

# Privacy Policy

Effective date: June 17, 2026 · Last updated: June 21, 2026

This Privacy Policy explains how **Infinity Media Consultant Group LLC** ("IMCG," "we," "us") collects, uses, and shares personal information when you visit [infinitymediaconsultantgroup.com](https://infinitymediaconsultantgroup.com) (the "Site"), contact us, or use our Services, including our AI voice agents. By using the Site or Services, you agree to this Policy.

## 1. Information We Collect

### Information you provide

- **Contact & business details** – name, business name, email, phone, role, and information you submit through forms, booking requests, or consultations.
- **Payment information** – processed by Stripe; we do not store full card numbers.
- **Communications** – messages, emails, and call content when you contact us.

### Information collected through our AI voice agents

- **Call data** – caller name, phone number, the reason for the call, appointment details, and, where applicable, **call recordings and transcripts**. See our [AI Disclosure & Call-Recording Policy](#).

### Information collected automatically

- **Usage & device data** – IP address, browser type, pages viewed, and similar analytics, collected via cookies and similar technologies.

### Information from our business clients

When we provide Services to a business client, we may process personal information about that client's own customers ("End Users") **on the client's behalf**. For that data, the client is the controller and IMCG acts as a service provider/processor; this Policy describes our own practices.

## 2. How We Use Information

- Provide, operate, and improve the Services (including answering and booking calls);
- Process payments and manage your account;
- Communicate with you, including service messages and, with your consent where required, marketing;
- Provide support and respond to inquiries;
- Maintain security, prevent fraud, and enforce our terms;
- Comply with legal obligations.

## 3. How We Share Information

We do **not sell** your personal information. We share it only as follows:

- **Service providers / subprocessors** who help us run the Services, under contracts requiring appropriate protection:

PROVIDER	PURPOSE
ElevenLabs	AI voice agent / conversational calling
Twilio	Telephony & messaging (where used)
n8n Cloud	Workflow automation & booking logic
Google (Calendar/Gmail)	Scheduling & confirmation emails
Stripe	Payment processing

- **Legal & safety** – to comply with law, respond to lawful requests, or protect rights, safety, and property.
- **Business transfers** – in connection with a merger, acquisition, or sale of assets.
- **With your direction or consent.**

**Mobile information & SMS consent.** We do **not** share mobile phone numbers or text-messaging (SMS) opt-in consent with third parties or affiliates for their own marketing or promotional purposes. Text-messaging originator opt-in data and consent are not shared with any third parties, except the subprocessors strictly necessary to carry out the messaging you requested (for example, our SMS provider), who are contractually limited to that purpose.

#### 4. Cookies & Tracking

We use cookies and similar technologies for site functionality and analytics. You can control cookies through your browser settings; disabling them may affect some features.

#### 5. Data Retention

We keep personal information only as long as needed for the purposes described here, to comply with legal obligations, resolve disputes, and enforce agreements. Call recordings and transcripts are retained per our AI Disclosure & Call-Recording Policy, then deleted or de-identified.

#### 6. Security

We use reasonable administrative, technical, and physical safeguards to protect personal information. No method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

#### 7. Your Privacy Rights

Depending on your state of residence (including under the California Consumer Privacy Act, as amended by the CPRA), you may have the right to:

- **Know/access** the personal information we hold about you;
- **Delete** personal information, subject to exceptions;
- **Correct** inaccurate personal information;
- **Opt out** of the "sale" or "sharing" of personal information – **note: we do not sell or share personal information** as those terms are defined under applicable law;
- **Non-discrimination** for exercising your rights.

To exercise any right, contact us at [support@infinitymediaconsultantgroup.com](mailto:support@infinitymediaconsultantgroup.com). We will verify your request and respond as required by law. End Users of our business clients should direct requests to the relevant business; we will assist that business as its service provider.

## 8. Marketing & Communications Choices

You can opt out of marketing emails via the unsubscribe link, and opt out of text messages by replying STOP (see our [SMS Consent & Acceptable Use Policy](#)). We may still send transactional or service messages.

## 9. Children's Privacy

The Site and Services are intended for businesses and are not directed to children under 16, and we do not knowingly collect their personal information.

## 10. Third-Party Links

The Site may link to third-party sites we do not control. Their privacy practices are governed by their own policies.

## 11. Changes to This Policy

We may update this Policy from time to time. We will post the updated version with a new effective date and, where appropriate, notify you.

## 12. Contact Us

### **Infinity Media Consultant Group LLC**

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