

PRIVACY POLICY: TRADEZ.LK MARKETPLACE

Operated by: Sri Lanka Telecom Services Limited (Subsidiary of SLT-Mobitel Group) **Version:** 1.0 **Effective Date:** May 15, 2026

1. INTRODUCTION

1.1. Tradez.lk (the "Platform") is committed to protecting the privacy of its users. This Privacy Policy outlines how **Sri Lanka Telecom Services Limited** ("we", "us", "our") collects, uses, shares, and protects your personal data in connection with the marketplace services.

1.2. By accessing the Platform or using our Services, you acknowledge that you have read and understood this Privacy Policy and consent to the collection and processing of your personal data as described herein.

2. COMPLIANCE WITH SRI LANKAN LAW

This Privacy Policy is drafted in accordance with the **Personal Data Protection Act No. 09 of 2022 (PDPA)** of the Democratic Socialist Republic of Sri Lanka. Sri Lanka Telecom Services Limited acts as the "Data Controller" and is responsible for ensuring that your data is processed lawfully, fairly, and transparently.

3. SENSITIVE FINANCIAL DATA: ZERO-STORAGE POLICY

3.1. **Strict Non-Storage:** Tradez.lk **DOES NOT** collect, process, or store sensitive financial data such as your full Credit/Debit Card numbers, CVV/CVC codes, or Card Expiry Dates.

3.2. **Secure Redirection:** All payment transactions are handled by our licensed Banking Partner's Internet Payment Gateway (IPG). Users are securely redirected to the bank's platform for data entry.

3.3. **Encryption:** All communications between the Platform and the banking partner are encrypted using industry-standard Transport Layer Security (TLS 1.2 or higher).

4. PERSONAL DATA WE COLLECT We collect only the data necessary to provide and improve our marketplace services:

- **Identity Data:** Name, business registration information, and National Identity Card (NIC) details for merchant verification.
- **Contact Information:** Business address, billing address, delivery address, and official email (Primary contact: info@tradez.lk).
- **Transaction Data:** Details of products bought or sold, and history of payments/remittances (excluding sensitive card data).

- **Technical Data:** IP addresses, browser types, and device identifiers used to monitor platform security and prevent fraudulent bots.

5. PURPOSE OF PROCESSING

Your data is used for the following purposes:

- **Service Fulfillment:** To process orders, manage merchant accounts, and facilitate product delivery via our logistics partners.
- **Verification:** To perform mandatory due diligence and "Know Your Customer" (KYC) checks on sellers.
- **Compliance:** To meet statutory reporting requirements of the Inland Revenue Department (IRD) and other government agencies.
- **Security:** To protect the platform's integrity using AWS-backed secure staging and backup protocols.

6. DISCLOSURE OF DATA

We may share your data with authorized third parties including:

- **Logistics Partners:** Only the necessary contact/address details required for physical product delivery.
- **Legal Authorities:** When required by law or in compliance with the provisions of the PDPA No. 09 of 2022.

7. DATA SECURITY AND RETENTION

7.1. We employ administrative and technical safeguards to prevent unauthorized access or accidental loss of data. 7.2. Your data is retained only for the period necessary to fulfill the purposes outlined in this policy or as required by Sri Lankan law.

8. YOUR RIGHTS AS A DATA SUBJECT

Under the **Personal Data Protection Act No. 09 of 2022**, you have the following rights:

- The right to access and receive a copy of your personal data.
- The right to rectify inaccurate or incomplete information.
- The right to withdraw your consent for future processing (subject to legal obligations).
- The right to lodge a complaint with the Data Protection Authority of Sri Lanka.

9. CONTACT US

For any inquiries, requests to exercise your data rights, or complaints, please contact our Data Office

Email: info@tradez.lk

Company: Sri Lanka Telecom Services Limited, Digital Services,
17 H K Dharmadasa Mawatha, Colombo 2.

