Confirming payment, invoicing, tax and accounting records, refunds	Performance of the Service; legal obligation
Technical data: IP address, device and browser type, pages visited, cookies	Website security, fraud prevention, performance, analytics (see Part 6)	Legitimate use for security; consent for analytics and marketing cookies
Communication records: emails, WhatsApp messages, grievances	Support, grievance handling, record of instructions	Performance of the Service; legal obligation
Event data: attendance, photographs and videos taken at the ceremony	Running the ceremony, official coverage of the event	Your consent (see Part 8)

We collect only the Personal Data needed for these purposes. We do not ask for, and you should not send, government identity numbers, bank account numbers or card numbers unless we specifically request a verification document and explain why.

5.3 Notice and consent

5.3.1 Before collecting Personal Data on any form, we present this notice with a clear, separate consent checkbox. Consent is never pre-ticked.

5.3.2 Consent for marketing communications is taken separately from consent needed to register. Refusing marketing consent never prevents you from registering.

5.3.3 You may withdraw consent at any time, as easily as you gave it, by writing to info@markflypublishers.com or using the unsubscribe link. Withdrawal does not affect processing already done. If you withdraw consent needed for evaluation before results are finalised, we will stop processing your registration, and Part 7 will apply to the fee.

5.4 Children and persons with disabilities

5.4.1 A "child" means a person under 18 years. We do not knowingly collect a child's Personal Data without verifiable consent of a parent or lawful guardian.

5.4.2 Registrations for a child must be made by the parent or guardian, who will be asked to verify their identity and age in the manner required by the DPDP Rules, 2025.

5.4.3 We do not track, behaviourally monitor, or target advertising at children.

5.4.4 For a person with a disability who has a lawful guardian, we obtain the guardian's verifiable consent and may ask for proof of guardianship.

5.5 Who we share Personal Data with

We do not sell Personal Data. We share it only as needed with:

- Jury members, bound by confidentiality, for evaluation;
- our service providers ("Data Processors") under contract: payment gateway (Razorpay), website hosting and email service providers, courier and printing partners, event venue and production partners;
- government authorities, courts or law enforcement, where required by law;
- professional advisers, under a duty of confidentiality.

Public announcements of Nominees and Recipients are described in Part 8.

5.6 Transfers outside India

Some of our service providers store data on servers outside India. Such transfers are made only to countries not restricted by the Central Government under Section 16 of the DPDP Act, and only to providers that protect the data with reasonable safeguards.

5.7 How we protect your data

We use reasonable security safeguards, including encryption of data in transit, access control limited to people who need the data, secure passwords and two-step verification on our accounts, and maintenance of access logs. No system is completely secure, but we work to prevent unauthorised access, loss or misuse.

5.8 Personal data breach

If a personal data breach occurs, we will inform affected individuals without delay, describing what happened, the likely consequences, the steps we are taking and what you can do. We will report the breach to the Data Protection Board of India as required, including a detailed report within 72 hours of becoming aware of it.

5.9 How long we keep data

Data	Retention period
Registrations, Work details and review copies of Registrants who are not selected	Until 180 days after results of the Edition are announced, then erased

Data	Retention period
Records of Nominees and Recipients (name, Work title, category, Edition, year)	Kept permanently as the historical record of the awards, with your consent given at registration
Payment, invoice and tax records	For the period required by tax and accounting laws (generally up to 8 years)
Marketing contact data	Until you withdraw consent or unsubscribe
Grievance and complaint records	3 years after closure
Website technical logs	1 year, for security

Where the law requires it, we will notify you at least 48 hours before erasing your data, so you may exercise your rights first.

5.10 Your rights

Under the DPDP Act you have the right to:

- obtain a summary of your Personal Data we process and the processing activities;
- know the identities of others with whom your data has been shared;
- correct, complete or update your data;
- request erasure of data no longer needed, subject to legal retention requirements;
- withdraw consent;
- have a grievance redressed;
- nominate another person to exercise your rights in the event of your death or incapacity.

To exercise any right, write to our Grievance Officer (Part 11). We may verify your identity before acting. We will respond as soon as possible and in any case within 90 days.

5.11 Your duties

Under Section 15 of the DPDP Act, you must not impersonate another person, suppress material information, register a false or frivolous grievance, or provide false particulars. Doing so may attract penalties under law.

5.12 Complaints to the Data Protection Board

If you are not satisfied with our response, after first using our grievance process, you may complain to the Data Protection Board of India.

