

Privacy Policy

1. Introduction

This Privacy Policy describes how ByteBlaze (“ByteBlaze”, “we”, “our”, “us”) collects, uses, stores, and protects personal information when you visit our website, purchase our services, or engage with our digital solutions.

We are committed to maintaining the highest level of privacy and security in accordance with international best practices.

By using our website or services, you consent to the practices outlined in this policy.

2. Information We Collect

We collect information to provide, improve, and secure our services. This includes:

2.1 Personal Information

- **Name**
- **Phone number**
- **Email address**
- **Billing and invoicing information**
- **Business/company details**
- **Address**

2.2 Technical Information

- **IP address**
- **Device information**
- **Browser type**
- **Operating system**
- **Login logs**
- **Access times**
- **Pages visited**

2.3 Service-Related Information

Depending on the service used, we may collect:

- **Hosting account details**
- **Domain registration data**
- **Server logs and system information**
- **Social media access tokens (with consent)**
- **Third-party integration keys (optional)**
- **Project-related files, content, and media**

2.4 Payment Information

Payments are processed through secure third-party providers (e.g., banks, payment gateways).

We do not store full credit/debit card details.

2.5 Cookies

We use cookies to:

- **Enhance user experience**
- **Analyze website performance**
- **Enable account login sessions**
- **Improve marketing and advertising visibility**

Users may disable cookies through browser settings.

3. How We Use Your Information

We use collected data for:

- **Service setup and account management**
- **Invoicing and payment processing**
- **Website and application development**
- **IT support and technical maintenance**
- **Server and security monitoring**
- **Communication regarding updates, notices, and support**
- **Fraud prevention and cybersecurity**

- Legal compliance (e.g., domain registrations require verified information)
- Marketing and promotional communications (optional and opt-out anytime)

4. How We Share Your Information

We do not sell your personal data to any third party.

We only share information when necessary:

4.1 Service Providers

- Hosting providers
- Domain registrars (ICANN, LK Domain Registry)
- Cloud providers (AWS, Google Cloud, Azure)
- Payment gateways
- SMS/email notification services
- Marketing platforms (optional use)

4.2 Legal Requirements

We may disclose information:

- To comply with Sri Lankan law, court orders, or regulatory bodies
- To protect the rights and security of ByteBlaze and our clients
- To investigate fraud, security incidents, or abuse

4.3 With Your Consent

If a particular service requires connection to third-party tools, we obtain your approval before sharing data.

5. Data Security

ByteBlaze implements strict security measures including:

- SSL encryption
- Secure server environments

- **Firewall protection**
- **Regular security audits**
- **Malware scanning**
- **24/7 monitoring (for managed IT and hosting clients)**
- **Two-factor authentication (where applicable)**

Despite our efforts, no system is 100% secure. Clients must also maintain secure passwords and safeguard login details.

6. Data Retention

We retain information only for the necessary duration:

- **Active accounts: for the life of the service**
- **Suspended accounts: up to 30 days**
- **Invoices and legal records: minimum 7 years**
- **Backups: based on hosting plan (daily/weekly)**

After retention periods, data is securely deleted or anonymized.

7. Your Rights

Depending on your region, you may request:

- **Access to the data we hold**
- **Correction of inaccurate information**
- **Deletion of personal data (where legally permitted)**
- **Restriction of processing**
- **Withdrawal of consent for marketing**
- **Copies of stored data**

Requests can be made via email: info@byteblaze.biz

8. Third-Party Links

Our website may include links to external sites.

We are not responsible for the content or privacy practices of third-party websites.

9. Children's Privacy

Our services are not intended for individuals under 18.

We do not knowingly collect information from children.

10. International Data Transfers

Some data may be processed or stored on servers located outside Sri Lanka, depending on:

- **Hosting choices**
- **Cloud platforms**
- **Domain registrars**

We ensure adequate security and compliance standards with all providers.

11. Changes to This Policy

ByteBlaze may update this Privacy Policy to reflect:

- **Changes in legal requirements**
- **Service updates**
- **New security practices**

Updates will be posted on this page with the revised effective date.

Continued use of our services constitutes acceptance of the updated policy.

12. Contact Us

For questions, concerns, or data requests:

ByteBlaze

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