

Driverr Technologies Ltd

Data Retention Policy

Version 1 - June 2026 - Driverr Technologies Ltd - Company No. 17184545

This Data Retention Policy sets out how long Driverr Technologies Ltd retains personal data collected through the Driverr app and related services, and the procedures for secure deletion when retention periods expire.

1. Purpose and Scope

This policy applies to all personal data processed by Driverr Technologies Ltd as a data controller under UK GDPR and the Data Protection Act 2018. It covers all data collected through the Driverr app, the waitlist at driverr.app/join and all related services.

2. Retention Schedule

The following table sets out the retention period for each category of personal data collected by Driverr:

Data Category	Data Type	Retention Period	Basis	Deletion Method
Account data	Name, email address, password hash	Duration of account plus 30 days after deletion request	Contract performance	Automated deletion via account deletion flow
Driver profile	City, platform preference, notification settings, home location	Duration of account plus 30 days	Contract performance	Automated deletion via account deletion flow
Shift records	Start time, end time, earnings, miles, platform, jobs	Duration of account plus 30 days	Contract performance - HMRC compliance	Automated deletion via account deletion flow
Ride records	Platform, fare, miles, zone, tip, surge, notes	Duration of account plus 30 days	Contract performance	Automated deletion via account deletion flow
Expense records	Category, amount, date, notes	Duration of account plus 7 years	Legal obligation - HMRC record keeping	Manual deletion on request after 7 year minimum
Receipt images	Photographs of expense receipts stored in Supabase Storage	Duration of account plus 7 years	Legal obligation - HMRC MTD compliance	Deleted from Supabase Storage within 24 hours of account deletion
Reminder dates	PCO licence, insurance, MOT, TfL vehicle licence, service dates	Duration of account plus 30 days	Contract performance	Automated deletion via account deletion flow
Push notification token	Device push token stored locally	Until notification permissions revoked or app uninstalled	Legitimate interests	Cleared on permission revocation
Location data	GPS coordinates processed in real time	Not retained beyond the active session	Contract performance	Not stored - processed in real time only
Waitlist data	Name, email, city, platform, referral code, position	Until launch plus 12 months	Legitimate interests - pre-launch marketing	Bulk deletion after launch plus 12 months
Launch code data	Code value, redemption status, redeemed by,	3 years from redemption	Legal obligation - contract record	Manual deletion after 3 year retention

Subscription data	redeemed at Pro status, subscription dates, trial status	7 years from subscription	Legal obligation - financial records	Manual deletion after 7 year minimum
Stripe billing data	Payment tokens, billing history stored by Stripe	7 years - retained by Stripe per financial regulations	Legal obligation	Subject to Stripe data deletion process
Analytics data	Anonymous page views via Umami - no personal data	Not applicable - no personal data collected	Legitimate interests	Not applicable
Crash logs	Anonymous technical error data	90 days	Legitimate interests - app stability	Automatic deletion after 90 days
Admin access logs	Admin dashboard access records	12 months	Security - legitimate interests	Automatic deletion after 12 months
Profile photo	Driver profile picture uploaded to Supabase Storage	Duration of account plus 30 days	Contract performance	Deleted from Supabase Storage within 24 hours of account deletion

3. Data Deletion Procedures

3.1 Account Deletion

When a driver deletes their account through More - Account - Delete my account the following occurs automatically:

All shift, ride, expense and reminder records are permanently deleted from the Supabase database within 24 hours.

All receipt images are permanently deleted from Supabase Storage within 24 hours.

The driver profile record is permanently deleted within 24 hours.

The driver is removed from all active notification schedules immediately.

Expense records and receipt images subject to the 7-year HMRC retention requirement are flagged for manual deletion after the retention period expires.

A deletion confirmation email is sent automatically to the driver's registered email address within 24 hours confirming that all data has been permanently deleted and the account is closed.

3.2 Subject Access and Erasure Requests

Drivers may request deletion of their data at any time by emailing hello@driverr.app. All erasure requests are processed within 30 days as required by UK GDPR Article 17. Where data must be retained for legal reasons (such as HMRC financial records) the driver is informed of the legal basis and the earliest date their data can be deleted.

3.3 Waitlist Data

Drivers on the waitlist may request removal at any time by clicking the unsubscribe link in any email or by contacting hello@driverr.app. Their data will be permanently deleted within 24 hours of the request.

4. Legal Basis for Retention

Driverr retains data only where a lawful basis exists under UK GDPR Article 6. The primary bases are: Contract performance - data necessary to provide the Driverr service to the driver.

Legal obligation - financial and accounting records required to be kept under HMRC regulations for a minimum of 7 years.

Legitimate interests - security logs, crash data and analytics retained for app stability and security where the legitimate interest is not overridden by the driver's rights.

5. Policy Review

This policy is reviewed annually or whenever a significant change to data processing activities occurs. The current version is published at driverr.app/privacy. Changes are communicated to drivers via the app and by email.

6. Contact

Questions about this policy should be directed to hello@driverr.app. Complaints may be directed to the Information Commissioner's Office at ico.org.uk.

Driverr Technologies Ltd - Company No. 17184545 - hello@driverr.app - driverr.app
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