



PRIVACY POLICY

Metta People Ltd (Thailand)

Effective Date: April 18, 2026 · Last Updated: April 18, 2026

www.mettapeople.com · metta-living-flow.base44.app

1. INTRODUCTION

This Privacy Policy (“Policy”) describes how **Metta People Ltd (Thailand)** (“Metta People,” “we,” “us,” or “our”) collects, uses, discloses, and protects personal data in connection with our ecosystem of digital services, including:

MettaUniverse: Our online marketplace (www.mettapeople.com).

Metta Living Flow: Our community application (metta-living-flow.base44.app).

Metta People acts as the Data Controller under the **Personal Data Protection Act B.E. 2562 (PDPA)** of Thailand and, where applicable, the GDPR and CCPA. By using our Services, you agree to the practices described in this Policy.

2. DATA CONTROLLER AND CONTACT DETAILS

Company	Metta People Ltd (Thailand)
Business Registration No.	0105567098617
Registered Address	41/1, Soi On Nut 36, On Nut Sub-district, Suan Luang District, Bangkok 10250, Thailand
Email (DPO & PDPA Contact)	info@mettapeople.com

3. SCOPE AND APPLICABILITY

This Policy applies to all platform users and sellers. We do not knowingly collect data from individuals under the age of 18.

4. CATEGORIES OF PERSONAL DATA COLLECTED

- (a) **Identity & Contact:** Full name, email, phone number, address.
- (b) **Account & Profile:** Usernames, passwords, and preferences synced across both MettaUniverse and Metta Living Flow.
- (c) **Financial Data:** Payment/payout records processed via **2C2P** and **Stripe**. We do not store raw credit card numbers.
- (d) **Technical & Usage:** IP address, device identifiers, and browsing behavior via Google Analytics.
- (e) **Content Data:** Messages, forum posts, and offerings created by you.

5. LEGAL BASES FOR PROCESSING

We process data based on: **Performance of Contract** (managing accounts/bookings), **Consent** (marketing), **Legitimate Interests** (security/fraud prevention), and **Legal Obligation** (Thai tax and ETDA compliance).

6. PURPOSE OF DATA PROCESSING

To provide a unified experience across our marketplace and utility apps; to facilitate payments; to conduct KYC (Know Your Customer) checks; and to ensure community safety.

7. DATA RETENTION

Account Data	Duration of account + 24 months
Financial Records	10 years (as required by the Revenue Department of Thailand)
Activity Logs	12 months

8. DISCLOSURE TO THIRD PARTIES (SUB-PROCESSORS)

We share data with trusted partners to operate our platform:

2C2P / Stripe: Payment gateway services.

Peak Account: Thai tax and accounting automation.

Sharetribe / Base44: Application infrastructure and hosting.

OpenAI: Automated content moderation and toxicity filtering.

9. INTERNATIONAL DATA TRANSFERS

Your data may be processed on servers outside Thailand (e.g., AWS/Google Cloud). We ensure these transfers comply with PDPA standards through Standard Contractual Clauses.

10. DATA SUBJECT RIGHTS

You have the right to **Access, Rectify, Erase, or Port** your data, and to **Withdraw Consent**. Contact info@mettapeople.com to exercise these rights.

11. RIGHTS OF CALIFORNIA RESIDENTS (CCPA/CPRA)

We do not sell your personal data. California residents may request a report of data categories collected.

12. COOKIES

We use a "Consent First" cookie banner. You may "Accept All" or "Reject All" with equal ease.

13. CONTENT MODERATION & NOTICE-AND-TAKEDOWN (2026 ETDA COMPLIANCE)

As a Digital Platform Service provider under the Royal Decree B.E. 2565, Metta People implements a "Notice and Takedown" procedure.

- Monitoring:** We use AI-based screening (OpenAI) to flag illegal or "un-metta" content before it is published.
- Reporting:** Users or rights holders may report content that is illegal, fraudulent, or violates our Terms by emailing abuse@mettapeople.com.
- Action:** Upon receiving a valid notice, we will investigate and, if necessary, remove or suspend the content within 24–72 hours to maintain platform safety and legal compliance.

14. DATA SECURITY

We use SSL encryption and secure database protocols. In the event of a breach, we will notify affected users and the PDPC within 72 hours.

15. AMENDMENTS

We may update this policy. Material changes will be sent via email or dashboard notification.

16. CONTACT

Company	Metta People Ltd (Thailand)
Attention	Data Protection Officer
Email	info@mettapeople.com