

Privacy Policy

Last updated 8 September 2026

Last updated 6 September 2026

This explains what we do with your personal data when you buy from livingmae.com or write to us. We are a two-person label, not a data business: we collect what an order needs and nothing we cannot justify.

WHAT WE COLLECT

When you order

- Your name, delivery address, email address and phone number
- What you ordered, when, and how much you paid
- Body measurements, if you send them to us for sizing

We do not receive or store your full card number. Payment details go directly to the payment provider, and we only ever see confirmation that a payment succeeded.

When you write to us

Your WhatsApp or Telegram number or handle, and the conversation itself, so we can answer you and remember the context if you write again.

When you subscribe

Your email address, and only that, so we can tell you when a batch arrives or a colour comes back.

Automatically, when you browse

Pages viewed, approximate location from your IP address, device and browser type, and how you reached the site. This is standard analytics data.

WHY WE USE IT

- To fulfil your order — sending it, tracking it, handling an exchange. Without this data there is no order.

- To answer you — sizing advice, availability, where a parcel is.
- To meet legal and accounting obligations — we keep records of sales because we are required to.
- To understand how the shop is used and improve it, and to measure whether our advertising reaches people it should.

WHO ELSE SEES IT

We do not sell your data and we never will. We share the minimum with the services that make the shop function:

- Payment providers (including PayPal) — to take payment and handle refunds and disputes.
- Shipping carriers — your name, address and phone number, so a parcel can be delivered and you can be contacted about it.
- Our hosting provider — the site and its database run on their servers.
- Google Analytics — anonymous usage statistics.
- Meta (Facebook and Instagram) — a pixel that tells us whether an advert led to a visit or a purchase.

COOKIES AND TRACKING

The site uses cookies that are necessary for it to work — keeping your cart, your currency choice and your session. These cannot be switched off without breaking the shop.

It also uses analytics and advertising cookies through Google Analytics and the Meta pixel. You can block these in your browser settings, through your browser's privacy controls, or with any standard content blocker, and the shop will still work normally.

WHERE YOUR DATA GOES

We are based in Thailand and ship worldwide, so your data may be processed outside your own country — including by the providers listed above. Where that happens, it is because it is necessary to deliver the order you asked for.

HOW LONG WE KEEP IT

- Order records — as long as accounting and tax rules require.
- Messages — while the conversation is useful to you, then deleted on request.
- Subscription email addresses — until you unsubscribe.
- Analytics — according to the retention settings of the provider.

YOUR RIGHTS

Wherever you live, you can ask us to:

- Tell you what data we hold about you
- Correct anything that is wrong
- Delete your data, except records we must keep for accounting
- Stop using it for analytics or advertising
- Send you a copy of it

Write to livingmae.info@gmail.com, or message us on WhatsApp or Telegram, and one of the two of us will handle it personally. We do not charge for this and we do not need a reason. We answer data requests within 30 days.

CHILDREN

This shop is not intended for anyone under 16, and we do not knowingly collect data from children.

CHANGES

If we change how we handle data, we update this page and the date at the top. Material changes will be explained here, not buried.

WHO IS RESPONSIBLE FOR YOUR DATA

The data controller is Individual Entrepreneur «Living MAE» (proprietor Saparkul Ayaulym Edilkyzy), registered in the Republic of Kazakhstan, Almaty, registration notification no. KZ04UWQ08704219. Production and order dispatch are in Phuket, Thailand.

CONTACT

Questions about your data go to the same two people who answer everything else — livingmae.info@gmail.com, WhatsApp, Telegram, or +66 81 672 5643.