5.13 Visitors outside India

If you are located in the European Union or the United Kingdom, you may also have rights under the GDPR or UK GDPR, including the right to object and to data portability. Write to us and we will respond under the applicable law.

5.14 Transitional note

Until the relevant provisions of the DPDP Act come fully into force, Mark-Fly also follows the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

Part 6. Cookie Policy

6.1 What cookies are

Cookies are small text files stored on your device when you visit a website.

6.2 Cookies we use

Type	Purpose	Can you refuse?
Strictly necessary	Security, form submission, payment flow, remembering your cookie choice	No. The Websites cannot work without them.
Analytics	Understanding how visitors use the Websites, to improve them	Yes
Marketing	Measuring ads and showing relevant ads on other platforms	Yes

6.3 Your choice

- On your first visit, a cookie banner lets you accept or reject analytics and marketing cookies. Rejecting is as easy as accepting.
- Non-essential cookies are placed only after you accept.
- You can change your choice at any time through the "Cookie settings" link in the footer, or by clearing cookies in your browser.

Part 7. Refund and Cancellation Policy

7.1 General rule

All payments to Mark-Fly, including CLA Registration Fees, are non-refundable except in the cases listed in this Part, or where a refund is required by applicable law.

7.2 CLA Registration Fees: not refundable

The Registration Fee is not refunded:

- if the Work is not selected by the Jury;
- if the Registrant withdraws after payment, for any reason;
- if the Registrant cannot attend the ceremony;
- if the registration is disqualified or an award revoked under Rule 3.10 or Part 4;
- if the Registrant is dissatisfied with the Jury's decision.

7.3 CLA Registration Fees: when a refund is given

A full refund is given if:

- the same registration was paid twice (duplicate payment);
- money was debited but no registration was created due to a technical error, and the Registrant does not wish to complete the registration;
- Mark-Fly cancels the entire Edition before Jury evaluation begins. In this case the Registrant may choose a full refund or a transfer of the registration to the next Edition.

7.4 Registration refused at screening

If a registration is refused at screening for a reason not caused by the Registrant (for example, a category is withdrawn), the Registrant may choose a transfer to another eligible category or Edition, or a full refund. If refused because the Registrant gave false information or does not meet published eligibility criteria that were clearly stated before payment, no refund is given.

7.5 Other Services

- Publishing, editing, design, film, AI and marketing Services may be cancelled with a full refund only before work has started.
- After work has started, payments for work completed, milestones delivered and third-party costs already incurred (for example, ISBN, printing, distribution, advertising spend) are not refundable. Any balance for work not started may be refunded at Mark-Fly's discretion, or as set out in your work order.

7.6 How to request a refund

Email info@markflypublishers.com with the subject "Refund request" within 30 days of payment with your name, transaction ID and reason. We will acknowledge within 48 hours and decide within 15 working days. Approved refunds are paid to the original payment method within 7 to 10 working days. Payment gateway charges for genuine duplicate payments are not deducted.

7.7 Chargebacks

If you raise a chargeback or payment dispute with your bank without first contacting us, we will provide your registration records, declarations and consent to the bank. Fraudulent chargebacks may lead to cancellation of the registration and revocation of any award.

Part 8. Content, Intellectual Property and Media Release

8.1 Your ownership

You keep full copyright and ownership of your Work and Your Content. Nothing in this document transfers your copyright to Mark-Fly.

8.2 Licence you give to Mark-Fly

By registering, you grant Mark-Fly a non-exclusive, royalty-free, worldwide licence to:

- reproduce your Work and materials internally and share them with the Jury, for evaluation only;
- publish your name (or pen name), city, country, photograph, short biography, Work title, cover image and category on CLA platforms, social media, press releases, brochures and event materials, to announce Nominees and Recipients and promote the programme;
- quote short extracts of your Work (not more than 300 words in total) for announcements and promotion, with credit;
- keep a permanent record of Nominees and Recipients in the CLA archive.

This licence lasts for 3 years from the ceremony date for promotional uses, and permanently for the archive record. You may ask us to stop future promotional use at any time. This does not require us to remove material already printed or published before your request.

8.3 Ceremony photography and recording

The ceremony may be photographed, filmed and live-streamed. By attending, you consent to being recorded and to Mark-Fly using such recordings to report on and promote the CLA Global Awards. If you do not wish to be filmed on stage, tell us in writing before the ceremony and we will make reasonable arrangements.

8.4 Mark-Fly's intellectual property

The names Mark-Fly Publishers, CLA Global Awards and Creative Literary Arts Global Awards, the logos, trophy design, certificate design, website content and materials are the property of Mark-Fly. They may not be copied or used without written permission, except as allowed in Part 9.

