

Driverr

Terms of Service

Driverr Technologies Ltd - Company Number: 17184545

Version 9 - Last updated: August 2026

Previous version: May 2026 (v6)

What changed in this version:

- Section 2.4 - Geographic Availability: Updated to confirm events are imported for driver's registered city via Ticketmaster, not London only
- Section 2.4 - Geographic Availability: Clarified TfL alerts are London only with other cities coming
- Section 4.1 - Free Tier: Updated platform options - removed 'Both' as a platform option throughout the app
- Section 4.2 - Pro Subscription: Added Driverr Driver Summit access as a Pro feature
- Section 8 - Platform Independence: Added Partner Network and Third-Party Platform Compliance clause
- Section 4.2 - Added 30-day Pro trial for all new registrations
- Section 4.6 - Clarified Pro data retention for 90 days post-cancellation before deletion
- Section 4.9 - Added receipt image storage policy and HMRC Making Tax Digital disclaimer
- Section 10 - Strengthened liability clause, updated liability cap, added algorithmic disclaimer and receipt image disclaimer
- Section 4.2 - Renamed Driver Events to Driverr Driver Summit in Pro features table

Please read these Terms of Service carefully before using Driverr. By creating an account or using our Service, you agree to be bound by these terms.

1. Introduction and Acceptance

These Terms of Service ('Terms') govern your use of the Driverr mobile application and related services ('Service') provided by Driverr Technologies Ltd ('Driverr', 'we', 'us' or 'our'), a company registered in England and Wales with company number 17184545.

By registering for an account, downloading the app, or using any part of the Service, you confirm that you are at least 18 years of age, hold a valid licence to operate as a professional driver in your jurisdiction, and have read, understood and agree to these Terms and our Privacy Policy.

2. The Service

2.1 What Driverr Provides

Driverr is a productivity and intelligence platform for professional ride-hail and taxi drivers including direction intelligence, earnings tracking, analytics, event intelligence, transport alerts, business tools, airport information and a B2B partner commission network.

2.2 Service Availability

We aim to provide the Service continuously but do not guarantee uninterrupted availability. We are not liable for losses caused by Service unavailability due to maintenance, technical issues, third-party outages or events beyond our control.

2.3 Service Updates

We may add, modify or remove features at any time. Where changes significantly affect the Service, we will provide reasonable notice. Continued use after changes constitutes acceptance of the updated Service.

2.4 Geographic Availability

Driverr is available to drivers globally. Features are provided based on your registered city and GPS location:

- Transport disruption alerts (Rail Status and TfL disruptions) - currently London only. Drivers outside London will see a 'coming soon for your city' placeholder. Additional cities will be added as Driverr expands.
- Local events (Pro subscribers only) - imported for your registered city via Ticketmaster wherever Ticketmaster operates globally. A driver registered in Manchester sees Manchester events; a driver in Birmingham sees Birmingham events.
- Direction intelligence - available in all cities, continuously improved as more drivers use the app in each location
- London Congestion Charge detection - London only
- Weather - based on your current GPS location wherever you are
- All core features - available to all drivers regardless of location

3. Your Account

3.1 Registration

To use Driverr you must create an account providing accurate information. You agree to maintain the security of your password and notify us immediately at support@driverr.app if you suspect unauthorised access.

3.2 Platform Selection

During registration you will select your primary ride-hail platform from: Uber, Bolt, FREE NOW, Addison Lee, Black Cab / Hackney, or Other. This setting personalises your experience. You can update this in your account settings at any time.

3.3 One Account Per Driver

Each driver may hold only one active Driverr account. Creating multiple accounts to circumvent restrictions is not permitted.

3.4 Account Termination

You may delete your account at any time through More > Account > Delete my account. Deletion is permanent and all data will be removed within 24 hours. We reserve the right to suspend or terminate accounts that breach these Terms.

4. Subscriptions and Payments

4.1 Free Tier

Driverr offers a free tier available indefinitely at no cost including:

- Shift logging and ride logging
- Basic weekly earnings total
- Recent shifts (last 5) and recent rides (last 10)
- Direction card - where to head based on time of day and events
- TfL live disruption status (London drivers only)
- Weather demand signal based on your current location
- Tip of the day
- Earnings pace tracker and weekly target slider
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- Expense logger
- PCO reminders - licence, insurance, MOT, vehicle licence, service date
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- Airport Hub - information for airport drivers

4.2 Pro Subscription - Features

Events & Navigation (Pro only)

Full Events tab - city-matched local events via Ticketmaster, crowd/surge context, and route navigation to venues. Free tier users see a locked preview.

