



**Allan & Lynette Rowe  
Taxi Proprietor.  
Trading as**

**A. F. & L. J. Rowe.**

14th October 2015

To Infrastructure Planning and Natural Resources Committee  
Email: ipnrc@parliament.qld.gov.au

Reference: Legislation examination and proposed bill submitted by the Katter Party (KLP) re UBER operation.

Dear Commissioners,

I hereby submit a memorandum of avenues that need to be investigated by your committee in the operation of part of the public transport system and new technology players endeavouring to enter the system currently controlled by the Queensland Government.

1. As part of this inquiry, your committee will examine the claim that UBER and other players in this marketplace are more efficient and prospective clients find the APP technology used by their companies more user friendly to gain access for transport than it is to use the modern technology used by all taxi booking companies throughout Queensland. The claim by UBER is totally unsubstantiated as a great many of the client base do not and cannot use the current technology available such as Emails, Fax, IVR and App booking services currently being used by the major Taxi companies. They also just want to use a normal telephone to secure their bookings. These persons rely heavily on the city taxi services to attend hospitals, doctors, dentists and a myriad of other services as they have no other access to transport services except the local taxi company. Yes, we do have an ageing population who find themselves locked out of the ever changing technical world being provided by some technology companies. (what about the free phones provided for easier access established and operated at hospitals, surgeries, aged care facilities, motels, hotels etc. throughout the metropolitan area and some country centres) (easy accessibility for the disadvantaged and aged care persons is required)

2. Your committee should by now have read and absorbed the information previously sent to you re information stored by UBER relating to personal details of their clients with no guarantee that this information will not be sold or handed to any group or organisation willing to pay commercial rates to access and rate every clients private business. This knowledge is gained by the use of their technology to have to pre-pay fares before transportation is dispatched to them. Common knowledge of this situation is available for your committee to investigate this practice as a client does not have the right to cancel a service and not pay for the booking if an emergency situation eventuates and the client cannot travel. What does happen is the client receives a letter in the post with an account for payment forth-with. (There is Privacy Legislation in place to protect clients but at a substantial and unaffordable price for the average taxi user)

3. Every taxi driver, either Taxi Service Licence holder, Taxi operator, Fleet Manager or contract driver must keep records of their operation, pay GST and be responsible for adding their earnings to their tax payable assessment each financial year. Taxi drivers cannot be signed into the system if they do not have an ABN number as this is a requirement of the taxi booking company before persons can operate a taxi cab. These formalities are not a requirement of persons operating a UBER vehicle but a further cost and burden on the taxi industry to control. Taxi operators can/may be audited by the ATO or the TMR at any given time. The major APP booking company, UBER do not pay tax in Australia. Neither do the drivers. This industry will develop into a black market for laundering money without the implications of having to pay tax.

4. Taxi drivers must provide all types of regulatory checks such as the instillation of security cameras, whether the driver has renewed his licences, and having available and in view of the clients in the taxi., an identification card for clients to view in the taxi cab. Plus Safety devices (A 13) should the drivers be attacked or have safety issues with the client base. The new camera system will provide a wide lens to view all clients and passengers alike in the taxi cab. The original cameras were supplied by the Queensland Government, but new state of the art cameras & voice recorder will have to be paid for by the Taxi operators at a cost of approximately \$3000.00. Authorities, QPS and TMR will have the ability to access the conversation in the cab as well as provide footage to protect the driver as well as the passenger. Contract drivers can and are assured of the A13 button being attended to by a fully competent base staff person (trained) with follow up procedures in place with QPS, and other taxi drivers. The management of the camera safety system is monitored by taxi companies and any reportable or illegal use of the cameras is reported to the TMR. The closure rate for criminal offences by the QPS is now very high indeed and a credit to TMR and the Queensland Government for originally ensuring that these important safety devices are mandatory in a cab in Queensland. QPS also use footage from the cameras to view other crime scenes when the taxi has been seen in the vicinity. Drivers and Administrative management teams also provide ways and means for our client base to be able to make a complaint re the service provided, overcharging and any kind of perceived assault by either party. The above mentioned safety and reporting measures are an integral part of the taxi industry, There is no regulatory requirement for UBER drivers and passengers to access safety devices as are installed in Queensland Taxis. "UBER do not recognise the law and regulations operating in Queensland and administered by Transport and Main Roads"

5. To be a cab person in Queensland, each individual within the industry must be Industry Accredited to be a person operating a cab. Taxi Service Licence holders, Operator Accredited or Industry Authorised drivers. Insurance companies will not recognise any claims if the persons in the business are not licensed to do so. Each operator of a taxi must carry legal liability insurance and the operator must have the class 3 insurance, third party at a cost of some \$7000.00 to register a taxi. This requirement is not for UBER as UBER has stated that their company covers their operators with a single policy and pay out the clients in case of accidents. The interesting part of this argument and it is just that as yet is that the service, UBER, is not an accredited or legalised service provider that operates under the legislation as set out by the Queensland Government. (It is an illegal service) Insurance companies must operate under different rules when it comes to pay out time on policies, much different to flood damage and cyclone damaged houses destroyed by natural disasters. There are some Insurance companies, NRMA that are saying they may cover UBER in the future, a non compliant company. The costing structure will be interesting. The taxi industry must be the poor relations when it comes to paying the premiums. (They keep us poor)

