

TECHLIRA

Software Solutions & Technology Services
Mawathagama | info@techlira.lk | 074 334 7430 | www.techlira.lk

PRIVACY POLICY

How Techlira Collects, Uses & Protects Your Data
Effective Date: 10 May 2026 | Version 1.0 | www.techlira.lk

TechLira is committed to protecting the privacy and security of all personal and business data entrusted to us. This Privacy Policy explains how we collect, use, store, and protect your information when you engage with our services or visit www.techlira.lk.

1. Information We Collect

We may collect the following types of information when you use our services:

- **Personal Information:** Name, email address, phone number, designation, and company details
- **Business Information:** Business name, address, registration details, and operational data
- **Financial Information:** Payment method, transaction references, and billing details (we do not store card numbers)
- **Technical Information:** System access logs, browser type, IP addresses, and usage data
- **Communications:** Emails, messages, and support requests sent to TechLira

2. How We Use Your Information

- To deliver, activate, and maintain the services you have contracted with us
- To process payments and issue invoices, receipts, and financial records
- To provide technical support and respond to client queries promptly
- To send service-related notifications, renewal reminders, and important updates
- To improve our products and services based on usage patterns and feedback
- To comply with legal obligations and protect our legitimate business interests

3. Data Storage & Security

- All client data is stored on TechLira's secure cloud servers with restricted access
- We implement industry-standard security measures including encryption, access controls, and regular backups

- Access to client data is restricted to authorized TechLira personnel only on a need-to-know basis
- We do not sell, rent, or trade your personal or business data to any third party
- In the event of a data breach, affected clients will be notified within 72 hours of discovery

4. Data Sharing

TechLira will not share your data with third parties except in the following circumstances:

- With your explicit prior written consent
- **When required by law, court order, or a regulatory authority**
- **With trusted service providers (e.g., hosting partners) strictly for service delivery under confidentiality agreements**
- To protect the rights, property, or safety of TechLira or its clients

5. Cookies & Tracking

Our systems and website may use cookies and similar tracking technologies to enhance user experience and analyze usage. You may configure your browser to refuse cookies, though this may affect some functionality. Please refer to our Cookie Policy for full details.

6. Data Retention

- We retain client data for as long as the service agreement is active
- **Upon termination of services, data is retained for 30 days before permanent deletion, during which clients may request a full export**
- Financial records may be retained longer as required by Sri Lankan law

7. Your Rights

You have the following rights regarding your personal data:

- Right to Access: Request a copy of all personal data we hold about you
- **Right to Rectification: Request correction of inaccurate or incomplete data**
- **Right to Erasure: Request deletion of your data, subject to legal retention requirements**
- **Right to Restriction: Request that we limit how we process your data**
- **Right to Portability: Receive your data in a machine-readable format**
- **Right to Object: Object to processing based on legitimate interests**
- **Right to Withdraw Consent: Withdraw previously given consent at any time**

To exercise any of these rights, contact TechLira at info@techlira.lk. We will respond within 30 days.

8. Third-Party Services

Our systems may integrate with third-party services such as SMS gateways, payment processors, or email providers. TechLira is not responsible for the privacy practices of these third parties. We encourage you to review their respective privacy policies.

9. Children's Privacy

TechLira's services are intended for businesses and professionals. We do not knowingly collect personal data from individuals under the age of 18. If you believe we have inadvertently collected such data, please contact us immediately and we will delete it promptly.

10. Changes to This Policy

TechLira may update this Privacy Policy from time to time. Clients will be notified of material changes via email or on our website. Continued use of our services after notification constitutes acceptance of the updated policy.

11. Contact Us

For privacy-related questions or concerns, contact Techlira:

Email: info@techlira.lk | Phone: 074 334 7430

Address: Mawathagama, Sri Lanka | Website: www.techlira.lk

Business Hours: Monday – Saturday | 9:00 AM – 6:00 PM