



GPA Global Privacy and Data Protection Awards 2025

Entry Form

To submit an entry to the GPA Global Privacy and Data Protection Awards, please complete and email this form to secretariat@globalprivacyassembly.org **no later than 16 June 2025**.

Note: GPA member authorities can submit as many entries as they wish, but a separate form should be used for each different entry, submitted by the deadline above.

Languages: The GPA documentation Rule 6.2¹ applies.

1. CONTACT DETAILS FOR THIS ENTRY

Privacy/Data Protection Authority:	Instituto de Transparencia, Acceso a la Información Pública, Protección de Datos Personales y Rendición de Cuentas de la Ciudad de México	
Person completing this form:	Laura Lizette	Enríquez Rodríguez
	<i>First name</i>	<i>Last name</i>
Job title:	President Commissioner of INFO CDMX	
Email address:	laura.enriquez@infocdmx.org.mx	

2. ELIGIBILITY

By submitting this entry, I confirm that (*please tick all boxes to confirm*):

- ☒ The Authority is a member of the Global Privacy Assembly
- ☒ The initiative described in this entry was undertaken before 16 June 2025.
- ☒ I am aware that the information in the entry (other than the contact details in 1(a) above) will be publicised by the GPA Secretariat.

3. CATEGORIES

Please indicate which category you wish to enter.

*Please tick **one**; please use a separate form for each category you wish to enter:*

- ☐ Education and Public Awareness
- ☐ Accountability
- ☒ Dispute Resolution and Enforcement
- ☐ Innovation
- ☐ People's Choice

¹ [GPA Rules and Procedures](#), Rule 6.2 'Assembly documents':

Without prejudice to section 4.2, Assembly documents, including accreditation and observer applications may be submitted in English or in another language. In the latter case, the documents shall be accompanied by an English version. Members with the ability and the resources to do so are encouraged to translate proposed resolutions and other Assembly documents such as the Assembly Rules and Procedures.

4. DESCRIPTION OF THE INITIATIVE

a. Please provide a brief summary of the initiative (no more than 75 words)

INFOVERSO is an immersive, browser-based virtual environment developed by INFOCDMX to conduct conciliation hearings on access to information and data protection. It enables real-time, anonymous participation without requiring user registration or specialized equipment. By eliminating physical and technical barriers, INFOVERSO streamlines dispute resolution, promotes citizen trust, and safeguards personal data, marking a transformative innovation in digital public service.

b. Please provide a full description of the initiative (no more than 350 words)

INFOVERSO is a pioneering digital platform created by INFOCDMX to strengthen dispute resolution processes concerning access to public information and, critically, the protection of personal data. Developed using FrameVR's metaverse technology, INFOVERSO enables citizens and public authorities to engage in conciliation hearings within an immersive, interactive virtual space that is fully accessible through standard web browsers on computers, smartphones, or VR devices—without requiring downloads, user accounts, or the disclosure of any personal data.

At its core, INFOVERSO is privacy-centric. Participants interact through customizable avatars that preserve anonymity and ensure confidentiality throughout the hearing process. Real-time document sharing and collaborative tools support fair, balanced dialogue while upholding due process and minimizing exposure of sensitive data. These features have already proven successful in the resolution of diverse disputes.

By eliminating physical and technological barriers, INFOVERSO expands procedural accessibility for vulnerable and geographically remote populations. It also serves as an educational space, offering guided virtual tours and materials on the rights to privacy and information, contributing to the broader culture of digital rights.

Uniquely, INFOVERSO was conceived and developed entirely by INFOCDMX's internal teams, leveraging institutional resources without additional external funding. This demonstrates a cost-efficient, replicable model of public innovation that integrates cutting-edge technology with a strong human rights framework.

c. Please explain why you think the initiative deserves to be recognised by an award (no more than 200 words)

INFOVERSO is an innovative, rights-based solution that advances both access to information and the protection of personal data through inclusive digital transformation. It is one of the first platforms in Latin America to use immersive virtual environments for privacy-sensitive dispute resolution, breaking new ground in how public institutions can guarantee procedural fairness while safeguarding individual anonymity.

