

Infinito Hub – GDPR Privacy Policy

Effective Date: 01 July 2019

At **Infinito Hub**, we are dedicated to safeguarding the privacy and personal data of our clients, partners, and users. This **GDPR Privacy Policy** outlines how we collect, process, and protect personal information in accordance with the **General Data Protection Regulation (GDPR)** and other relevant data protection laws.

1. About Us

Infinito Hub is a professional outsourcing company providing **call management, dispatching, and customer service solutions** to the taxi and transportation industry worldwide.

We are **registered and certified with the Pakistan Software Export Board (PSEB)**, reflecting our compliance with national and international business and data protection standards.

Company Name: Infinito Hub

Registered Office: Lahore, Pakistan

Email: info@infinitohub.com

Website: www.infinitohub.com

2. Information We Collect

We may collect and process the following types of personal data:

- **Identification Data:** Full name, company name, and job title
- **Contact Information:** Email address, phone number, and business address
- **Service Data:** Call records, dispatch logs, and communication details
- **Billing Information:** Invoices, payment data, and transaction details
- **Technical Data:** IP address, browser type, and website usage statistics

We collect only the data necessary to fulfill our business obligations and provide quality service.

Infinito Hub

182, Sector Y DHA PHASE 3,
Lahore.
Phone: +923084166542

Website:
www.infinitohub.com
E-mail address:
Info@infinitohub.com

3. How We Use Your Information

We use your data to:

- Deliver our call answering, dispatching, and support services
- Communicate with clients and partners
- Process billing, payments, and contracts
- Improve service quality and employee training
- Fulfill legal and regulatory requirements

We do **not** sell, rent, or trade personal data under any circumstances.

4. Legal Basis for Processing

We process data based on:

- **Contractual necessity** – to provide requested services
 - **Legitimate interest** – to operate and enhance business processes
 - **Consent** – where you have provided explicit permission
 - **Legal obligation** – where required by applicable laws
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5. Data Sharing and Transfers

We may share limited personal data with:

- **Technology and support providers** (e.g., secure hosting or communication systems)
- **Clients and service partners** (for operational purposes)
- **Legal authorities** (only when legally obligated)

If data is transferred outside the EU/EEA (for example, to Pakistan), we ensure protection through **Standard Contractual Clauses (SCCs)** and equivalent safeguards.

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6. Data Retention

We retain personal data only as long as necessary to fulfill its purpose or comply with legal obligations. Data no longer required is securely deleted or anonymized.

7. Data Security

We maintain strict security protocols, including:

- Encrypted servers and secure data storage
 - Controlled access and multi-level authentication
 - Employee confidentiality and GDPR compliance training
 - Regular data protection reviews and audits
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8. Your GDPR Rights

Under GDPR, you have the right to:

- **Access** – request a copy of your personal data
- **Rectify** – correct incomplete or inaccurate data
- **Erase** – request data deletion (“right to be forgotten”)
- **Restrict or Object** – limit or oppose certain processing activities
- **Data Portability** – request data transfer in a readable format

To exercise your rights, please email us at info@infinitohub.com. We will respond within 30 days of receiving your request.

9. Cookies and Website Usage

Our website uses cookies to improve user experience and analyze website performance. Users can manage or disable cookies through browser settings. For more information, please see our **Cookie Policy**.

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10. Data Breach Notification

In the unlikely event of a data breach, **Infinito Hub** will promptly investigate and, if necessary, notify affected individuals and the relevant supervisory authorities **within 72 hours**, as required by GDPR.

11. Policy Updates

This policy may be updated periodically to reflect regulatory changes or improvements to our data protection practices.
The latest version will always be available on our website.

12. Contact Us

For questions, concerns, or requests related to this policy, please contact:

Data Protection Officer (DPO)
Infinito Hub
✉ info@infinitohub.com
🌐 www.infinitohub.com
📍 Lahore, Pakistan

✓ **Infinito Hub is registered and certified with the Pakistan Software Export Board (PSEB) and remains fully committed to handling all personal data securely, lawfully, and transparently under GDPR standards.**

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