



Privacy Policy

Last updated: 26 August 2026

Infinity Collection Pvt. Ltd., operating as Infinity Experiences ("Infinity", "we", "us", "our"), respects your privacy. This Privacy Policy explains what personal data we collect, how we use it, with whom we share it, and the rights available to you. It applies to myinfinityexperiences.com (the "Site") and to our services generally. Please read it alongside our Cookie Policy.

1. Who we are

Infinity Collection Pvt. Ltd.

CIN: U74909HR2026PTC147437

Registered office: C182, The Icon, DLF 5, Gurugram 122009, India

Contact: partner@myinfinityexperiences.com

Infinity certifies and curates extraordinary experiences and hotels, and connects members to them. We are not a hotel owner or operator; the partners and experiences in our collection are independent businesses.

2. The personal data we collect

Information you give us

- ◆ Identity and contact details: name, title, email address, telephone number, postal address, country of residence
- ◆ Membership details: account credentials, preferences, interests, and the profile information you choose to share
- ◆ Enquiry and journey details: the experiences you are interested in, travel dates, party size, dietary or accessibility requirements, and any preferences you tell us
- ◆ Payment information: processed by our payment provider. We do not store complete card details on our systems
- ◆ Correspondence: records of your communications with us
- ◆ Marketing preferences: whether you wish to receive communications from us

Information collected automatically

- ◆ Device and browser data: IP address (from which approximate location may be derived), device type, operating system, browser type and version, language settings
- ◆ Usage data: pages viewed, time spent, referring pages, and interactions with the Site
- ◆ Cookies and similar technologies, as described in our Cookie Policy

Information about others. If you provide us with personal data relating to another person — a travelling companion, a family member, a colleague — you confirm that you have their permission to do so, and that you have made them aware of this Privacy Policy.

3. How we use your data

We use personal data to:

- ◆ Respond to your enquiries and provide the information you request
- ◆ Create and administer your membership, where applicable
- ◆ Curate and arrange experiences, and coordinate with the relevant partners to fulfil them
- ◆ Process payments and maintain financial records
- ◆ Communicate with you about your journeys, membership and our services
- ◆ Send you invitations, editorial and updates, where you have chosen to receive them
- ◆ Understand how the Site is used and improve it
- ◆ Maintain the integrity of the Infinity Standard, including verification and quality assurance
- ◆ Comply with legal, tax and regulatory obligations, and to establish or defend legal claims

Our lawful bases. Where the law requires one, we rely on: your consent (for marketing and non-essential cookies); the performance of a contract with you (to arrange and deliver experiences); our legitimate interests (to operate, improve and secure our business, provided your rights are not overridden); and compliance with legal obligations.

4. Who we share it with

We do not sell or rent personal data. We share it only as set out below.



Partners and experience providers. Where you ask us to arrange an experience, we share the details necessary to fulfil it – typically your name, contact details, dates, and any preferences or requirements relevant to your stay. Those partners are independent businesses and act as separate data controllers; their own privacy policies govern their use of your data. We share only what is necessary, and we require our partners to handle it with appropriate care.

Service providers. Payment processors, hosting and IT providers, analytics providers, communication and CRM platforms, and professional advisers. They act on our instructions and may use your data only to provide services to us.

Legal and regulatory. Where we are required to disclose data by law, regulation, court order, or a lawful request from a public authority; or where necessary to protect our rights, safety or property, or those of others.

Business transfers. If Infinity is involved in a merger, acquisition or transfer of assets, personal data may be transferred as part of that transaction, subject to this Policy.

We do not share your personal data with third parties for them to use for their own marketing purposes.

5. International transfers

Our collection spans partners and experiences worldwide. To arrange a journey, your personal data may be transferred to, and processed in, countries outside your country of residence – including countries whose data protection laws differ from your own. Where such transfers take place, we take steps to ensure appropriate safeguards are in place, consistent with applicable law.

6. Retention

We keep personal data only for as long as necessary for the purposes described in this Policy, including any period required to meet legal, tax, accounting or reporting obligations, or to establish or defend legal claims. When data is no longer needed, we delete it or anonymise it.

7. Security

We employ appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure or destruction, and we require our service providers to do the same. No system is entirely secure, however, and we cannot guarantee absolute security of information transmitted over the internet.

8. Your rights

Depending on where you live, you may have the right to:

- ◆ Access the personal data we hold about you, and request a copy
- ◆ Correct data that is inaccurate or incomplete
- ◆ Request erasure of your data in certain circumstances
- ◆ Restrict or object to certain processing
- ◆ Request portability of data you have provided to us
- ◆ Withdraw consent at any time, where processing is based on consent
- ◆ Nominate another person to exercise your rights in the event of death or incapacity, as provided under India's Digital Personal Data Protection Act, 2023
- ◆ Complain to a supervisory authority or the relevant Data Protection Board

To exercise any of these rights, write to partner@myinfinityexperiences.com. We may need to verify your identity before acting on a request.

Marketing. You may opt out of marketing communications at any time using the unsubscribe link in any message, or by writing to us. This will not affect communications relating to a journey you have booked.

9. Children

The Site and our services are directed to adults. We do not knowingly collect personal data from children. Where we process data relating to a child in connection with a family journey, we do so on the basis of information provided by the accompanying adult, who confirms they are authorised to provide it.

10. Changes to this Policy



We may update this Policy from time to time. The date at the top indicates when it was last revised. Where changes are material, we will take reasonable steps to notify you.

11. Contact

Questions, requests or complaints regarding this Policy may be addressed to:

Infinity Collection Pvt. Ltd.
C182, The Icon, DLF 5, Gurugram 122009, India
partner@myinfinityexperiences.com