

Privacy Policy – Hela Bojun

Disclaimer

This Privacy Policy is **only a prototype** created for academic and project purposes. It does not represent an official or legally binding policy of Hela Bojun or Sabaragamuwa University of Sri Lanka. The content is intended solely for demonstration as part of a website development project.

Effective Date: [11/23/2025]

Entity: Hela Bojun

Location: Sabaragamuwa University of Sri Lanka

Website: helabojun.sab.ac.lk

Email: helabojun@sab.ac.lk

Phone: +94 77 777 7777

1. Introduction

Hela Bojun (“we,” “our,” or “us”) respects your privacy and is committed to safeguarding the personal information you share with us. This Privacy Policy explains what data we collect, how we use it, the legal bases we rely on, how we protect it, and the rights you have as a visitor to helabojun.sab.ac.lk (“Website”). By accessing or using the Website, you agree to this Policy. If you do not agree, please discontinue use of the Website.

We aim to collect only the information necessary to provide a quality experience—such as facilitating inquiries, showcasing our offerings (authentic Sri Lankan dishes, beverages, sweets, and short eats), and improving site performance.

2. Information We Collect

We collect the following categories of data:

- **Contact Information:** When you contact us via web forms, email, or phone, we may collect your name, email address, phone number, and message content.
- **Order/Booking Details (if applicable):** Items requested, preferred times, special instructions, and transaction-related information (excluding payment card details unless a secure processor is integrated).
- **Technical and Usage Data:** IP address, device/browser type, referring pages, pages viewed, time and date of visits, approximate location (derived from IP), and interaction data. This helps us understand usage patterns and improve our website.
- **Cookies and Similar Technologies:** Small files placed on your device to remember preferences, enable core functionality (e.g., session management), and provide analytics. You can control or disable cookies via your browser settings; however, some features may not function properly without them.

3. How We Use Your Information

We process personal data for the following purposes:

- **Service Delivery:** Respond to inquiries, manage communications, and provide information about our menu, availability, and events.
- **Customer Support:** Assist with questions, feedback, and service issues.
- **Website Performance and Security:** Diagnose problems, monitor up time, prevent fraud, or misuse, and maintain the security of our website.
- **Improvements and Analytics:** Understand how visitors use the Website and optimize content, navigation, and accessibility.
- **Legal Compliance:** Fulfill obligations under applicable laws and respond to lawful requests by authorities.

We do not sell your personal data. We only use data in ways that are relevant and proportionate to the purposes listed above.

4. Legal Bases for Processing (where applicable)

Depending on your jurisdiction, we may rely on one or more of the following legal bases:

- **Consent:** For optional uses like certain analytics or marketing communications (where enabled). You can withdraw consent at any time.
- **Legitimate Interests:** To operate, secure, and improve our website in a way that respects your privacy.
- **Contractual Necessity:** If you request services or bookings requiring us to process your information.
- **Legal Obligations:** To comply with laws, regulations, or court orders.

5. Data Sharing and Disclosure

We may disclose data:

- **Service Providers:** Trusted vendors that help host the Website, provide analytics, or support operations (they are bound by confidentiality and process data only on our instructions).

- **University or Institutional Requirements:** Where coordination with relevant units of Sabaragamuwa University of Sri Lanka is required for service provision or compliance.
- **Legal and Security:** To comply with law, enforce our policies, or protect rights, safety, and property.

We do not share personal data with third parties for their own marketing purposes.

6. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce agreements. Retention periods depend on the type of data (e.g., inquiry emails are typically retained for a reasonable period to ensure continuity of service and record-keeping).

7. Data Security

We implement reasonable technical and organizational measures to protect personal data against unauthorized access, disclosure, alteration, or destruction. While no method of transmission or storage is completely secure, we endeavor to use industry-appropriate safeguards and review our practices periodically.

8. Your Rights

Depending on applicable law, you may have rights including:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Ask us to correct inaccurate or incomplete data.
- **Deletion:** Request deletion of your data, subject to legal or operational constraints.
- **Restriction/Objection:** Limit or object to certain processing activities.
- **Withdraw Consent:** Where processing is based on consent, you may withdraw it at any time.

To exercise your rights, contact us at helabojun@sab.ac.lk. We may need to verify your identity before fulfilling your request.

9. Cookies and Preferences

You can manage cookies through your browser settings (e.g., accept, reject, or delete cookies). Disabling non-essential cookies may reduce certain functionalities. If we use third-

party analytics (e.g., anonymized traffic analysis), those providers may set cookies to help us measure engagement and performance. We aim to use privacy-respecting configurations where possible.

10. Children's Privacy

Our website is intended for a general audience. We do not knowingly collect personal data from children under the age required by applicable law without appropriate consent. If you believe a child has provided personal data, please contact us so we can take appropriate steps.

11. International Transfers

If your data is transferred or accessed across borders (e.g., by service providers), we strive to ensure appropriate safeguards consistent with applicable laws. Where required, we use mechanisms such as contractual protection.

12. Third-Party Links

Our website may include links to third-party sites (e.g., university pages, maps, event notices). We are not responsible for the privacy practices or content of those sites. Please review their privacy policies before providing personal information.

13. Changes to This Policy

We may update this Privacy Policy to reflect changes in our practices, technology, or legal requirements. Updates will be posted on helabojun.sab.ac.lk with a revised effective date. If changes are material, we may provide additional notice via the Website.

14. Contact Us

If you have questions, requests, or concerns about this Privacy Policy or our data practices, please reach out:

- Address: Hela Bojun, Sabaragamuwa University of Sri Lanka.
- Website: helabojun.sab.ac.lk
- Email: helabojun@sab.ac.lk
- Phone: +94 77 777 7777