

Infini-Q Privacy Policy

Last updated: 12 March 2026

This Privacy Policy explains how Infini-Q ("Infini-Q," "we," "us," or "our") collects, uses, stores, and protects personal data when you visit <https://infini-q.com>, request a demo, contact us, subscribe to updates, or use the Infini-Q queue management platform and related services.

Infini-Q is a queue management and customer flow platform designed for organizations operating in high-traffic, multilingual environments, including deployments across the Caribbean region. Depending on the deployment, Infini-Q may be provided as a cloud-hosted SaaS solution or an on-premises installation.

1. Who we are

Infini-Q provides queue management software and related services, including:

- queue and ticket management
- kiosk and counter interfaces
- user role and permissions management
- analytics and reporting
- multilingual customer flow support
- demo requests, support, onboarding, and product communications

If you have questions about this Privacy Policy or how your data is handled, you can contact Infini-Q using the details published on the website.

Contact details:

- Company name: Infini-Q
- Website: <https://infini-q.com>
- Email: hello@infini-q.com
- Phone: +297 583 1234
- Business address: Oranjestad, Aruba

2. Scope

This Privacy Policy applies to:

- visitors to <https://infini-q.com>
- people who contact us or request a demo
- subscribers to updates or marketing communications
- customers and prospective customers
- end users of the Infini-Q platform, where we act as a controller
- customer deployment data processed on behalf of clients, where we act as a processor

3. Data we may collect

Depending on how Infini-Q is used, we may collect the following categories of information:

A. Website and contact data

- name
- company name
- email address
- phone number
- country or region
- information submitted through forms, demo requests, or support requests

B. Account and platform data

- user names and login identifiers
- business contact details
- role and permission settings
- account preferences
- audit trail information

C. Queue and service data

- ticket numbers and queue events
- service desk or department assignments
- timestamps for ticket creation, transfer, and completion
- priority status or queue category
- location or branch information
- kiosk/counter usage events

D. Analytics and technical data

- IP address
- browser type and device information
- operating system
- pages visited and interactions on the website
- error logs and performance diagnostics
- cookie and session data

E. Communications data

- emails and messages sent to us
- responses to surveys or customer support requests
- newsletter signup details

F. Customer-controlled or deployment-specific data

In some implementations, our clients may configure Infini-Q to process additional information relevant to their workflow. This may include customer identifiers, appointment references, internal service categories, or operational notes. In those cases, the client is typically the data controller and Infini-Q acts as a data processor.

4. How we use personal data

We use personal data to:

- provide, operate, and improve Infini-Q
- respond to demo requests, inquiries, and support tickets
- set up customer accounts and deployments
- manage access control, user permissions, and platform security
- monitor system performance and troubleshoot issues
- generate analytics and operational insights
- send service-related notices and product updates
- send marketing communications where permitted by law
- comply with legal obligations
- protect against fraud, abuse, unauthorized access, or misuse

5. Legal bases for processing

Where applicable under the GDPR and similar laws, we rely on one or more of the following legal bases:

- Contract: to provide requested services, demos, onboarding, or support
- Legitimate interests: to operate, secure, improve, and market our services in a proportionate way
- Consent: where required, for example for certain cookies or marketing communications
- Legal obligation: where processing is required by law or regulation

6. Cookies and similar technologies

Infini-Q may use cookies, pixels, local storage, and similar technologies to:

- keep the website functioning properly
- remember preferences
- understand how visitors use the website
- measure marketing and site performance
- improve usability and security

Where legally required, we will request consent before placing non-essential cookies.

You can manage cookies through your browser settings. Blocking some cookies may affect site functionality.

7. Marketing communications

If you sign up for updates or request information from us, we may send product news, industry insights, and service-related communications. You can unsubscribe from marketing emails at any time using the unsubscribe link or by contacting us.

We may still send transactional or service-related communications where necessary.

8. Sharing of data

We may share personal data with:

- hosting and infrastructure providers
- analytics providers
- email and communications providers
- CRM, support, or billing providers
- implementation, support, or integration partners acting on our instructions
- legal, regulatory, or law enforcement authorities where required
- potential buyers or successors in connection with a merger, acquisition, financing, or asset sale

We do not sell personal data in the ordinary commercial sense.

9. International data transfers

Infini-Q may operate across multiple jurisdictions, including Caribbean and European markets. Personal data may be transferred to and processed in countries outside your home jurisdiction.

Where required, we use appropriate safeguards for international transfers, such as:

- contractual safeguards
- vendor commitments on data protection
- regional hosting choices
- access controls and security measures

10. Data retention

We retain personal data only for as long as necessary for the purposes described in this Privacy Policy, including:

- providing the service
- maintaining business and legal records
- resolving disputes
- enforcing agreements
- meeting legal, tax, audit, and compliance obligations

Retention periods may vary depending on deployment type, customer contract terms, and legal requirements.

11. Security

We use reasonable technical and organizational measures to protect personal data, including measures such as:

- access controls and role-based permissions
- authentication controls
- logging and monitoring
- encryption where appropriate
- secure hosting and vendor management
- least-privilege access practices

No system is completely secure, and we cannot guarantee absolute security.

12. Your rights

Depending on your location, you may have rights to:

- access your personal data
- correct inaccurate data
- delete data
- restrict processing
- object to certain processing
- withdraw consent
- request portability
- lodge a complaint with a supervisory authority

To exercise applicable rights, contact us using the privacy contact details you publish on the site.

13. Customer deployments and controller/processor roles

When Infini-Q is used by a customer organization for its own operations, that customer may act as the data controller for the data entered into the platform. In those cases, Infini-Q may act as a data processor and process data on the customer's behalf under customer instructions and any applicable data processing agreement.

If you are an end user interacting with a customer deployment, you may need to contact that customer directly regarding your privacy rights.

14. Children's privacy

Infini-Q is intended for business and organizational use. It is not directed to children as a primary audience. We do not knowingly collect personal data from children in violation of applicable law.

15. Third-party services and links

The website or platform may contain links to third-party websites, integrations, or services. We are not responsible for the privacy practices of third parties. You should review their policies separately.

16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will be posted on the website with an updated effective date.

17. Contact

You can contact Infini-Q about privacy matters using the contact details published on the website:

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