



Lanka Sportreizen

Privacy Policy

Policy Number:	<u>LSR\PP\16\07\2026\001</u>
Date:	16 th July 2026

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1. POLICY STATEMENT

Policy Number:	<u>LSR\PP\16\07\2026\001</u>
Date:	16 th July 2026
Location:	No. 29B, S.De.S. Jayasinghe Mawatha, Kalubowila, Dehiwala, Sri Lanka.
To:	LSR Company Customer
From:	HR & Admin Department – LSR company

Lanka Sportreizen is committed to protecting the privacy and confidentiality of our customers' personal information. This Privacy Policy explains how we collect, use, store, and protect customers' information.

This policy shall be reviewed annually or whenever there are significant legal, operational, or technological changes affecting customer privacy.

2. KEY PURPOSE

Lanka Sportreizen (LSR Travel) recognizes that customers entrust us with their personal information when requesting travel services. The purpose of this policy is to ensure that all personal information is collected, processed, stored, shared, retained, and disposed of responsibly while respecting customer privacy and complying with applicable laws and regulations of Sri Lanka.

This policy establishes the standards that all employees, contractors, and business partners must follow to protect customer information and maintain confidentiality.

3. SCOPE

This policy applies to:

- Online and offline bookings.
- Company website.
- Email communications.
- Third-party suppliers involved in delivering travel services.

4. POLICY

Lanka Sportreizen is committed to:

- Respecting every customer's right to privacy.
- Collecting only information necessary to provide travel services.
- Processing personal information fairly, lawfully, and transparently.
- Protecting customer information from unauthorized access, disclosure, misuse, alteration, or loss.
- Ensuring customer information is only shared when necessary for travel arrangements or where required by law.
- Continuously improving information security practices.

5. COLLECTING INFORMATION

Depending on the services requested, LSR may collect the following information:

Personal Identification	Contact Information
Full name Nationality Date of birth Passport number Visa information (where applicable)	Residential address Telephone number Mobile number Email address
Travel Information	Information
Flight details Hotel bookings Tour itineraries Transport arrangements Emergency contact details	Billing details Payment confirmation Invoice information

LSR Travel does not retain unnecessary payment information after transactions are completed.

We are collecting customers' information through below paths. This information is collected only for legitimate business purposes.

Methods of Collecting Customer Information	Preparation of Documents	Sharing of Information
Direct customer enquiries Website enquiry forms Email correspondence Telephone conversations Social media enquiries Travel agents Corporate clients Booking platforms Walk-in customers	Prepare quotations. Confirm reservations. Arrange transportation. Reserve accommodation. Book excursions. Process visas where applicable. Arrange airport transfers. Issue invoices. Provide customer support. Respond to enquiries. Meet legal or regulatory obligations.	Hotels Airlines Transport providers Excursion providers Visa processing authorities Insurance providers Government authorities where legally required

Our company carefully selects reputable business partners and only provides the minimum information necessary to deliver the requested services. LSR does not sell, lease, trade, or disclose customer information for commercial marketing purposes.

6. CONFIDENTIALITY

All employees are responsible for maintaining confidentiality. Employees shall:

- Keep customer information confidential.
- Use information only for work-related purposes.
- Never discuss customer information with unauthorized persons.
- Lock or secure documents containing personal information.
- Log out from company systems when leaving workstations.
- Report suspected data breaches immediately.

Any employee violating confidentiality requirements may be subject to disciplinary action.

LSR implements reasonable administrative and technical safeguards including:

Antivirus and firewall protection.	Secure email communication.
Restricted access to booking systems.	Locked filing cabinets for physical records.
Regular backups of electronic records.	Password-protected computer systems.
User access controls.	Only authorized personnel may access customer information.

7. DATA RETENTION

Customer information will only be retained for as long as necessary to:

- Complete travel arrangements.
- Maintain business records.
- Meet accounting requirements.
- Comply with legal obligations.
- Resolve disputes.

When information is no longer required, it will be securely deleted or destroyed.

If a data breach is suspected, LSR will immediately investigate the incident, Secure affected systems, Assess the impact, inform management and Implement corrective actions to prevent recurrence.

Prepared by	Recommended by	Approved by