Analytics (Pro only)

Personal earnings heatmap, Personal Best stats, 8-Week Target History, and all detailed performance analytics.

Business Tools

Expense Logger (manual entry) is available on the free tier. Receipt photo capture and storage, CSV export with receipt links, and the tax tracker are Pro-only.

Reminders and Management

PCO licence, insurance, MOT, TfL vehicle licence and Self Assessment reminders are available on both free and Pro tiers.

Data and Sync

Cross-device sync of shifts, expenses and account data is available on both free and Pro tiers.

B2B Partner Network (Pro only)

Participation in the Driverr Partner Network commission programme, when available, is limited to Pro subscribers.

Driverr Summit (Pro only)

Access to the Driverr Driver Summit is a Pro subscriber benefit.

Driverr Pro unlocks the full intelligence platform. Pro-only features show a blurred preview in the free tier to demonstrate value.

Feature	Free Tier	Pro Tier
Home Screen Intelligence		
Direction card	Free + Pro	Free + Pro
TfL live status (London only)	Free + Pro	Free + Pro
Weather demand signal	Free + Pro	Free + Pro
Tip of the day	Free + Pro	Free + Pro
Earnings pace tracker	Free + Pro	Free + Pro
Weekly target slider	Free + Pro	Free + Pro
Events and Navigation		
Events tab - view city events	-	Pro Only
GPS route cards to venues	-	Pro Only
Departure time predictions	-	Pro Only
Surge window predictions	-	Pro Only
Ticketmaster auto-import	-	Pro Only
Navigation app preference	-	Pro Only

Analytics		
Hourly earnings heatmap	-	Pro Only
Zone performance league	-	Pro Only
Service type analytics	-	Pro Only
Personal bests tracking	-	Pro Only
Streak counter	-	Pro Only
Business Tools		
Expense logger	Free + Pro	Free + Pro
Tax tracker and HMRC mileage	-	Pro Only
Car finance tracker	-	Pro Only
Monthly P&L	-	Pro Only
Road charges tracker	-	Pro Only
Reminders and Management		
PCO reminders	Free + Pro	Free + Pro
EV tracker and charging log	Free + Pro	Free + Pro
Airport Hub	Free + Pro	Free + Pro
Data and Sync		
Local data storage	Free + Pro	Free + Pro
Supabase cloud sync	-	Pro Only
Cross-device access	-	Pro Only
Unlimited shift history	-	Pro Only
Unlimited ride history	-	Pro Only
Data export	-	Pro Only
B2B Partner Network		
Partner offers and QR code	-	Pro Only
Commission earnings	-	Pro Only
Voice Input (coming soon)		
Voice ride and shift logging	-	Pro Only
Driverr Driver Summit and Community Events	-	Pro Only
Driverr Driver Summit - twice yearly in-person event for Pro subscribers	-	Pro Only

4.3 Pro Subscription - Pricing

- Monthly - GBP 5.99 per month
- Annual - GBP 47.92 per year (equivalent to GBP 4.00 per month - save 33%)

4.4 Payment Processing

Payments are processed securely by Stripe. Driverr does not store your payment card details.

4.5 Billing and Renewal

Subscriptions renew automatically. Renewal reminders sent by email 3 days before monthly renewal and 14 days before annual renewal. In-app notification confirms each renewal on the day it occurs.

4.6 Cancellation

Cancel anytime through account settings. Cancellation takes effect at end of current billing period. Your account reverts to free tier and your free tier data is retained indefinitely. Pro-specific data including receipt images, detailed analytics, tax records is retained for 90 days following cancellation and permanently deleted thereafter unless you resubscribe. If you resubscribe within 90 days all Pro data is fully restored. Data is never deleted solely due to cancellation within the 90-day window.

