

Privacy Policy

SLGameHouse • <https://slgamehouse.com> • Last updated 22 October 2026

Who handles your information

SLGameHouse is operated by Sasanka Wijesinghe, at Embulambe, Rambukkana, Sri Lanka. We are responsible for personal information processed for our store operations. For privacy questions or requests, contact slgamehouse@outlook.com or 077 277 7347 (phone and WhatsApp). This notice covers our website, customer enquiries, sales, rentals and marketplace features.

Information we collect

We collect the information you provide for an account, enquiry, order, rental, return or listing. Depending on the service, this includes your name, email, telephone number, delivery or billing address, order details, communications and information included in a marketplace listing. We also receive payment references and payment status. Website systems may record IP addresses, browser and device information, access times and security logs needed to operate and protect the service. Do not include sensitive information in a listing or support message unless it is necessary and we have explained why it is needed.

How and why we use it

We use relevant information to manage accounts and enquiries, confirm stock, accept payments, fulfil orders, arrange rentals and returns, resolve disputes and maintain transaction records. We use security information to detect misuse and protect users. Processing supports the transactions you request, necessary business operations and applicable legal obligations. Where a use requires consent, we obtain it and provide a way to withdraw it. Withdrawing optional consent does not cancel the lawful handling of an existing order.

Card payments through PayHere

When PayHere checkout is enabled, card details are entered through the payment provider's payment flow. We do not ask you to submit full card numbers or CVV codes through our website forms or support channels. We use transaction references and status information to reconcile payments and refunds. PayHere and the relevant banks process payment information under their own notices and obligations. See <https://www.payhere.lk/privacy/> for PayHere's privacy notice.

Who receives information

We share only information reasonably needed with providers supporting hosting, databases, communications, payment processing and, where relevant, delivery and product fulfilment. We may disclose relevant records to professional advisers or authorities where legally required or necessary to address fraud or a legal claim. We do not sell personal information. Marketplace content submitted for public display can be seen and copied by other users; private order and support information is not intended for public listing. Independent sellers and external websites are responsible for their own handling of information.

Privacy Policy continued

Storage retention and security

Service providers may process information outside Sri Lanka. Where required, we apply the safeguards needed for such processing and can provide further details on request. We keep information only for the period reasonably needed for the purpose collected, including completing orders, resolving disputes and meeting applicable accounting or legal requirements. We then delete or anonymise it where practicable. Deletion requests may not remove records we must retain. We use reasonable access controls and security measures, but no online service can guarantee absolute security.

Cookies and optional communications

Essential cookies or similar storage may support login, preferences and website operation. Browser controls allow you to manage stored data, but blocking essential storage may affect features. If we introduce non-essential analytics or advertising cookies, we will explain the tools and provide consent choices where required before using them. Order and support messages are service communications. Promotional messages require a separate choice where consent is needed, and you may opt out through the message or by contacting us.

Your choices and requests

Contact us to request access to, correction of or deletion of your information, to withdraw optional consent, or to raise an objection or restriction request where applicable. We may verify your identity proportionately and will explain any lawful limit on a request. We respond within applicable legal timeframes. You may also raise concerns with the Sri Lankan Data Protection Authority at <https://www.dpa.gov.lk/>. We do not knowingly seek personal information from children under 18 without appropriate parent or guardian involvement; contact us if such information has been supplied.

Changes to this notice

We publish updates with a revised date and provide additional notice of material changes where required. A new purpose requiring consent will not be treated as authorised merely because this notice has changed.