8.5 Copyright complaints

If you believe any material on the Websites infringes your copyright, write to the Grievance Officer with details of the work, the material complained of, proof of ownership and your contact details. We will review and act within the timelines in Part 11.

Part 9. Award Title, Logo and Claims Usage Policy

9.1 What Recipients may say

Recipients may describe their award only in the exact form stated on their certificate, for example: "Winner, CLA Global Awards 2027, (Category)" or "Recipient, CLA Global Awards 2027, (Category)". Nominees who are not Recipients may say: "Nominee, CLA Global Awards 2027, (Category)" only if Mark-Fly has publicly announced the nominee list.

9.2 What is not allowed

- Claiming a higher status than awarded (for example, calling a special mention a "winner").
- Describing the award as a government, national or international honour other than as the CLA Global Awards.
- Implying that a Co-Author who did not register is a Recipient (see Part 4).
- Altering the CLA logo, or using it in a way that suggests Mark-Fly endorses a product or service.

9.3 Logo use

Recipients may use the official CLA winner badge supplied by Mark-Fly, unaltered, on book covers, websites, social media and press materials relating to the recognised Work. The right ends if the award is revoked.

9.4 Mark-Fly's own claims

Mark-Fly will describe the CLA Global Awards, its history, its founder and media coverage truthfully and in line with the Consumer Protection Act, 2019 and the Central Consumer Protection Authority's guidelines on misleading advertisements. Media references are linked to their original published sources.

Part 10. Accessibility Statement

10.1 Our commitment

Mark-Fly is committed to making the Websites usable by everyone, including persons with disabilities, in line with the Rights of Persons with Disabilities Act, 2016. We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA and the Indian standard IS 17802.

10.2 What we do

- Mobile-friendly, responsive design.
- Text alternatives for meaningful images.
- Headings and page structure that work with screen readers.
- Keyboard-accessible navigation and forms.
- Sufficient colour contrast and resizable text.
- Plain-language policies.

10.3 Known limitations

Some content provided by third parties, such as embedded payment pages, videos or social media feeds, may not be fully accessible. Some older PDF documents may not yet be accessible.

10.4 Alternative formats and help

If you cannot access any part of the Websites or a form, contact us and we will provide the information in an accessible format, or help you register by email or phone, at no extra cost.

10.5 Feedback

Report accessibility barriers to info@markflypublishers.com or +91 7708715053. We will acknowledge within 2 working days and aim to fix or provide an alternative within 15 working days. This statement was last reviewed on 11 November 2026.

Part 11. Grievance Redressal Policy

11.1 Grievance Officer

In accordance with the Consumer Protection (E-Commerce) Rules, 2020, the Information Technology Act, 2000 and the DPDP Act, 2023, Mark-Fly has designated a Grievance Officer, who can be reached at:

- **Designation:** Grievance Officer
- **Email:** info@markflypublishers.com (subject: "Grievance")
- **Phone:** +91 7708715053
- **Location:** Coimbatore, Tamil Nadu, India

11.2 How to raise a grievance

Email the Grievance Officer with your name, contact details, registration or transaction ID, a description of the issue and any supporting documents. Each grievance receives a reference number.

11.3 Timelines

Step	Timeline
Acknowledgement of any grievance	Within 48 hours
Resolution of consumer complaints (payments, refunds, services)	Within 1 month of receipt
Resolution of Personal Data and privacy requests	As soon as possible and in any case within 90 days
Copyright or unlawful content complaints	Acknowledged within 24 hours; action within 15 days

11.4 Escalation

If you are not satisfied with the resolution, you may approach:

- the National Consumer Helpline (dial 1915 or visit consumerhelpline.gov.in);
- the appropriate Consumer Disputes Redressal Commission, including through the e-Daakhil portal;
- the Data Protection Board of India, for Personal Data matters, after using our grievance process.

Part 12. Contact Details

Purpose	Contact
General enquiries	info@markflypublishers.com / +91 7708715053
CLA nominations	nominations@claglobalawards.com
Privacy and data requests	info@markflypublishers.com (subject: "Privacy")
Refunds	info@markflypublishers.com (subject: "Refund request")
Accessibility	info@markflypublishers.com (subject: "Accessibility")
Grievance Officer	info@markflypublishers.com (subject: "Grievance")
WhatsApp support	+91 7904105305
Location	Coimbatore, Tamil Nadu, India