4.7 Refund Policy

All refund requests must be made by emailing support@driverr.app - we do not offer self-service refunds. If you cancel during your 30-day free Pro trial you will not be charged, so no refund is necessary. If you are charged and are not satisfied, email us within 7 days of the charge date and we will issue a full refund, no questions asked. Requests made more than 7 days after a charge are reviewed case by case, considering usage and the reason given. We aim to respond within 2 business days. See our full Refund Policy at driverr.app/refunds.

4.8 30-Day Pro Trial for New Users

All new Driverr accounts receive a 30-day free trial of Driverr Pro beginning on the date of registration. No payment information is required to start the trial. During the trial you have full access to all Pro features.

At the end of the 30-day trial your account automatically reverts to the free tier. No charge is made. You may subscribe to Pro at any time to regain access to Pro features.

Pro-specific data created during the trial including receipt images, analytics data, tax records is retained for 90 days following the trial expiry. If you subscribe to Pro within 90 days all trial

data is fully restored. After 90 days Pro-specific trial data is permanently deleted. Free tier data including shift logs, ride logs and expense records is retained indefinitely.

The 30-day Pro trial is available once per driver. Drivers who create multiple accounts to access additional trial periods are in breach of Section 3.3 of these Terms.

4.9 Receipt Image Storage and HMRC Compliance

Driverr Pro allows you to photograph and store images of business expense receipts within the app. The following terms apply to receipt image storage:

- Maximum file size: 5MB per image after compression. Accepted formats: JPG, PNG, HEIC.
- Receipt images are stored in secure cloud storage within the European Union. Only you can access your receipt images. Images are permanently deleted when your account is deleted or 90 days after Pro subscription cancellation.
- HMRC disclaimer: HMRC's Making Tax Digital programme accepts digital images of receipts as valid evidence for expense claims in many circumstances. However Driverr Technologies Ltd makes no guarantee that any specific receipt image stored in the app will be accepted by HMRC as valid evidence. You are solely responsible for ensuring your expense records meet HMRC requirements. We recommend consulting a qualified tax adviser for advice specific to your circumstances.
- Data export: Pro subscribers may export their expense data including receipt images at any time via the data export feature. Exported files are provided in good faith. You are solely responsible for the security and storage of exported files after download. Driverr Technologies Ltd accepts no liability for exported data once it has left the Driverr platform.

4.10 First 100 Early Access Programme

The first 100 drivers to join the Driverr waitlist and redeem their unique early access code at registration will receive Driverr Pro free for 12 months from the date of app launch. This offer is non-transferable, limited to one redemption per driver, and requires a valid unique access code issued by Driverr Technologies Ltd. After the 12-month period the account reverts to the free tier unless a Pro subscription is purchased. Driverr Technologies Ltd reserves the right to withdraw this offer if the code is shared or used fraudulently.

All refund requests must be made by emailing support@driverr.app - we do not offer self-service refunds. If you cancel during your 30-day free Pro trial you will not be charged, so no refund is necessary. If you are charged and are not satisfied, email us within 7 days of the charge date and we will issue a full refund, no questions asked. Requests made more than 7 days after a charge are reviewed case by case, considering usage and the reason given. We aim to respond within 2 business days. See our full Refund Policy at driverr.app/refunds.

4.11 Price Changes

We may change subscription prices with 30 days written notice. Existing annual subscribers will not have their price changed until their current annual period ends.

5. Acceptable Use

Use Driverr only as a productivity and intelligence tool to support your professional driving work. You must not use the Service for unlawful purposes, attempt to reverse engineer or hack the Service, use automated tools, transmit malware, create false accounts, or resell access without written consent.

All driving decisions remain your own professional judgement. Driverr recommendations are guidance only. Never use a mobile device while driving.

6. Intellectual Property

The Service and all its content is owned by Driverr Technologies Ltd and protected by UK and international intellectual property law. 'Driverr' is a registered trademark (UK Trademark Number UK00004381511, Classes 9 and 42). You retain full ownership of all data you enter into Driverr.

6.1 Customer Service AI

When you contact support@driverr.app, your message may be processed by an AI system to help classify your query and draft a response, using Google Workspace and Anthropic's Claude AI model. All AI-drafted responses are reviewed by a human before being sent. Refunds, complaints, account deletion requests, legal matters and anything the AI is not confident about are always handled manually and are never processed or responded to by AI. See our Privacy Policy for full detail on this processing.

