

Privacy Policy

Effective Date: October 22, 2025

Last Updated: October 22, 2025

Limen Lakay LLC ("we," "us," "our," or "Limen Lakay") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.limenlakay.com (the "Site") and purchase our products.

Please read this Privacy Policy carefully. By using our Site, you consent to the practices described in this Privacy Policy. If you do not agree with this Privacy Policy, please do not use our Site.

1. Information We Collect

1.1 Personal Information You Provide

We collect personal information that you voluntarily provide to us when you:

- Create an account
- Make a purchase
- Subscribe to our newsletter or marketing communications
- Contact us through our chat support or email
- Participate in surveys, promotions, or contests

The personal information we may collect includes:

- **Contact Information:** Name, email address, phone number
- **Billing Information:** Billing address, shipping address
- **Payment Information:** Credit card details and payment information (processed securely through Stripe and PayPal)
- **Account Information:** Username, password, order history
- **Communication Information:** Messages you send through our chat support or email

1.2 Information Automatically Collected

When you visit our Site, we automatically collect certain information about your device and browsing activity, including:

- **Device Information:** IP address, browser type, operating system, device identifiers

- **Usage Information:** Pages viewed, time spent on pages, links clicked, referring/exit pages
- **Location Information:** General location based on IP address

1.3 Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our Site. Cookies are small data files stored on your device that help us:

- Remember your preferences and settings
- Understand how you use our Site
- Improve Site functionality and performance
- Analyze Site traffic and user behavior

Types of Cookies We Use:

- **Essential Cookies:** Necessary for the Site to function properly (e.g., shopping cart, checkout)
- **Analytics Cookies:** Help us understand how visitors interact with our Site
- **Functional Cookies:** Remember your preferences and personalize your experience

You can control cookies through your browser settings. However, disabling cookies may affect your ability to use certain features of our Site.

2. How We Use Your Information

We use the information we collect for the following purposes:

2.1 Order Processing and Fulfillment

- Process and fulfill your orders
- Send order confirmations and shipping updates
- Handle returns, exchanges, and refunds
- Communicate with you about your purchases

2.2 Customer Service

- Respond to your inquiries and support requests through chat support or email
- Provide customer assistance
- Resolve disputes and troubleshoot issues

2.3 Marketing and Communications

- Send you promotional emails, newsletters, and special offers (only if you have opted in)

- Inform you about new products, sales, and updates
- Personalize your experience based on your preferences

You can opt out of marketing communications at any time by clicking the "unsubscribe" link in our emails or contacting us at info@limenlakay.com.

2.4 Site Improvement and Analytics

- Analyze Site usage and trends
- Improve our Site, products, and services
- Monitor and enhance Site performance and security
- Conduct research and development

2.5 Legal and Security Purposes

- Comply with legal obligations and regulations
- Prevent fraud and unauthorized transactions
- Protect our rights, property, and safety
- Enforce our Terms and Conditions

3. How We Share Your Information

We do not sell, rent, or trade your personal information to third parties. However, we may share your information in the following circumstances:

3.1 Service Providers

We share information with trusted third-party service providers who assist us in operating our Site and conducting our business, including:

- **Payment Processors:** Stripe and PayPal process your payment information securely
- **Shipping Carriers:** We share shipping information to deliver your orders
- **Chat Support Services:** We use third-party chat support tools to provide customer assistance
- **Web Hosting and IT Services:** Providers that help us maintain and secure our Site

These service providers are contractually obligated to protect your information and use it only for the purposes we specify.

3.2 Legal Compliance

We may disclose your information if required by law, regulation, legal process, or governmental request, including:

- Responding to subpoenas, court orders, or legal proceedings
- Enforcing our Terms and Conditions
- Protecting the rights, property, or safety of Limen Lakay, our users, or others
- Investigating fraud or security issues

3.3 Business Transfers

In the event of a merger, acquisition, reorganization, bankruptcy, or sale of assets, your information may be transferred to the acquiring entity. We will notify you of any such change and provide you with choices regarding your information.

3.4 With Your Consent

We may share your information with third parties when you have given us explicit consent to do so.

4. Social Media Integration

Our Site contains links to our social media pages, including Instagram (@limenlakay) and TikTok (@limenlakay). When you interact with our social media pages or share content from our Site on social media, the social media platform may collect information about you according to their own privacy policies.

We are not responsible for the privacy practices of third-party social media platforms. We encourage you to review their privacy policies before interacting with them.

5. Data Security

We take the security of your personal information seriously and implement reasonable administrative, technical, and physical safeguards to protect it, including:

- Secure Socket Layer (SSL) encryption for data transmission
- Secure payment processing through Stripe and PayPal
- Regular security assessments and updates
- Access controls and authentication measures

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your personal information, we cannot guarantee absolute security.

6. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. Specifically:

- **Account Information:** Retained while your account is active or as needed to provide services
- **Order Information:** Retained for tax, accounting, and legal compliance purposes
- **Marketing Information:** Retained until you opt out of receiving marketing communications

When your information is no longer needed, we will securely delete or anonymize it.

7. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal information, including:

7.1 Access and Correction

You have the right to access, update, or correct your personal information. You can do this by logging into your account or contacting us at info@limenlakay.com.

7.2 Deletion

You may request that we delete your personal information, subject to certain exceptions (e.g., legal obligations, transaction records).

7.3 Opt-Out of Marketing

You can opt out of receiving marketing emails by clicking the "unsubscribe" link in our emails or contacting us directly.

7.4 Cookie Preferences

You can manage your cookie preferences through your browser settings.

7.5 Do Not Track

Some browsers have "Do Not Track" features. Our Site does not currently respond to Do Not Track signals.

To exercise any of these rights, please contact us at info@limenlakay.com. We will respond to your request within a reasonable timeframe.

8. Children's Privacy

Our Site and products are not intended for individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected information from a child under 13, we will take steps to delete that information promptly.

If you believe we have collected information from a child under 13, please contact us immediately at info@limenlakay.com.

9. International Users

Our Site is operated from the United States. If you are accessing our Site from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States, where data protection laws may differ from those in your country.

By using our Site, you consent to the transfer of your information to the United States and the processing of your information in accordance with this Privacy Policy.

10. Third-Party Links

Our Site may contain links to third-party websites or services that are not owned or controlled by Limen Lakay. This Privacy Policy does not apply to third-party websites. We are not responsible for the privacy practices of third-party websites and encourage you to review their privacy policies before providing any personal information.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make changes, we will update the "Last Updated" date at the top of this Privacy Policy and post the revised policy on our Site.

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information. Your continued use of the Site after any changes indicates your acceptance of the updated Privacy Policy.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us:

Limen Lakay LLC
Email: info@limenlakay.com

Website: www.limenlakay.com

Location: Boynton Beach, Florida, United States

We will do our best to respond to your inquiries promptly and address any concerns you may have.

Your Privacy Matters to Us

At Limen Lakay, we are committed to transparency and protecting your privacy. We value your trust and will continue to handle your personal information with care and respect.

Thank you for choosing Limen Lakay!