

Driverr

Privacy Policy

Driverr Technologies Ltd - Company Number: 17184545

Version 8 - Last updated: August 2026

Previous version: June 2026 (v7)

What changed in this version:

- Section 3.3 - Location Data: Added weather data retrieval as a use of GPS coordinates
- Section 3.3 - Location Data: Clarified that location is used to determine relevant local events for your city
- Section 7 - Third Party Services: Updated Ticketmaster entry to reflect city-based event import
- Section 2.4 - Geographic Availability: Updated to reflect TfL alerts are London only with other cities coming
- Section 3.2 - Driver Activity Data: Added notification preferences as collected data
- Section 8.1 - Supabase: Updated to reflect Supabase Storage used for receipt image storage
- Section 5.4 - Data Retention: Clarified receipt images are permanently deleted on account deletion
- Section 5.1 - Data Storage: Added Supabase Storage as storage location for receipt images
- Section 3.2 - Driver Activity Data: Added launch code redemption as recorded data
- Voice dictation feature removed - microphone access no longer used in the app
- Section 8: Added Stripe Customer Portal reference
- Section 8 - Third Party Services: Added Stripe as payment processor with full billing data detail
- Section 4.1 - To Provide the Service: Added subscription management and billing
- Section 3.5 - Device and Technical Data: Added payment method details processed by Stripe
- Section 3.2 - Driver Activity Data: Added subscription billing data as collected data
- Section 3.2 - Driver Activity Data: Added receipt images and financial documents as collected data stored in Supabase Storage
- Section 3.3 - Location Data: Added geofence trigger for shift end reminder notification
- Section 3.5 - Device and Technical Data: Added push notification token as collected data

- Section 4.1 - To Provide the Service: Added shift end reminder notifications via geofence
- To process your Pro subscription payment, manage your billing cycle, send payment receipts and provide access to subscription management through the Stripe Customer Portal
- Section 9 - Cookies and Local Storage: Added notification preference to localStorage list

1. Introduction

Welcome to Driverr. This Privacy Policy explains how Driverr Technologies Ltd ('Driverr', 'we', 'us' or 'our') collects, uses, stores and protects your personal data when you use our mobile application and related services (collectively, the 'Service').

Driverr Technologies Ltd is registered in England and Wales with company number 17184545. We are registered with the Information Commissioner's Office (ICO) as a data controller.

By using Driverr, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree with any part of this policy, please do not use our Service.

2. Data Controller

The data controller responsible for your personal data is:

Driverr Technologies Ltd

Company Number: 17184545

Registered in England and Wales

Email: hello@driverr.app

Website: driverr.app

3. Personal Data We Collect

3.1 Account Registration Data

When you create a Driverr account, we collect:

- Full name

- Email address
- Password (stored as an encrypted hash - we never store your plain text password)
- Primary ride-hail platform (Uber, Bolt, FREE NOW, Addison Lee, Black Cab or Other)
- City you drive in
- Vehicle type (EV, Hybrid, Petrol, Diesel)
- Vehicle make and model (optional)
- Approximate driving hours per week

3.2 Driver Activity Data

When you use the app, we collect data you voluntarily enter:

- Shift records - start time, end time, duration, starting location, earnings, miles driven, jobs completed, platform used, battery percentage
- Ride records - platform, fare, miles, zone, service type, tip, surge information
- Expense records - category, amount, date, notes
- EV charging records - date, type, kWh, cost, battery percentage
- Road charge records - congestion charge, Dart charge, Silvertown tunnel
- PCO reminder dates - licence expiry, insurance renewal, MOT, vehicle licence, service date
- Notification preferences - shift end reminder toggle enabled or disabled
- Receipt images and financial documents - photographs of expense receipts uploaded by the driver - stored in Supabase Storage - accessible only to the uploading driver via Row Level Security
- Launch code redemption - when a driver redeems a launch code the redemption is recorded including the code used, the driver user ID and the redemption timestamp

3.3 Location Data

Driverr uses your device's GPS location for the following purposes:

- To provide direction recommendations from your current location
- To calculate route times to event venues in your city
- To detect when you are near your home location for shift end reminders
- To detect when you are in the London Congestion Charge zone (London drivers only)
- To retrieve accurate local weather data for your current position via the Open-Meteo weather service
- To determine which city's events to display in the Events tab

- To trigger a shift end reminder notification when you return to your saved home location - this geofence trigger is processed in real time and is not stored beyond the active shift

Location data is processed in real-time on your device. Your GPS coordinates are passed to Open-Meteo solely to retrieve relevant weather data - they do not store or retain your coordinates. We do not track your location continuously or in the background. Location data is not stored on our servers beyond what is explicitly logged in your shift records. Push notification tokens are stored locally on your device and used only to deliver shift end reminders and PCO renewal alerts. We do not use push notification tokens for marketing purposes.