6. Transport and Main Roads has given the taxi industry the task of providing services for the aged and disability persons in the community. All persons with a disability must be able to access transport in the same time-frame as any able bodied person in the community. Taxi companies must produce records to substantiate the service provided and if the Minimal Service Levels are not attained, the taxi company and TMR management discuss the possibility of calling tenders for more WAT licences. Depending on vehicle requirements, the winning tender parties may/can pay up to \$70,000.00 for a fully operational Wheelchair Accessible Taxi and must have specialist training to ensure their ability to carry out Aged Care and Disability Services. Another training modules for taxi companies to oversee. There is no requirement for UBER to provide any service or training in this sector of our industry. Again another imposition on the taxi industry in relation to comparing services to services.

7. The taxi industry has an imposition to provide a 24 hour service as part of the Dispatch company's Taxi Service Licence Agreement. Drivers may only make \$10.00 to \$20.00 per hour in the early part/ quiet part of the week to ensure we have a service available and also must provide a Wheelchair Accessible Taxis as well if required. In smaller cities, there is not enough Aged Care and Disability clients to ensure that the income can sustain a persons business. The WAT driver must then diversify to act as a Maxi Taxi to sustain his business. (It is a requirement of our Industry by TMR but the costs and Insurances remain as per any taxi in the fleet. (I am sure that UBER do not have to maintain this standard and have no reason to as they continue to flout the Queensland Government Regulations. (UBER is not a compliant company)

8. Just remember there is no extra cost to the aged care / disability client or the Government, nor is there any subsidies extended to the taxi companies to ensure the provision of these WAT vehicles and services. (Not so provision of bus services with an enormous amount of money provided to the bus industry in the way of subsidies for similar services)

9. The Taxi Industry is overpowered with reporting procedures as set out by Transport and Main Roads. For many years to be compliant, the booking companies were supplying reports to TMR regarding Minimum Service Level requirements as well as peak demand response times for taxis in the fleet. However to be even more compliant, TMR has a Data Base company able to access all relevant information from our computer as part of their requirement for our company to operate a Taxi Service Licence with our fleet. The booking companies understand and have leased with TMR management regarding this requirement, but the relevant booking information again as stated many times, is a requirement under Government Legislation. However other players operating in the same situation do not have to comply with anything resembling service or safety levels in their operation. UBER do not comply with anything, from providing Minimum Service Levels, safety procedures, reporting procedures, supplying WAT taxis to ensure Disability and Aged Care requirements are fulfilled. High level training packages have been developed and Taxi companies have implemented and designed this material to ensure all of the imposed taxi regulations are adhered to during the operation of our taxis.

10. Every person on the street now knows that unlicensed operators such as UBER are not being fined or disadvantaged in any way for operating illegally, so any person can/may flaunt the regulations by using their private vehicles and charging a fee to transport all and sundry from night clubs and licensed venues 24 hours a day. These fly by nighters understand that there are not enough compliance operators around to enforce regulations and with the state of the economy, governments do not pay overtime to ensure enforcement which has become a dirty word to management of TMR.

11. Surge pricing is a blight on our nation with governments from the National and all State governments making statements for over fifteen years how they are going to curb the interest rate hikes by the banking industry and have rolled over with their endeavours trying to control the major fuel companies in their endless habit of upping the prices on any given holiday weekend. Best of luck controlling the surge pricing in the taxi industry by an illegal company who sees legislation presented as an acceptable reason to work and operate as they see fit. The taxi industry certainly does, with booking companies able to access the meters in taxi cabs, and being able to monitor the metered rate at all times and the price structure changing automatically by GPS as per the legislative requirement.

## So what are some of the answers to problems that should be attended to immediately?

- ⇒ TMR to have QPS assistance to help detect and breach persons or companies operating outside of the current Queensland Government Regulations.
- ⇒ All compliance officers, TMR and QPS to impose a breach notice on any driver observed breaking Government regulations in relation to operating a vehicle as a taxi under those regulations.
- ⇒ Tougher and higher levies for company's operating outside of the legislation as required under Queensland Government laws and regulations.
- ⇒ In the first instance, the driver to lose (3) demerit points and there-after a double of demerit points for any further breach of the regulation as set by TMR.
- ⇒ Three offences will constitute a serial offender and the said person to lose their drivers licence for a mandatory period of (3) three months. Further offences could be added to the legislation pertaining to the usage of a vehicle.
- ⇒ Any further indiscretions will amount to having the vehicle impounded for a period of time as decided by TMR.
- ⇒ The Queensland Government to investigate the behaviour of any booking service immediately, be it by a Multi-National or Australian based companies to ensure that regulations as set out in the Passenger Transport Act are adhered to and immediately issued with a memo forthwith to desist. (There should be no leniency for Companies breaking the law as set in place by the Queensland Government)
- ⇒ Any Company or groups of persons conducting a business in Queensland and are encouraged to break laws as per the requirements of National or State Governments in relation to paying tax in Australia or failing to ensure that persons operating a vehicle for passenger hire should be investigated if that person is not meeting all taxation requirements as per ATO and GST legislation.
- ⇒ This action should be implemented immediately and when the Report is received by the Government on the relevant Passenger Transport Acts by August 2016, all interested parties will be able to be digest and discuss the information and further legislation may be needed to help clarify the Queensland Government position.
- ⇒ The Queensland Government through their Transport and Main Roads department, to commence meaningful discussions with major taxi companies to ensure that any new innovations available in the technology world are developed and made available to the industry. Taxi companies have always moved forward and worked closely with TMR and Government to ensure legislative requirements are available and put into place throughout the industry.