7. Third Party Services

Driverr integrates with third-party services including TfL, Ticketmaster, navigation apps, weather services and Stripe. These services are subject to their own terms. Driverr is not responsible for third-party service availability, accuracy or changes.

8. Platform Independence

Driverr is independent of and not affiliated with Uber, Bolt, FREE NOW, Addison Lee, Lyft or any other ride-hail platform. You are responsible for ensuring your use of Driverr complies

with the terms of any platform you drive for. You are responsible for holding all licences and permits required to operate as a professional driver in your jurisdiction.

8.1 Partner Network and Third-Party Platform Compliance

Drivers who participate in the Driverr Partner Network are solely responsible for ensuring their participation complies with the terms and conditions of any ride-hailing, taxi or private hire platform with which they are registered, including but not limited to Uber, Bolt, FREE NOW, Addison Lee and any other platform operator.

Driverr Technologies Ltd makes no representation that participation in the Partner Network is permitted under the terms of any third-party platform. Driverr Technologies Ltd accepts no liability for any consequences arising from a driver's breach of any third-party platform terms, including suspension or deactivation from any platform.

The Driverr Partner Network operates independently of all ride-hailing platforms. Driverr Technologies Ltd has no commercial relationship with, and is not endorsed by, any ride-hailing platform operator.

9. B2B Partner Network (When Available)

Participation is optional and available to Pro subscribers only. Drivers agree to present offers honestly, not claim commissions fraudulently, and comply with all applicable consumer protection laws. Commissions paid weekly via Stripe Connect subject to a GBP 10 minimum. QR codes deactivate when Pro subscription lapses.

10. Disclaimers and Limitations

Driverr makes no guarantee that using the Service will increase your earnings. The following disclaimers and limitations apply to the maximum extent permitted by law:

10.1 Tax and Financial Disclaimer

Tax features including the tax tracker, expense logger, mileage tracker and HMRC estimates are for informational and organisational purposes only and do not constitute tax advice. Tax calculations are estimates based on information you provide and may not reflect your actual tax liability. Always consult a qualified tax adviser or accountant for advice specific to your circumstances. Driverr Technologies Ltd accepts no liability for any tax underpayment, penalty or HMRC enquiry arising from reliance on tax features within the app.

10.2 Navigation and Direction Disclaimer

Direction recommendations, surge predictions and positioning intelligence are algorithmic suggestions based on publicly available data. They are not guaranteed to result in increased earnings, trips or surge pricing. All driving, positioning and navigation decisions remain solely your professional judgement. Never use a mobile device while driving. Driverr Technologies Ltd accepts no liability for earnings loss, road charges, penalties or other consequences arising from following any recommendation made by the app.

10.3 Receipt Image Disclaimer

Driverr Technologies Ltd makes no guarantee that receipt images stored in the app will be accepted by HMRC or any other tax authority as valid evidence for expense claims. Image quality, legibility and completeness are your responsibility. We recommend retaining original paper receipts where possible. Driverr Technologies Ltd accepts no liability for rejected expense claims or tax penalties arising from the use of digitally stored receipt images.

10.4 Reminder and Alert Disclaimer

PCO licence, insurance, MOT and other reminders are provided as a convenience only. You are solely responsible for ensuring all required licences, permits and insurances remain valid at all times. Driverr Technologies Ltd accepts no liability for any loss of earnings, fines, prosecution or deactivation from any platform arising from a missed renewal, regardless of whether a reminder was set within the app.

10.5 Liability Cap

To the maximum extent permitted by law, our total liability to you under or in connection with these Terms shall not exceed the greater of: (a) the total subscription fees paid by you to Driverr Technologies Ltd in the 12 months immediately preceding the event giving rise to the claim; or (b) GBP 100. Nothing in these Terms limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by law.

11. Changes to These Terms

We will notify you by email and in-app notice at least 30 days before any material changes take effect. A change log at the top of each new version clearly states what changed. Continued use constitutes acceptance of revised Terms.

12. Governing Law

These Terms are governed by the laws of England and Wales. Nothing affects your statutory consumer rights under UK law.

13. Contact Information

Email: hello@driverr.app

Website: driverr.app

Company: Driverr Technologies Ltd - Company Number 17184545

We aim to respond to all enquiries within 5 business days.

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