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Terms of Service

Version: 1.0 · Valid from February 11, 2026 to October 31, 2026

Last updated: February 11, 2026

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1. General Provisions

1.1. These Terms of Service (hereinafter "Terms") govern the rights and obligations between the operator of the portal and its users when using the WLP customer portal (hereinafter "Portal").

1.2. The operator of the Portal is **TTN, s.r.o.**, with registered office at Sadová 2719/3A, 905 01 Senica, Slovak Republic, Company ID (IČO): 52330443, Tax ID (DIČ): 2120984085, VAT ID: SK2120984085 (hereinafter "Operator").

1.3. The Portal is operated under the brands WorkSys.Space, FacilityUp.Space, CitySys.Space and TTN (hereinafter "Brands"). Regardless of the Brand used, the Operator is always TTN, s.r.o.

1.4. By using the Portal, you agree to these Terms. If you do not agree, do not use the Portal.

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2. Definitions

2.1. **Portal** — a web application of the customer helpdesk available at the domain of the respective Brand, providing the Services described in Art. 3.

2.2. **User** — a natural or legal person who uses the Portal based on registration or invitation. Users are categorized as:
- **Customers** — persons receiving support through the Portal
- **Agents** — persons providing support on behalf of the Operator or its clients
- **Administrators** — persons managing Portal settings

2.3. **Content** — any texts, images, files, data or other materials uploaded, created or shared through the Portal.

2.4. **Services** — the set of functionalities provided through the Portal as described in Art. 3.

2.5. **Brand** — the commercial brand under which the Portal is made available to a specific User (WorkSys.Space, FacilityUp.Space, CitySys.Space or TTN).

2.6. **AI Assistant** — an optional Portal feature that uses artificial intelligence to provide automated responses, as described in Art. 7.

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3. Portal Services

3.1. The Portal provides the following Services:

a) **Helpdesk and ticket management** — creating, tracking and managing customer support requests, including assignment, escalation and resolution of tickets.

b) **Knowledge Base** — access to a database of articles, guides and documentation to provide self-service support.

c) **AI Assistant** — an optional feature using artificial intelligence technology to automatically answer questions, search the Knowledge Base and assist with ticket creation. Details in Art. 7.

d) **Reporting and SLA dashboards** — overviews of service level agreement (SLA) compliance, ticket statistics and performance metrics.

e) **Additional services** — the Operator reserves the right to add new features and services. Users will be informed of material changes through the Portal or by e-mail.

3.2. The scope of available Services may vary depending on the Brand, User role and contractual terms between the Operator and the User's organization.

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4. Registration and User Account

4.1. Access to the Portal is conditional upon registration or acceptance of an invitation from the Operator or an organization administrator.

4.2. The User is obliged to:
- provide truthful and up-to-date information during registration,
- ensure the confidentiality of their login credentials,
- promptly inform the Operator of any unauthorized use of their account,
- not provide access to their account to third parties.

4.3. The Operator reserves the right to suspend or terminate a User's account in case of violation of these Terms.

4.4. The User may request account deletion at any time by contacting the support e-mail address of the respective Brand.

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5. User Rights and Obligations

5.1. The User agrees to:
- use the Portal in compliance with applicable laws of the Slovak Republic and the European Union,
- not upload content that is unlawful, offensive, infringing on third-party rights or otherwise inappropriate,
- not interfere with the technical infrastructure of the Portal or attempt unauthorized access to other Users' data,
- not use automated tools (bots, scrapers) for bulk access to the Portal without prior consent of the Operator,
- not misuse the AI Assistant to generate harmful, misleading or unlawful content.

5.2. The User bears full responsibility for any content they create or upload through the Portal.

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6. Operator Rights and Obligations

6.1. The Operator undertakes to:
- ensure the availability of the Portal within contractually agreed service levels (SLA),
- protect Users' personal data in accordance with Regulation (EU) 2016/679 (GDPR) and applicable Slovak law,
- inform Users of material changes to the Services and these Terms.

6.2. The Operator reserves the right to:
- temporarily limit or suspend the provision of Services for maintenance, security incidents or force majeure,
- modify the scope and nature of Services, including adding new functionalities,
- refuse or remove content that violates these Terms or applicable laws.

6.3. The Operator shall not be liable for:
- temporary unavailability of the Portal caused by maintenance or circumstances beyond its control,
- content created by Users,
- responses generated by the AI Assistant (see Art. 7).

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7. AI Assistant — Special Provisions

7.1. **Service description.** The AI Assistant is an optional Portal feature that uses artificial intelligence technology from a third party — Anthropic PBC, USA (Claude model) — to automatically answer Users' questions.

