

PRIVACY POLICY

10 TWIST AUTOSERVIS | www.10twist.sk

Controller: Trans Logistic Service s. r. o.

Registered office: Haanova 2601/46, 851 04 Bratislava - Petržalka City District

Company ID No. (IČO): 53 312 163 Tax ID No. (DIČ): 2121337845 VAT ID No. (IČ DPH): SK2121337845

Data protection contact: info@10twist.com | +421 950 710 590

This Privacy Policy explains how Trans Logistic Service s. r. o., operating on the website under the trade name 10 TWIST AUTOSERVIS, processes the personal data of website visitors, prospective customers and customers of the vehicle repair shop.

This document has been prepared primarily in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR), Act No. 18/2018 Coll. on Personal Data Protection and Act No. 452/2021 Coll. on Electronic Communications, as amended and in force as of the date of the latest update of this Privacy Policy.

1. Who is the Controller of Your Personal Data?

The Controller of personal data is Trans Logistic Service s. r. o., Haanova 2601/46, 851 04 Bratislava - Petržalka City District, Company ID No. 53 312 163, Tax ID No. 2121337845, VAT ID No. SK2121337845 (hereinafter referred to as the "Controller" or "10 TWIST AUTOSERVIS").

The vehicle repair shop is located at Domové role 2878/76, 821 05 Bratislava. The workshop telephone number published on the website is +421 918 641 006. For questions concerning personal data protection or for exercising your rights as a Data Subject, please contact us primarily by e-mail at info@10twist.com or by telephone at +421 950 710 590.

2. What Personal Data Do We Process?

Depending on how you use our website or services, we may process, in particular, the following categories of personal data:

- identification and contact details - in particular, your first and last name, telephone number, e-mail address and, where applicable, your address or billing details;
- vehicle-related data - in particular, the vehicle registration number (EČV), VIN, make and model of the vehicle, condition of the vehicle, service requirements and information relating to repairs and maintenance performed;
- contact and booking communication data - the content of your message, requested appointment date, subject matter of your request and any other information you voluntarily provide to us;
- contractual, accounting and payment data - information necessary for issuing a repair order and invoice, recording payments and handling complaints or warranty claims;
- technical data relating to the use of the website - in particular, IP address, date and time of access, browser and device information, server logs and cookie identifiers or identifiers relating to similar technologies, where used.

A vehicle registration number, VIN or other vehicle-related information constitutes personal data where it can be directly or indirectly linked to an identifiable natural person. We do not request any special categories of personal data through the website form, such as health data. Please do not provide us with such information unless it is strictly necessary.

3. Purposes, Legal Bases and Retention Periods

We process personal data only for specified and legitimate purposes and retain it only for as long as necessary. The main processing activities are set out below.

Purpose	Data	Legal basis	Retention period
Contact / booking form and responding to enquiries	Name, telephone number, e-mail address, vehicle registration number, content of the request	Article 6(1)(b) GDPR - steps taken prior to entering into a contract; depending on the circumstances, Article 6(1)(f) GDPR	Until the request has been dealt with; where no contractual relationship is established, generally for no longer than 12 months from the last communication.
Booking and provision of vehicle repair services	Contact details, vehicle data, repair order, service history to the extent necessary for the relevant job	Article 6(1)(b) GDPR - performance of a contract	For the duration of the contractual relationship and subsequently for the applicable statutory limitation periods; generally 3 years unless otherwise provided by specific legislation.
Invoicing, accounting and tax obligations	Identification, billing, contractual and payment data	Article 6(1)(c) GDPR - compliance with a legal obligation	Accounting records are generally retained for 10 years following the year to which they relate.
Complaints, warranties and legal claims	Data relating to the repair order, vehicle, communications, complaint and relevant documents	Article 6(1)(b), (c) and (f) GDPR	For the duration of the complaint or warranty procedure and subsequently for the applicable limitation periods or until the relevant proceedings have been concluded.
Security and technical operation of the website	IP address, technical logs, device and browser data	Article 6(1)(f) GDPR - legitimate interest in ensuring the secure and reliable operation of the website	Generally for no longer than 6 months; longer only where necessary to investigate a security incident or establish, exercise or defend a legal claim.
Optional cookies and external content (e.g. Google Maps)	Online identifiers, IP address and technical data depending on the specific service	Article 6(1)(a) GDPR - consent; together with Section 109(8) of Act No. 452/2021 Coll.	According to the lifetime of the particular cookie or consent; consent may be withdrawn at any time via Cookie Settings.

4. Contact and Booking Form on the Website

The website contains a form that currently requests your name, telephone number, e-mail address and vehicle registration number (EČV). We use this information to contact prospective customers, assess and process their requests and arrange appointments. The legal basis for this processing is not consent to this Privacy Policy, but primarily the taking of steps at the request of the Data Subject prior to entering into a contract pursuant to Article 6(1)(b) GDPR.