3.4 Authentication Data

If you sign in with Google OAuth, we receive from Google:

- Your name
- Your email address
- A unique Google identifier

We do not receive your Google password. Google authentication is handled securely by Supabase Auth and Google's OAuth 2.0 system.

3.5 Device and Technical Data

When you use the Service, we may automatically collect:

- Device type and operating system
- Browser type and version
- App version
- IP address (used for security purposes only)
- Crash reports and error logs
- Push notification token - stored locally on device - used only to deliver shift reminders and PCO renewal alerts If you use the native iOS or Android app, a separate device push token is stored to enable notification delivery via Apple Push Notification service (APNs) or Firebase Cloud Messaging (FCM), used only for the same purposes: shift reminders and PCO renewal alerts.
- Payment method details - processed and tokenised by Stripe - we never store your full card number, CVV or bank details on our servers

4. How We Use Your Personal Data

4.1 To Provide the Service

- To create and manage your driver account
- To provide personalised direction recommendations based on your current location
- To display accurate local weather conditions based on your GPS position
- To show relevant local events based on your registered city
- To display your earnings, analytics and performance data
- To send you PCO reminder notifications
- To calculate your tax estimates and expense tracking
- To build your personal earnings heatmap and zone performance data
- To send you shift end reminder notifications when you have been driving for 10 hours or when your device detects you have returned to your home location

4.2 To Communicate With You

- To send you transactional emails - account confirmation, password reset, account deletion
- To send you service updates and important notices about the app
- To notify you of material changes to this Privacy Policy or our Terms of Service
- To respond to your support requests

4.3 To Improve the Service

- To understand how drivers use the app and which features are most valuable
- To identify and fix bugs and technical issues
- To develop new features based on driver needs

4.4 Legal Basis for Processing (UK GDPR)

- Contract - processing necessary to provide the Service you have signed up for
- Legitimate interests - improving the Service, preventing fraud, ensuring security
- Consent - where you have explicitly consented, such as location access
- Legal obligation - where we are required by law to process your data

5. Data Storage and Security

5.1 Where We Store Your Data

Your personal data is stored on Supabase, a cloud database service hosted in the European Union (Ireland - West EU region). This means your data is stored within the UK GDPR jurisdiction and is subject to EU data protection standards. Receipt images and financial documents are stored in Supabase Storage in the same West EU Ireland region.

5.2 How We Protect Your Data

- Row Level Security (RLS) - at the database level, each driver can only access their own data
- Encrypted transmission - all data is transmitted over HTTPS/TLS encrypted connections
- Password hashing - your password is converted into an unreadable encrypted string. Even Driverr staff cannot see your password
- JWT authentication - secure session tokens with automatic expiry and refresh
- Access controls - only authorised Driverr personnel have access to the database
- Server-side secrets - all API keys and sensitive credentials are stored server-side and never exposed in client-side code

5.3 Data Breach Notification

In the event of a personal data breach likely to result in a risk to your rights and freedoms, we will notify the ICO within 72 hours. We will also notify affected users without undue delay where the breach is likely to result in a high risk to their rights.

5.4 Data Retention

We retain your personal data for as long as your account is active. When you delete your account, we permanently delete all your personal data within 24 hours including all shift records, ride records, expense records, EV charging records, your driver profile and your authentication account. Deletion request audit records are retained for 90 days for legal compliance purposes. Receipt images stored in Supabase Storage are also permanently deleted within 24 hours of account deletion.

6. Your Rights Under UK GDPR

- Right of access - request a copy of all personal data we hold about you
- Right to rectification - correct inaccurate or incomplete data in your profile
- Right to erasure - delete your account via More > Account > Delete my account
- Right to data portability - request your data in a machine-readable format
- Right to restrict processing - ask us to stop processing your data in certain circumstances
- Right to object - object to processing based on legitimate interests
- Right to withdraw consent - where processing is based on consent, you can withdraw at any time
- Rights related to automated decision making - our direction recommendations are guidance only and do not constitute legally significant automated decisions

To exercise any of these rights, contact us at hello@driverr.app. We will respond within 30 days.

7. International Users

7.1 European Union Users

If you are located in the EU, your data is protected by GDPR. Our data storage in Ireland means your data remains within the EU. All rights in Section 6 apply to EU users.