7.2. **Availability.** The AI Assistant is available only for Brands and roles for which the administrator has activated it. The Operator is not obliged to make the AI Assistant available to all Users.

7.3. **Consent.** Before first use of the AI Assistant, the User is asked to consent to data processing through the Anthropic API. The User may withdraw consent at any time, which will disable the AI Assistant for that User.

7.4. **Limitations and disclaimer.**
- Responses from the AI Assistant are generated automatically and **do not replace professional human support**.
- The AI Assistant may generate inaccurate, incomplete or outdated information.
- The Operator **shall not be liable for damages** arising from actions taken based on AI Assistant responses.
- The User acknowledges that the AI Assistant is not authorized to provide legal, financial, medical or other professional advice.
- In case of doubt about the accuracy of an AI Assistant response, the User should verify the information by creating a ticket or contacting support.

7.5. **Data processing.** Details on personal data processing within the AI Assistant are provided in the Privacy Policy, Art. 6.

7.6. **Prohibited use.** The User agrees not to use the AI Assistant to:
- attempt to manipulate the AI model (prompt injection),
- obtain data of other Users or organizations,
- generate unlawful, harmful or misleading content,
- circumvent the Portal's security measures.

7.7. **Rate limiting.** The number of questions to the AI Assistant may be limited to a certain number per hour. Current limits are displayed in the AI Assistant interface.

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8. Intellectual Property

8.1. The Portal, its source code, design, graphic elements, Brand logos and documentation are the intellectual property of the Operator or its licensors.

8.2. The User may not copy, modify, distribute or otherwise reproduce any part of the Portal without the prior written consent of the Operator.

8.3. Content created by the User remains the property of the User. By uploading content to the Portal, the User grants the Operator a non-exclusive license to process such content to the extent necessary for the provision of Services.

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9. Liability and Warranties

9.1. The Portal is provided "as is" without any express or implied warranties, unless otherwise agreed in a contract between the Operator and the User's organization.

9.2. To the maximum extent permitted by applicable EU and Slovak law, the Operator shall not be liable for:
- indirect, consequential or incidental damages arising in connection with the use of the Portal,
- loss of data caused by circumstances beyond the Operator's control,
- actions taken by Users based on AI Assistant responses.

9.3. The Operator's total liability to the User for any claims arising from the use of the Portal is limited to the amount paid by the User (or their organization) for the Services in the last 12 months, unless applicable law provides otherwise.

9.4. This limitation of liability does not apply to liability that cannot be limited or excluded under applicable EU and Slovak law, including liability for intentional acts or gross negligence.

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10. Personal Data Protection

10.1. The Operator processes Users' personal data in accordance with Regulation (EU) 2016/679 (GDPR) and Slovak Act No. 18/2018 Coll. on Personal Data Protection.

10.2. Details on personal data processing are provided in a separate document — the **Privacy Policy**, which forms an integral part of these Terms.

10.3. The Privacy Policy is accessible on the Portal through a link in the footer of every page.

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11. Amendment of Terms

11.1. The Operator reserves the right to amend these Terms.

11.2. Users will be notified of material changes at least **30 days in advance** through:
- a notice on the Portal,
- an e-mail notification to the User's registered address.

11.3. Continued use of the Portal after the changes take effect constitutes acceptance of the amended Terms.

11.4. If the User disagrees with the changes, they may discontinue use of the Portal and request account deletion.

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12. Duration and Termination

12.1. These Terms are effective from the moment of User registration and remain in force for the duration of Portal use.

12.2. The User may discontinue use of the Portal at any time by requesting account deletion.

12.3. The Operator may terminate the User's access to the Portal in case of:
- serious or repeated violation of these Terms,
- termination of the contractual relationship between the Operator and the User's organization,
- discontinuation of Portal operations.

12.4. Provisions of these Terms concerning intellectual property, limitation of liability and personal data protection survive termination.

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13. Governing Law and Dispute Resolution

13.1. These Terms are governed by the laws of the **Slovak Republic** and the law of the **European Union**.

13.2. Any disputes arising from these Terms shall be resolved primarily by mutual agreement.

13.3. If no agreement is reached, disputes shall be decided by the competent courts of the Slovak Republic.

13.4. If the User is a consumer within the meaning of EU law, they have the right to use alternative dispute resolution through the ODR (Online Dispute Resolution) platform at: https://ec.europa.eu/consumers/odr

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14. Final Provisions

14.1. If any provision of these Terms becomes invalid or unenforceable, the remaining provisions shall remain in force.

14.2. An ineffective provision shall be replaced by a provision that most closely reflects the economic purpose of the original provision.

14.3. These Terms constitute the entire agreement between the Operator and the User regarding the use of the Portal, unless a separate contract exists between the parties, which shall take precedence.

Contact Information

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