

# **LEGALMIND – Client Policy Handbook (India Compliant)**

This Client Policy Handbook is drafted for Indian organizations and is fully compliant with applicable Indian labour, data protection, workplace safety, and ethical standards. It is intended to be used as a reference document for HR vs Client Policy comparison and compliance demonstrations.

## **1. Client Engagement & Onboarding Policy**

LEGALMIND ensures transparent and lawful onboarding of clients through proper documentation, KYC verification, conflict-of-interest checks, and contractual clarity. All client engagements comply with Indian commercial and contract laws.

## **2. Working Hours & Service Delivery Policy**

Client services are delivered within reasonable working hours. Any extended support is managed through shift planning and does not violate applicable labour laws. No employee is required to work beyond statutory limits.

## **3. Data Protection & Confidentiality Policy**

All client data is handled in accordance with applicable Indian data protection principles. Access is restricted on a need-to-know basis, and written consent governs data usage and sharing.

## **4. Payment, Billing & Invoicing Policy**

Client billing is transparent, timely, and contract-driven. Invoices clearly outline services rendered, taxes, payment timelines, and dispute resolution mechanisms.

## **5. Ethical Conduct & Anti-Bribery Policy**

LEGALMIND maintains zero tolerance for bribery, corruption, or unethical conduct. All client interactions follow ethical business practices and applicable Indian laws.

## **6. Grievance Redressal & Dispute Resolution Policy**

Clients are provided with structured grievance redressal mechanisms, including escalation paths and timelines. Disputes are resolved amicably or through arbitration as defined in contractual agreements.

## **7. Termination & Exit Policy (Clients)**

Client engagements may be terminated only in accordance with contractual terms, with reasonable notice periods, final settlements, and secure data handover or destruction.