7.2 Users in the United States

We do not sell your personal data. California residents have additional CCPA rights including the right to know what data we collect, the right to delete it, and the right to opt out of data sales (we do not sell data). Contact hello@driverr.app to exercise California privacy rights.

7.3 Users in Canada

Your data is protected under PIPEDA. You have the right to access your personal information and challenge its accuracy. Contact hello@driverr.app to exercise these rights.

7.4 All Other International Users

UK GDPR compliance meets or exceeds data protection standards in most countries globally. Contact hello@driverr.app with any questions about your local data protection rights.

8. Third Party Services

8.1 Supabase

Database and authentication provider. Data stored in West EU Ireland. Privacy policy at supabase.com/privacy Supabase Storage is also used to store receipt images uploaded by drivers. All stored data is subject to Row Level Security ensuring drivers can only access their own data.

8.2 Google OAuth

Optional sign-in method. If you use Google sign-in, Google's privacy policy applies. Privacy policy at policies.google.com/privacy

8.3 Resend

Email delivery service for transactional emails. Privacy policy at resend.com/privacy

8.4 TfL Unified API

We use Transport for London's API to display live tube and rail disruption status. This feature is only active for drivers in London. No personal data is shared with TfL.

8.5 Open-Meteo

We use Open-Meteo's weather API to display current weather conditions based on your GPS location. Your coordinates are sent to Open-Meteo only to retrieve relevant weather data - they do not store or retain your coordinates. No personal identifying information is shared with Open-Meteo.

8.6 Ticketmaster Discovery API

We use Ticketmaster's API to import local events for your registered city. No personal data is shared with Ticketmaster.

8.7 Stripe

Stripe - stripe.com - Payment processor for Pro subscriptions. When you subscribe to Driverr Pro your payment is processed by Stripe Inc. Stripe collects and processes your payment method details including card number, expiry date and billing address. We never store your full card details on our servers - Stripe handles all payment data under PCI DSS Level 1 compliance, the highest level of payment security. Stripe stores a secure payment token linked to your account to process recurring subscription payments. You can manage, update or cancel your subscription at any time through the Stripe Customer Portal accessible from More - Account - Manage subscription. Stripe's privacy policy applies to all payment data - stripe.com/privacy. Stripe is certified to the EU-US Data Privacy Framework. Legal basis for processing: contract performance. If you request a refund, we review your account and usage data (subscription dates, feature usage) to assess the request. Refund decisions and processing are handled manually by Driverr. See our Refund Policy at driverr.app/refunds for eligibility and timing.

8.8 B2B Partner Network (planned)

When our B2B partner network launches, additional data processing will occur. This Privacy Policy will be updated and all users notified before the B2B network goes live.

When you contact support@driverr.app, your message may be processed by an AI system to help classify your query and draft a response. This uses Google Workspace to receive and store the email, and Anthropic's Claude AI model to read the message content and generate a suggested response. All AI-drafted responses are reviewed by a human (the founder) before being sent - the AI never sends a response automatically. Certain topics (refunds, complaints, account deletion, legal matters, and anything the AI is not confident about) are always escalated for manual handling and are never processed or responded to by AI. Anthropic processes this content solely to generate the response and does not use it to train its models. Anthropic's privacy policy applies: anthropic.com/privacy. Google Workspace acts as our email processor for support@driverr.app; Google's privacy policy applies: workspace.google.com/privacy.

8.9 Customer Service AI Processing

9. Cookies and Local Storage

Driverr uses browser localStorage to store strictly necessary data locally on your device including theme preference, saved home location, navigation preference, notification preference, onboarding status, driver preferences, shift data cache, active shift state, weekly target and authentication session token.

We do not use advertising cookies or third-party tracking cookies. See our full Cookie Policy at driverr.app/cookies.

10. Children's Privacy

Driverr is intended for licensed professional drivers aged 18 and over. We do not knowingly collect data from anyone under 18. Contact hello@driverr.app immediately if you believe we have collected data from a minor.

11. Automated Decision Making

Driverr uses automated processing to provide direction recommendations, surge predictions, weather-based demand signals and earnings analysis. These are guidance tools only and do not constitute legally significant automated decisions. You are free to disregard any recommendation the app makes.

12. Changes to This Privacy Policy

We will notify you of significant changes by email to your registered address and by in-app notice at least 14 days before changes take effect. The version number and date at the top of this policy indicate when it was last updated.

13. Contact Us and Complaints

Email: hello@driverr.app

Website: driverr.app

Company: Driverr Technologies Ltd - Company Number 17184545

Information Commissioner's Office: ico.org.uk - Phone: 0303 123 1113

Driverr Technologies Ltd - Company Number 17184545 - hello@driverr.app - driverr.app