

Privacy Policy

Introduction

What information do we collect?

We at Queue-it care about our users of our service, and that means we care about you and your privacy. We always collect personal information responsibly and with your privacy in mind.

It is important to us that you are aware of what information we collect about you and how it is collected.

In order to provide our Queue solution, we need to collect certain personal information.

Queue-it makes sure to collect personal information with the utmost consideration for your privacy. Queue-it has a Data Privacy Officer and specialists focusing on security and data privacy. In addition to that, we have a support team that acts as an extension of our Data Privacy Officer and will support you with privacy related inquiries. For more detail on how we respect your privacy, please read our Privacy Policy and Cookie Statement. If you want to know how your information is treated, check out: *What do we do with your information below?*

What do we do with your information?

We at Queue-it care about our users of our service, and that means we care about you and your privacy. We always collect personal information responsibly and with your privacy in mind.

It is important to us that you are aware of how we handle your personal information. There are different scenarios where we need to process your information depending on purpose. Typical examples are:

- We might need your e-mail to provide our Service(s)
- We might need to your browser data before sending them to your website
- We might need your IP address to prevent illegal activity such as bots trying to enter the website illegally

For example, when you are in a queue before entering the website we check the ip-address in order to prevent fraud via e.g. bots to make sure that all users get correct place in the line without bots interfering.

Privacy Policy

Queue-it is dedicated to protecting your privacy. This Privacy Policy explains how Queue-it collects and uses your personal data. It also describes your rights towards us and how to exercise them. You may always reach out to us on matters of privacy and data protection by sending an email to privacy@queue-it.com.

In order to provide our services, we need to process your personal data. We do this with the utmost consideration.

What do we do with your information?

Provide, operate and improve our services. All data is used to provide, operate and improve Queue-it's services and the information you give us, or we collect, is required to fulfill the service that we provide.

Information we collect about you. You may directly or indirectly give us information about yourself, such as when you log into our platform or contact us via our support site. Queue-it processes personal data for the following purposes and based on the following legal bases:

- **Queue-it User**

Queue-it processes information about users to provide the queue services on behalf of our Customers. Part of this processing involves protecting the service against fraud and to provide statistics on the Queue performance:

- **Personal information** – IP address, browser information and settings and (email if provided for queue notification)
- **Information about interaction between you and Queue-it** – Email in case of support case.

What we DO NOT do with your data. We will not sell your personal details to third parties.

- **Where do we store your personal data?**

We always strive to process your data in regions as follows:

For EU/EEU Customers within the EU/EEA area. US Customer in US. For APAC within APAC area. Other within EU/EEA area.

Your data may however in certain situations be transferred to and processed in other regions by a supplier or subcontractor. As Queue-it is committed to always protecting your

data, Queue-it will take all reasonable legal, technical, and organizational measures to ensure that your data is treated securely and with an adequate level of protection compared to and in line with at least the level of protection offered within the EU/EEA.

- **How long do we keep your personal data?**

We keep your data only as long as necessary to fulfil our obligations towards our Customer. Where we keep your data for purposes beyond those of our obligations, such as fraud protection, we keep the data only as long as necessary for the respective purpose.

- **Your rights to access, rectification and deletion**

- **Right to access your data.** You may request a transcript of records if you would like to know and verify the information we have on you. The required information will be delivered within 45 days of receiving the verifiable request.
- **Right to rectification.** You have the right to correct inaccurate or incomplete information about yourself.
- **Right to deletion (“right to be forgotten”).** You have the right to request the deletion of your personal data insofar as this personal data is no longer necessary for the purpose it was collected. For Californian citizens the information will be deleted upon the request.
- **Contact.** For issues relating to your rights to access, rectification and deletion please contact privacy@queue-it.com.

- **What about cookies and similar tracking technologies?**

We use cookies and similar technologies to deliver a tailored and smooth online experience. For detailed information about how Queue-it uses cookies and similar, please read our cookie statement.

- **Cookie statement**

Please reference Queue-it’s user cookie statement: <https://queue-it.com/cookie-statement-user/>

Contact us

Queue-it ApS is a company incorporated and registered in Denmark with company number DK 33052901 whose registered office is Skelbækgade 2-4, 1717 Copenhagen V, Denmark. Queue-it has a Data Privacy Officer and specialists focusing on security and data privacy. You can always reach Queue-it’s Data Privacy team at: privacy@queue-it.com.

Queue-it is the responsible entity (processor) when handling the Queue service as described above. Queue-it is subject to Danish data protection legislation.

Visit <https://queue-it.com/> for further information on Queue-it.

This Privacy Policy was last updated on July 1st, 2021.