

## PRIVACY NOTICE

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Softlogic Life Insurance PLC (SLI) is committed to protecting your privacy. The purpose of this privacy Notice is to inform you about our practices relating to the collection, use, maintenance, and disclosure of information that may be provided through access to or use of our website(site) or social media pages or that may otherwise be collected by us.

### **INFORMATION COLLECTED**

We may collect personal identification information from you in a variety of ways, including, but not limited to, when you visit our site or our social media pages, fill out a form, and in connection with other activities, services, features or resources we make available on our Site/social media platforms. You may be asked for, as appropriate, name, email address, mailing address, phone number. We will collect personal identification information from you only if you voluntarily submit such information to us. You can always refuse to supply personally identification information, except that it may prevent you from engaging or proceeding in certain Site related activities/provision of services.

Our Site may also use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. you may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent.

### **ACCURACY OF DATA PROVIDED**

You are required to provide full and accurate details in the form required by us for us to process the transaction / request made by you. We are unable to confirm or process any Transactions / requests made by you if you do not provide such personal data as required.

If you believe and/or becomes aware that personal information, we hold about you is incorrect, incomplete or inaccurate, then you must request amendment of it.

### **HOW YOUR INFORMATION IS PROTECTED**

We may collect and store your personal data in electronic or physical form, depending on the requirement. Such personal data may be stored at our and third party premises within IT Systems (e.g. external cloud storage, internal or third-party management systems, e-mails, databases, hard drives etc.), and physical warehouses etc.

We endeavour, where practicable, to process your personal data in a safe environment by preventing any unauthorized or unlawful processing of personal data or accidental disclosure, loss or destruction of, or

damage to, such personal information. We have implemented various physical, technical and administrative security measures to protect your personal information and our network from unauthorized access.

The security of your personal information is important to us. Whilst SLI will take all reasonable efforts and strive to use commercially acceptable means to protect your personal information, we are unable to guarantee its absolute security.

### **USE OF YOUR INFORMATION**

The information collected may be used, recorded, stored, archived, disclosed or otherwise processed by or on behalf of SLI for the following;

- Internal record keeping purposes,
- to carry on insurance business, as may be applicable and to carry out any activity or duty as an insurer, including but not limited to any operational or internal management purposes;
- to assess or process any proposals or applications made for any of the Company's products and services, including any future underwriting;
- any claim or investigation or analysis of such claim, including to ascertain your claims history in order to improve claims processing and prevent fraudulent claims, including any future claims assessment;
- to improve the quality of the service we provide to you;
- to offer and/or process any alterations, variations, cancellation or renewal of products or services by SLI;
- Direct marketing and general marketing of insurance products and services of SLI and of third party products, that may be of interest to you. Please be assured that marketing information in respect of third party products and services will only be sent to you if you have expressly consented to the same;
- research and audit including but not limited to historical and statistical purposes;
- to exercise any right of subrogation or recovery;
- to prevent, investigate, or report any actual or suspected money laundering, terrorist financing, bribery, corruption, actual or suspected fraud including but not limited to insurance fraud, evasion of tax or of economic or trade sanctions, and other criminal or unlawful activities as required by law and regulators ;
- for reinsurance;
- for litigation or potential litigation; and
- if required by law or in good faith, if such action is necessary: to comply with any law enforcement, court orders or legal process, and/or to protect and defend the rights or property of SLI.
- To verify your personal information from third parties, such as a policyholder who has taken up a policy on you or for your benefit, agents, brokers, business partners and third parties from whom you have been referred to SLI, or third parties from whom we seek or receive information on you in connection with your policy, policy applications, or claims, for example, from any of the other insurers providers, insurance associations, hospitals, clinics and the relevant authorities.

## **RETENTION OF YOUR INFORMATION**

SLI retain your information for as long as necessary to fulfil the purpose for which it was collected, to comply with applicable laws and for the duration and extent of our business practice.

## **LINKS TO THIRD PARTY SITES**

This Application may offer links to other websites which we do not control. The owners of these Applications may have access to your information, which we have no control. You should be aware that operators of linked websites may also collect your information (including information generated through the use of cookies) when you link to their websites. We are not responsible for how such third parties collect, use or disclose your information, so it is important to familiarize yourself with their privacy policies before providing them with your information. These websites links are provided for your convenience and by including such websites we are not implying that it endorses or recommends them. You may be exposed to content that is offensive, indecent or objectionable to you the user.

Under no circumstances will we be liable in any way for any such content, including, but not limited to, any errors or omissions, or any loss or damage of any kind incurred as a result of the use of the content made available via all facets of communication .

## **CHANGES IN THIS PRIVACY NOTICE**

SLI reserve the right to modify this privacy policy at any time, without prior notice. You should visit our website periodically to review any changes to this policy. It shall be deemed that you continually accept these terms including its changes.

## **YOUR ACCEPTANCE OF THESE TERMS**

By using this Application, you signify your acceptance the Privacy Notice. If you do not agree to this policy, please do not use this site or any of our products/services. If for any reason you do not agree with any of the changes in whole or in part, you must stop using this site or any of our products/services.

## **SHARING YOUR PERSONAL INFORMATION**

We may disclose your personal data: To our group of companies, subsidiaries and associates/affiliates; To third parties when disclosure is necessary or reasonable to protect our rights, protect your security, investigate fraud or respond to a law enforcement request; To our service providers or any other third-party performing work on our behalf or at our instruction; To any public authority, governmental, regulatory body including but not limited to IRCSL where it is necessary to comply with a legal or regulatory obligation to which we are subjected to or as permitted by applicable law or as required to carry out trading or investing To our business partners, investment advisors, employees on a need to know basis. You acknowledge that we may share your information with these third parties for those required purposes.

## **THIRD PARTY CONSENT**

You confirm that any personal information or data you share on behalf of another person for the purposes of a transaction or inquiry with the Company has been obtained with the prior consent of such person who has apprised himself/herself of the transaction / inquiry terms and conditions and privacy policy of the Company and such person is aware of their rights in respect of such data provided to us.

## **YOUR RIGHTS**

You shall have the right to request from SLI, access to and rectification or erasure of personal data or restriction of processing concerning the data subject or to object to processing as well as the right to data portability.

You shall also have the right to withdraw your consent for us to use your personal data at any time, provided that any processing of your personal data prior to the withdrawal of your consent shall not be rendered unlawful.

If you have any questions or complaints about this Privacy Notice or about our privacy and information handling practices, kindly reach out to us via the following methods:

1. Telephone: Ruwantha Arukwatta - 0772344640
2. Email: [Ruwantha.Arukwatta@softlogiclife.lk](mailto:Ruwantha.Arukwatta@softlogiclife.lk)

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