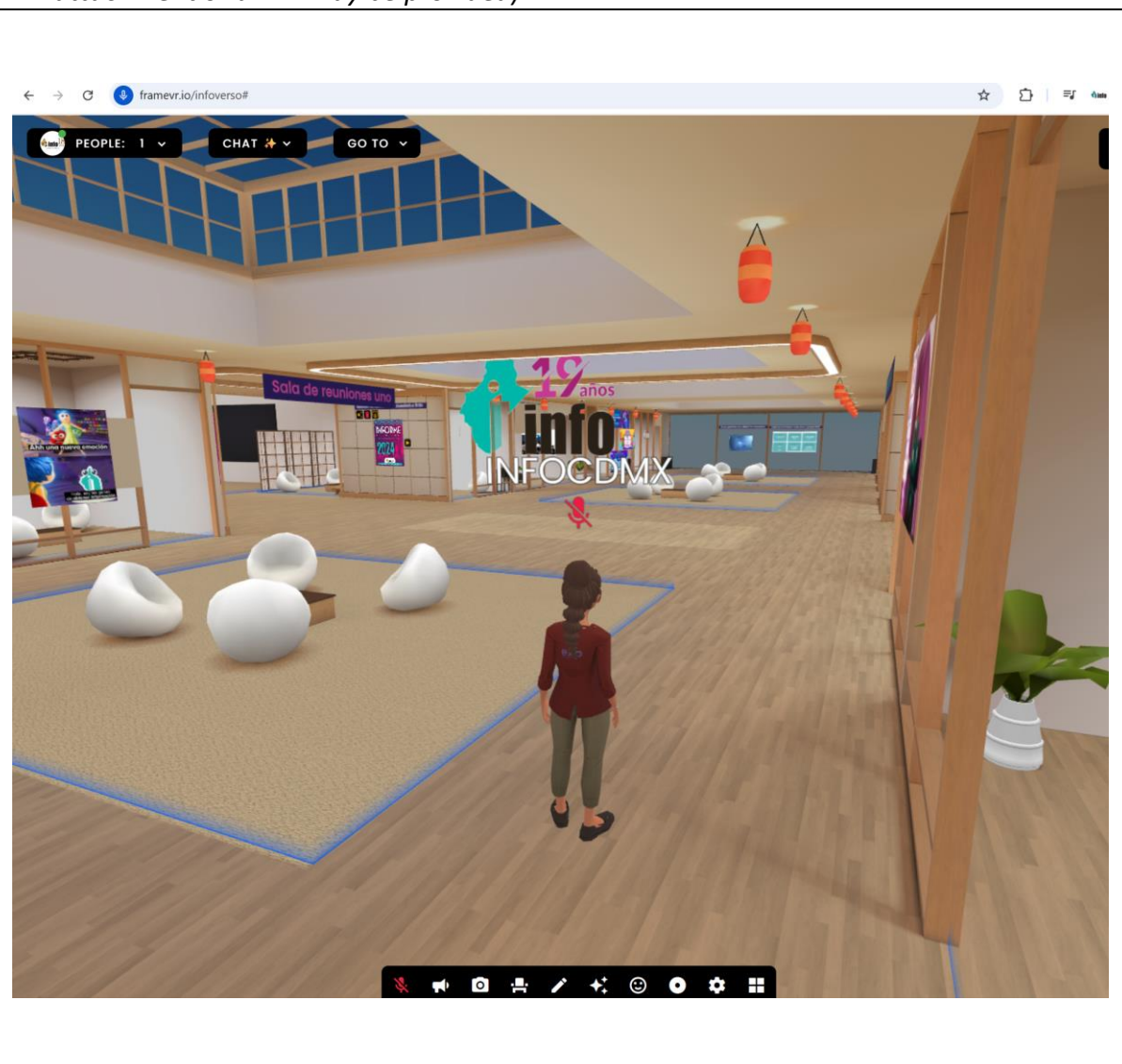
Its impact is tangible: faster resolution of cases, increased participation by previously excluded groups, and enhanced trust in public institutions. Most notably, INFOVERSO has successfully facilitated conciliations in cases involving access and privacy rights,

demonstrating the platform's practical value in real-world legal and administrative contexts.

Designed and deployed using internal public resources, INFOVERSO challenges the assumption that innovation requires high-cost infrastructure. Its accessibility, privacy-by-design architecture, and educational features make it a scalable and replicable model for other data protection authorities.

Recognizing INFOVERSO would highlight the essential link between digital innovation and human rights protection. It shows how immersive technology—when ethically applied—can become a powerful tool for transparency, accountability, and the defense of privacy in the digital age.

- d. **Please include a photograph or image, if you wish** *(This will be published with your entry on the GPA website. The image can be pasted into the box below, be sent as an attachment or a link may be provided)*



- e. Please provide the most relevant link on the authority's website to the initiative, if applicable (*The website content does not need to be in English*)

INFOVERSO platform

<https://framevr.io/infoverso>

- f. Please provide any other relevant links that help explain the initiative or its impact or success (*e.g. links to news reports or articles*):

INFO CDMX's Plenary Approves the Creation of INFOVERSO

<https://infocdmx.org.mx/index.php/2-boletines/8465-dcs-105-2024.html>

INFOVERSO, a new tool to request information in Mexico City

<https://www.milenio.com/videos/politica/infoverso-nueva-herramienta-para-reclamar-informacion-en-cdmx>

Infoverso: the gateway to exercising the right to information

<https://www.youtube.com/watch?v=TsxqqBKupWY>