

Maven (Asia) Ltd. – Privacy Policy

Mai Hing Industrial Building, A5, 1/F,
Hong Kong

Last updated: [Insert date]

1. Introduction

This Privacy Policy describes how Maven (Asia) Ltd. (“we”, “us” or “our”) collects, uses, discloses and otherwise handles your personal data when you visit our website (the “Site”), use our services (including placing an order), or otherwise communicate with us (collectively, the “Services”). By using or accessing our Services, you accept the practices described in this Privacy Policy.

2. What personal data we collect

We collect personal data about you in several ways and for various purposes, depending on how you interact with us. The types of data we may collect include:

a) Information you provide directly

- Name, billing and shipping address, telephone number, email address.
- Order information such as products purchased, amount paid, delivery details.
- Account information (if you create one) including username and password.
- Customer support correspondence and any other information you voluntarily provide.

b) Usage / automatic information

- Details of your device, browser, IP address, time and date of visits, pages viewed, and referring websites.
- Cookies and similar technologies may record preferences and browsing behaviour.

c) Third-party sources

- Information from service providers such as payment processors, couriers, or analytics providers that help us verify identity, process transactions, or deliver services.

3. How we use your personal data

We use your personal data to:

- Process and fulfil your orders, including delivery and payment confirmation.
- Manage your account and provide customer support.
- Send you order confirmations, invoices, and service updates.
- Conduct marketing and promotional communications (only if you opt in).
- Improve our Site, services, and user experience through analytics.
- Detect and prevent fraud or misuse.

- Comply with applicable laws, regulations, and legal obligations.

4. Cookies and tracking

We use cookies, pixels, and other similar technologies to collect data for functionality and analytics purposes. Cookies allow us to remember your preferences and enhance your experience. You can disable cookies through your browser settings, but this may affect some features.

5. Disclosure of personal data

We may disclose personal data to:

- Service providers such as logistics, IT, analytics, and payment processors.
- Business partners or affiliates for operational purposes.
- Regulatory authorities, courts, or law enforcement when legally required.
- Third parties during mergers, acquisitions, or other corporate transactions.

We will not sell or rent your personal data to third parties for marketing purposes.

6. International transfers

Your personal data may be transferred and stored outside Hong Kong. When this occurs, we ensure an adequate level of protection and compliance with applicable privacy laws.

7. Retention of data

We retain personal data for as long as necessary to fulfil the purposes described in this policy or as required by law, including for accounting, legal, or audit obligations.

8. Your rights

Under Hong Kong's Personal Data (Privacy) Ordinance, you have the right to:

- Access personal data we hold about you.
- Request correction of inaccurate or outdated data.
- Withdraw consent for marketing communications.
- Request deletion of your data, where legally permissible.

To exercise these rights, contact us at michaelms@mavenhk.com. We will respond according to applicable law.

9. Security

We take appropriate administrative, technical, and organisational measures to safeguard your data against loss, theft, unauthorised access, or misuse. However, no system is completely secure, and transmission of data is at your own risk.

10. Links to third-party websites

Our website may contain links to external sites not operated by us. We are not responsible for the privacy practices or content of those sites.

11. Changes to this Privacy Policy

We may update this Privacy Policy periodically. Changes will be posted on our website with the “Last updated” date revised accordingly. Your continued use of our Services after such updates constitutes acceptance of the updated policy.

12. Contact us

If you have questions, concerns, or complaints about this Privacy Policy, please contact:

Maven (Asia) Ltd.

Mai Hing Industrial Building, A5, 1/F,

Hong Kong

Email: michaelms@mavenhk.com