Providing the information marked as mandatory is necessary for us to process your request through the form. If you do not provide this information, it may not be possible to submit the form or for us to process your request. Please do not provide information that is not necessary.

5. Who May Have Access to Your Personal Data?

We do not disclose personal data to third parties for their own unrestricted purposes. To the extent necessary, personal data may be accessed by the following categories of recipients or processors:

- providers of web hosting, website technical administration and IT support services;
- providers of e-mail, cloud or communication services;
- accountants, tax advisers, legal advisers or other professional advisers to the extent necessary for the provision of their services;
- providers of repair, diagnostic or information systems where their use is necessary for carrying out the relevant repair order;
- Google Ireland Limited in connection with Google Maps, where the user permits external content to be loaded;
- public authorities, courts, tax authorities or other authorised entities where we are required to disclose personal data by law or by a final and binding decision.

Where an external service provider processes personal data on our behalf, we ensure that it is bound by the requirements of Article 28 GDPR or by another equivalent legal arrangement.

6. Cookies and Google Maps

The website may use cookies or similar technologies. Cookies that are strictly necessary for the technical operation of the website or for providing a functionality explicitly requested by the user may be used without prior consent to the extent permitted by the applicable statutory exemption.

Optional cookies and technologies that are not strictly necessary - such as analytics cookies, marketing cookies or external content where information is stored on or accessed from the user's terminal equipment - are activated only after the user has given consent. Consent must be given freely and may be modified or withdrawn at any time via the "Cookie Settings" link on the website.

The website uses Google Maps. When Google Maps is loaded, Google may process, in particular, the user's IP address, technical information relating to the device and browser, and other online identifiers. For users in the European Economic Area, Google Ireland Limited is the provider of most consumer services. The external map should only be loaded by the website once the relevant user consent has been obtained.

Further information on Google's processing of personal data: policies.google.com/privacy

7. Transfers of Personal Data Outside the European Economic Area

For our standard processing activities, we endeavour to use service providers located within the European Economic Area (EEA). However, when using global technology services, in particular Google Maps, personal data may also be processed or transferred outside the EEA, including to the United States of America.

Any such transfer may take place only where the requirements of Chapter V GDPR are met, for example on the basis of an adequacy decision adopted by the European Commission, including the EU-U.S. Data Privacy Framework where applicable to the relevant recipient, or on the basis of Standard Contractual Clauses pursuant to Article 46 GDPR, together with any supplementary safeguards where required.

8. Legitimate Interests

Where processing is based on Article 6(1)(f) GDPR, our legitimate interests include, in particular, the security and reliable operation of our website and information systems, the proper handling of ordinary communications, prevention of misuse, and the establishment, exercise or defence of legal claims. Before relying on this legal basis, we assess whether our interests are overridden by the interests or fundamental rights and freedoms of the Data Subject.

9. Your Rights

Subject to the conditions set out in the GDPR, you have, in particular, the following rights in relation to your personal data:

- the right of access to your personal data and information concerning its processing (Article 15 GDPR);
- the right to rectification of inaccurate personal data and completion of incomplete data (Article 16 GDPR);
- the right to erasure where the statutory conditions are met (Article 17 GDPR);
- the right to restriction of processing (Article 18 GDPR);
- the right to data portability where processing is based on consent or a contract and is carried out by automated means (Article 20 GDPR);
- the right to object to processing based on legitimate interests on grounds relating to your particular situation (Article 21 GDPR);
- the right to withdraw your consent at any time where processing is based on consent; withdrawal does not affect the lawfulness of processing carried out before consent was withdrawn;
- the right to lodge a complaint with a supervisory authority.

You may submit your request by e-mail to info@10twist.com or by post to the Controller's registered office.

Where we have reasonable doubts concerning the identity of the person making the request, we may request additional information necessary to verify their identity. Requests are handled within the time limits laid down by the GDPR.

10. Supervisory Authority

If you believe that the processing of your personal data infringes the GDPR or Slovak data protection legislation, you have the right to contact:

Office for Personal Data Protection of the Slovak Republic
Galvaniho Business Centrum II, Galvaniho 7/B, 821 04 Bratislava, Slovak Republic
www.dataprotection.gov.sk

11. Automated Decision-Making and Profiling

In connection with the contact and booking form or the provision of vehicle repair services, we do not carry out automated individual decision-making within the meaning of Article 22 GDPR that would produce legal effects concerning you or similarly significantly affect you.

12. Security of Personal Data

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, destruction, damage, alteration or unauthorised disclosure. The scope of these measures is adapted to the nature of the processing, the technologies used and the associated risks. Access to personal data is limited to persons who require such access for the performance of their employment-related or contractual duties.

13. Changes to This Privacy Policy

We may update this Privacy Policy, in particular, where there are changes to applicable legislation, the scope of our services, forms, service providers or technologies used on the website. The current version will always be available at www.10twist.sk.

Last updated: 20 August 2026

Legal status of the document: 20 August 2026