

PRIVACY POLICY

Jurisdiction: Spain (EU) · Language: English · Calle Pintores 22, Pilar de la Horadada, Alicante

1. DATA CONTROLLER

The entity responsible for the collection and processing of your personal data obtained through this website is:

- Data Controller: DRIVE TECH GARAGE S.L.U.
- Registered Address: Calle Pintores 22, Pilar de la Horadada, Alicante
- Email for Data Protection Inquiries: info@dtges.com

2. TYPES OF PERSONAL DATA COLLECTED

To facilitate the online appointment booking and inquiry system, we collect the following data through our forms:

- Identification Data: Name and surname.
- Contact Data: Phone number and email address (used to confirm, modify, or update your appointment).
- Vehicle Information: Make, model, year, fuel type, license plate number, and a brief description of the mechanical issue or maintenance requested.
- Navigation Data: IP address and technical information provided by your browser (managed via our Cookie Policy).

No credit card information, bank details, or financial data are requested, collected, or processed through this website.

3. PURPOSES AND LEGAL BASIS FOR TREATMENT

DRIVE TECH GARAGE S.L.U. processes your personal data under the following legitimate legal frameworks:

- Consent of the Data Subject (Art. 6.1.a GDPR) – pre-contractual measures requested by the customer.
- Execution of a Contract / Pre-contractual Measures (Art. 6.1.b GDPR): To prepare preliminary cost estimates, mechanical repair quotes, and schedule the workshop capacity for the automotive services requested by the client.
- Compliance with Legal Obligations (Art. 6.1.c GDPR): For the standard invoicing, tax declarations, and legal vehicle safety records required by Spanish industrial authorities once the vehicle enters our physical facility.

4. DATA RETENTION PERIOD

Your data will be stored exclusively for the duration necessary to fulfill the reservation, manage the customer relationship, guarantee the technical warranty of the repairs performed in our facilities, and to comply with the statutory retention periods imposed by Spanish fiscal and transport regulations (typically up to 5-6 years).

5. RECIPIENTS OF THE DATA

Personal data collected through this website will not be transferred, sold, or shared with third parties, except:

- To competent public administrations, tax agencies, or judicial authorities when required by Spanish law.
- To essential technical service providers (e.g., website hosting providers, digital booking calendar software providers) who act strictly as Data Processors under formal confidentiality agreements.

6. RIGHTS OF THE USER

As a data subject, you hold full rights under the GDPR. You may exercise them at any time free of charge:

- Right of Access: To know what data we possess about you.
- Right to Rectification: To modify inaccurate or incomplete data.
- Right to Erasure ("Right to be Forgotten"): To request the deletion of your data when it is no longer necessary.
- Right to Restriction of Processing: To limit how your data is handled under specific disputes.
- Right to Data Portability: To receive your data in a structured, electronic format.
- Right to Object: To halt processing based on personal grounds.

To exercise these rights, please send a written request to info@dtges.com

Where there are reasonable doubts concerning the identity of the paallicant, additional information may be requested to verify identity. If you believe your rights have been breached, you have the right to lodge a complaint with the Spanish Data Protection Agency (Agencia Española de Protección de Datos - AEPD).

