

Privacy Policy

At Linenspot d.o.o. we respect your privacy. We process your personal data with care, solely for the purposes stated below and in accordance with Regulation (EU) 2016/679 (GDPR) and the applicable Slovenian data protection legislation.

1. Data controller

The data controller is Linenspot d.o.o., OIC-Hrpelje 32, 6240 Kozina, Slovenia.

2. What data we collect and how

We only collect data that is actually necessary for the purposes stated. Personal data is any information relating to an individual, for example name and surname, address, email address and telephone number. Through the website we collect it when you fill in the contact form, use the quick calculation, subscribe to our newsletter, and through cookies.

3. Contact form

Data we collect: name and surname (or company name), address (street and number, postal code, city), telephone number and email address.

Purpose: to reply to your enquiry and get in touch with you. Legal basis: your request, or steps taken at your request before entering into a contract (point (b) of Article 6(1) GDPR). We keep the data until your enquiry has been handled and then for a maximum of 12 months. If we need to process the data for another purpose, we will inform you in advance and ask for your consent.

4. Quick calculation

In the quick calculation you enter your region, the number of beds and your email address.

Purpose: to send the result of the calculation to your email address and to send service follow-up messages about the calculation, in which we check whether you received the result, whether it is clear and whether you need help.

Legal basis: your request to receive the result (point (b) of Article 6(1) GDPR) and your consent to the service follow-up messages (point (a) of Article 6(1) GDPR). By clicking the "Finish" button you confirm that you have read this privacy policy, request that the result of the calculation be sent to you and consent to receiving these service messages. You can withdraw your consent at any time.

We send marketing messages (for example offers or an invitation to work with us) only if you expressly choose this using a separate, optional box on the form. Without this choice we do not send marketing messages, and you receive the result of the calculation in any case. We keep quick calculation data for a maximum of 12 months, unless you subscribe to the newsletter or contact us about working together.

5. Newsletter and notifications

You can subscribe to our newsletter and notifications by entering your email address in the subscription form. This data is processed solely on the basis of your consent, which you can withdraw at any time. Every message contains an unsubscribe link.

To send emails we use the Twilio SendGrid service, which stores your email address for this purpose. We keep the data until you withdraw your consent.

6. Website visits and cookies

When you visit the website linenspot.com, technical data (for example IP address, browser version, time of visit) is collected using Google Analytics and is used for visit statistics. Data collected in this way is processed separately and is not combined with other data.

Cookies are text files that a web server stores on your device. We use strictly necessary cookies without consent. Analytics and other non-essential cookies are used only with your consent, which you give through the cookie notice. You can withdraw or change your consent at any time in the cookie settings or in your browser settings.

With your consent, the website also uses online measurement and advertising tools, such as Google Ads and the Meta pixel (Facebook and Instagram), to assess the effectiveness of campaigns and to show relevant ads. These tools may collect online identifiers and browsing data. For data collected through these tools, Google and Meta may act as independent or joint controllers; please see their privacy policies.

7. Legal bases for processing

We process your personal data only:

- on the basis of your consent (for example newsletter, service follow-up messages, marketing messages, non-essential cookies);
- if processing is necessary to act on your request, to take steps before entering into a contract or to perform a contract (for example contact form, quick calculation);
- if processing is required by law (for example data on an issued invoice);
- if processing is necessary for our legitimate interests which do not override your rights (for example system security).

8. Recipients of data and transfers to third countries

We do not sell your data and do not pass it to third parties without an appropriate legal basis. Data may be processed by our contracted processors who provide services for us: Google Cloud (storage of data and systems), Google Drive (storage of documents), Twilio SendGrid (sending emails), Google Analytics (website statistics), and GitHub and Cloudflare (hosting and content delivery network). Contact data is managed in LinenSpot's own CRM system. For the advertising purposes described in section 6, Google (Google Ads) and Meta (Facebook and Instagram) are also involved. If data is transferred to the United States or another third country, the transfer takes place on the basis of an adequacy decision (EU-U.S. Data Privacy Framework) or standard contractual clauses.

9. Data retention

We store data in appropriately protected databases to which only authorised persons have access. We keep it only for as long as necessary to achieve the purpose for which it is processed, until consent is withdrawn, or for as long as required by law.

10. Withdrawal of consent

You can withdraw any consent you have given at any time, for one or all purposes of processing. Send your withdrawal in writing to our address or to info.si@linenspot.com. Withdrawal does not affect the lawfulness of processing carried out before it. After withdrawal we will stop processing and delete the data, unless the law requires us to keep it.

11. Your rights

Under the GDPR you have the following rights:

- the right of access to personal data concerning you and to information on the purpose of processing, categories of data, recipients, retention period and source of the data;
- the right to rectification of inaccurate data and completion of incomplete data;
- the right to erasure ("right to be forgotten");
- the right to restriction of processing;
- the right to data portability, including transmission to another controller at your request;
- the right to object, where processing is based on legitimate interest, and at any time to processing for direct marketing purposes. After an objection we no longer process data for that purpose;
- the right to withdraw consent.

You exercise your rights by a written request sent by post to our address or to info.si@linenspot.com. We reply without undue delay and at the latest within one month.

12. Personal data breach

If a personal data breach is likely to result in a high risk to your rights and freedoms, we will inform you without delay. We will notify the competent supervisory authority of the breach without undue delay and no later than 72 hours after becoming aware of it.

13. Right to lodge a complaint

You have the right to lodge a complaint with the competent supervisory authority. In Slovenia: Informacijski pooblaščenec, Zaloška 59, 1000 Ljubljana, email: gp.ip@ip-rs.si.

14. Validity

This statement is published on the website <https://linenspot.com/> and is valid from 12 October 2026.