

Information Intermediaries Rules, 2011

Technology Guidelines

September 24, 2020

The **Ministry of Electronics and Information Technology** has said that it is in the process of amending the **Information Technology (Intermediaries Guidelines) Rules, 2011**, to make the intermediaries more responsive and accountable.

Information Technology Intermediaries Guidelines Rules, 2011

- The intermediary shall publish the **rules and regulations, privacy policy and user agreement** for access or usage of the intermediary's computer resource by any person
- The intermediary, on whose computer system the information is stored, upon obtaining knowledge by itself or being brought to actual knowledge by an affected person about any such information, **shall act within thirty six hours** and work with the owner of such information to disable such information.
- The intermediary shall inform its users that in case of non-compliance with rules and regulations, the **intermediary has the right to immediately terminate the access or usage rights of the users** to the computer resource of Intermediary and remove non compliant information
- When required by lawful order, the intermediary shall **provide information or any such assistance to government agencies** who are lawfully authorised for investigative, protective, cyber security activity.
- The intermediary shall publish on its website the name of the **Grievance Officer** and his contact details as well as mechanism by which users or any victim who suffers

can notify their complaints

- The intermediary shall take all reasonable measures to secure its computer resource and information contained therein following the reasonable security **practices and procedures as prescribed in the Information Technology (Reasonable security practices and procedures and sensitive personal Information) Rules, 2011.**
- The intermediary shall report cyber security incidents and also share cyber security incidents related information with the Indian **Computer Emergency Response Team.**