

TECHLIRA

Software Solutions & Technology Services
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GDPR COMPLIANCE STATEMENT

Techlira's Commitment to the General Data Protection Regulation

Effective Date: 10 May 2026 | Version 1.0 | www.techlira.lk

Techlira is committed to protecting the personal data of all individuals who interact with our services. This document outlines how we comply with the General Data Protection Regulation (GDPR — EU 2016/679) and similar data protection laws applicable to our international clients.

1. Our Commitment to Data Protection

Techlira treats data protection as a fundamental responsibility — not merely a legal obligation. We are committed to the following core principles:

- **Lawfulness, Fairness & Transparency:** Processing personal data lawfully and transparently
- **Purpose Limitation:** Collecting data only for specified, explicit, and legitimate purposes
- **Data Minimisation:** Collecting only the minimum data necessary for the stated purpose
- **Accuracy:** Keeping all personal data accurate and up to date
- **Storage Limitation:** Storing data no longer than strictly necessary
- **Integrity & Confidentiality:** Protecting data against unauthorized access, loss, or destruction
- **Accountability:** Taking responsibility for compliance and demonstrating it when required

2. What is GDPR?

The General Data Protection Regulation (GDPR) is a comprehensive European Union data privacy law (Regulation EU 2016/679) that came into effect on 25 May 2018. It establishes rights for individuals and obligations for organizations that process personal data of EU/EEA residents, regardless of where the organization is located.

Global Standard: Techlira serves clients globally and applies GDPR principles to all users — not just those based in the EU. We believe strong data protection is a universal right.

3. Personal Data We Process

As a data controller and/or data processor, Techlira may handle the following categories of personal data:

- Identity Data: Full name, NIC/passport number, job title, company name
- **Contact Data: Email address, phone number, postal address**
- **Financial Data: Payment records, transaction references, billing details**
- **Technical Data: IP addresses, browser type, login timestamps, system access logs**
- **Usage Data: How you interact with our systems and website**
- **Communications Data: Emails, support tickets, and messages exchanged with Techlira**

We do not process special category data (e.g., health, biometric, or political data) unless explicitly required and consented to.

4. Lawful Basis for Processing

Under GDPR Article 6, we must have a lawful basis for every processing activity. Techlira relies on the following:

Lawful Basis	When We Apply It
Contract (Art. 6(1)(b))	Processing needed to deliver our services — activating POS systems, issuing invoices, providing support
Legitimate Interests (Art. 6(1)(f))	Security monitoring, fraud prevention, service improvement, and sending relevant service notifications
Legal Obligation (Art. 6(1)(c))	Retaining financial records as required by Sri Lankan and applicable international tax/legal requirements
Consent (Art. 6(1)(a))	Marketing communications, optional analytics cookies, and any non-essential data processing activities

5. Your GDPR Rights

Under GDPR Articles 12–22, individuals whose data we process have the following rights:

- Right of Access (Art. 15): Request a copy of all personal data we hold about you (Subject Access Request)
- **Right to Rectification (Art. 16): Request correction of inaccurate or incomplete personal data without undue delay**
- **Right to Erasure / Right to be Forgotten (Art. 17): Request deletion of your data where legally permissible**
- **Right to Restriction of Processing (Art. 18): Request that we limit how we process your data in certain circumstances**

- **Right to Data Portability (Art. 20):** Receive your data in a structured, machine-readable format to transfer elsewhere
- **Right to Object (Art. 21):** Object to processing based on legitimate interests or for direct marketing
- **Rights Related to Automated Decision-Making (Art. 22):** Not be subject to solely automated decisions without human review
- **Right to Withdraw Consent (Art. 7):** Withdraw previously given consent at any time without affecting prior processing

To exercise any of these rights, contact Techlira at info@techlira.lk. We will respond within 30 days as required by GDPR Article 12.

6. International Data Transfers

Techlira is primarily based in Sri Lanka and data is stored on our cloud infrastructure. If personal data of EU/EEA residents is transferred outside the EU, we ensure appropriate safeguards are in place, including:

- Standard Contractual Clauses (SCCs) approved by the European Commission
- **Adequacy decisions issued by the European Commission where applicable**
- **Explicit consent of the data subject for specific transfers where required**

7. Data Breach Response

Techlira has a documented data breach response procedure in place. In the event of a personal data breach, we will:

- Assess the breach internally within 24 hours of discovery
- **Notify relevant supervisory authorities within 72 hours if the breach poses a risk to individuals (GDPR Art. 33)**
- **Notify affected data subjects without undue delay if the breach poses a high risk to their rights (GDPR Art. 34)**
- **Document all breaches in our internal Data Breach Register**
- **Take immediate remedial action to contain the breach and prevent recurrence**

8. Data Retention Schedule

Data Type	Retention Period	Legal Basis for Retention
Client account & system data	Duration of service + 30 days	Contract / Service delivery
Financial & billing records	7 years	Legal / Tax compliance (Sri Lanka)
Support communications	3 years	Legitimate interests
System access logs	12 months	Security / Fraud prevention

Marketing consent records	Until consent withdrawn	Consent compliance
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9. Children's Data

Techlira's services are designed for businesses and professionals. We do not knowingly collect or process personal data of children under the age of 16. If we become aware that we have inadvertently collected data from a minor, we will delete it promptly. Please contact us if you believe this has occurred.

10. Data Protection Contact

For all GDPR-related enquiries, data subject access requests, or to report a privacy concern, please contact Techlira's designated data protection contact:

Data Protection Enquiries — Techlira

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

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

Response Time: Within 30 days as required by GDPR Article 12

You also have the right to lodge a complaint with your local data protection supervisory authority if you believe your data rights have been violated.