

# SNL Privacy Statement

**Last Updated:** October 06, 2025

Softnet International (PVT) Ltd. (“SNL,” “we,” “our,” or “us”) recognizes that privacy is of great importance to individuals everywhere—our customers, website visitors, and product users. The responsible use and protection of personal and other information under our care is a core **SNL value**.

If you have any questions or concerns about our privacy practices, please contact us at **support@snl.lk**.

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## A. Website Privacy

### a. Website Privacy Statement

At **Softnet International (PVT) Ltd. (SNL)**, your privacy is our priority. We collect, use, and safeguard personal data responsibly when you visit our website or interact with us online. This statement describes how we handle information collected through our website and related services.

This privacy statement was last updated on **October 06, 2025**.

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### b. About This Statement

This Website Privacy Statement explains:

- What information we collect through our website
- How we use and share that information
- How long we retain data
- Your data protection rights
- How to contact us for any privacy-related concerns

Our goal is to ensure transparency and give you control over your personal information.

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### c. Does SNL Sell My Personal Information?

No. **SNL does not sell or rent personal information** to any third parties. Your data is only shared with trusted service providers who support our operations (such as web hosting, analytics, or customer support), and only under strict confidentiality agreements.

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### d. How Long Will My Personal Information Be Retained?

We retain your personal data only as long as it is necessary to fulfill the purposes for which it was collected, including legal, accounting, or reporting requirements. Once the retention period expires, your information will be securely deleted or anonymized.

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### e. What Are My Data Protection Rights?

Depending on your jurisdiction, you may have the following rights:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Request corrections to inaccurate or incomplete data.
- **Deletion:** Request the deletion of your personal data, where applicable.
- **Restriction:** Request limits on how we use your data.
- **Objection:** Object to processing in certain situations, including marketing.
- **Portability:** Request your data in a machine-readable format for transfer.


To exercise these rights, please contact us at **privacy@snl.lk** or **support@snl.lk**.

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### f. How May I Contact the SNL Privacy Program?

For any inquiries or complaints related to privacy, please reach out to our dedicated Privacy Team:

 **privacy@snl.lk / support@snl.lk**

 **+94 11 360 8800**

 **Softnet International (PVT) Ltd., Kelaniya, Sri Lanka**

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## B. Products Privacy

### a. SNL Products Privacy Statement

SNL is committed to ensuring that all our **products and services** protect your privacy and personal information.

This statement explains how we collect, use, and protect data processed through SNL products, applications, and digital solutions.

This privacy statement was last updated on **October 06, 2025**.

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### b. About This Statement

This section applies to all software, devices, and online platforms developed or distributed by **Softnet International (PVT) Ltd**. It outlines our data handling practices, including:

- Data collected during product registration or usage
  - Data used for maintenance, updates, and feature improvements
  - Security measures to protect stored data
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### c. Does SNL Sell My Personal Information?

Absolutely not. SNL does **not** sell personal information from our product users to third parties. Any information collected through our devices or software is used solely to improve performance, customer support, and service reliability.

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### d. How Long Will My Personal Information Be Retained?

Product-related information is stored only for as long as necessary to operate, support, or enhance our products. After this period, the data is deleted or anonymized unless required by law to retain it longer (e.g., for warranty, security, or compliance reasons).

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### e. What Are My Data Protection Rights?

Users of SNL products have the same data protection rights as outlined in the Website Privacy section, including the right to access, correct, delete, or restrict data processing.


You may request data updates or deletion by contacting our support team at **privacy@snl.lk**.

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## **f. How May I Contact the SNL Privacy Program?**

If you have questions regarding product data handling, software privacy, or device-related information, please contact our Privacy Program team:

 **privacy@snl.lk / support@snl.lk**

 **+94 11 360 8800**

 **Softnet International (PVT) Ltd., Kelaniya, Sri Lanka**

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## **Commitment to Privacy**

At **Softnet International (PVT) Ltd.**, privacy isn't just a legal requirement—it's a promise. We are continuously improving our systems, policies, and technologies to ensure the protection and responsible use of your personal information across all our platforms, products, and partnerships.