## Summary

- The Queensland Government has always been recognised as having the most professional and safe Taxi Services in Australia, my request to you as a fellow Queenslander is that you as legislators do not cave in just because some of your counterparts in the rest of the country appear to be wavering.
- You have a time frame set out, and all that is needed from the Queensland Government is to protect the many thousands of Queensland families who rely on our taxi services to be safe, friendly and efficient. For most of these families, this is their superannuation package.
- Unemployment is causing a large growth in the number of persons wanting to use their own vehicles to set up business, but as has been widely acknowledged, there is very little profit in the taxi industry but plenty for a major player like UBER which has no regard for the laws of the land as controlled by you, our elected government members. What we do not want to contemplate is for the trained drivers that we do have, leave the industry because of the continued lack of remuneration for the hours worked. This is now a distinct possibility with all sections of our industry having to be legalised and pay for the enormous amount of ongoing costs because the taxi industry operates legitimately and legally within the legislation as determined by the Queensland Government. If people walk away from the Taxi Industry because of inaction by the department that initiated the legislation, all of the taxi type services will also deteriorate, weather it be taxis, limousine services or illegal operatives such as UBER. (Service levels and Safety will be non-existent)
- If this was to happen, and jobs become prevalent again, the so called UBER drivers would also seek permanent employment, thus leaving any clients that they do service in the lurch again. The way to go is to have every industry that is plying for the same marketplace, operating on a level playing field. (I can only envisage seeing the standards set by TMR deteriorating and again the paying passengers will suffer if this matter is not addressed)
- The taxi industry is not afraid of competition , but I do believe that the members of this committee will see that the situation is nowhere near a level playing field.
- I take this opportunity to ask this committee to support and recommend the Bill as presented to Government and that your report will reflect the need to uphold the laws of our State of Queensland.

Thank you for your cooperation



Allan Rowe



# BLUE & WHITE TAXIS

(GLADSTONE) PTY. LTD.

ADMINISTRATION PHONE: 49 727 138

27 CHAPPLE STREET, GLADSTONE Q. 4680

P.O. BOX 451 GLADSTONE Q. 4680

A.C.N.: 010 390 575

PHONE: 49 72 1800

FAX: 49 727935

TAXI SERVICE ALL HOURS – SPECIALISED SERVICES – TOURS – SMALL DELIVERIES – ANYWHERE

1<sup>st</sup> October 2015

Glen Butcher  
Labour Member for Gladstone  
2/191 Philip Street  
Gladstone Qld 4680

RECEIVED 08 SEP 2015

Reference: Privacy Policy for Uber

I congratulate you on your appointment as a member of the Infrastructure, Planning and Natural Resources Committee.

I thank you for your return correspondence regarding the investigation and examination of the Bill presented by the Katter Party to parliament recently, And the on- going perusal of legislation being used as the guidelines for the management of the Passenger Transport Act in Queensland.

I have received correspondence from the mentioned Melbourne City Limousine Service regarding the privacy policy used throughout the world by Uber.

All Uber bookings are accessed through their so-called new design technology APP, and to use this technology it would appear that there are many conditions that need to be adhered to by the client such as its privacy policy.

If this is the case there are many disturbing inferences made to the withholding of clients personal information that could be sold to or shared with any other organisation for profit by Uber.

Queenslanders value their personal information and any invasion of this personal space intrusion by an international company of disrepute that has set out to flout the laws of our wonderful State of Queensland should be immediately made to shut down their operation.

Every state in the nation is currently spending millions of tax paid dollars investigating the law as it now stands to appease the whims of a company that completely sets out to disregard all facets of our government infrastructure, snubs their nose at relating to workplace Health and Safety legislation and does not believe that their company has a Duty of Care to their clients and drivers alike.

Uber do not pay tax to the ATO and neither do their drivers make contributions to our State Governments in the form of GST. As you are aware, states rely heavily on money given to them by the Federal Government in the form of GST payments. If we had a whole nation carrying on in this manner, the Federation would certainly need a further hike in our tax rate to ensure the national balance of payments are met.



Major International conglomerates such as Uber should have an obligation to respect the legislation as produced by the government legislators and it would appear from the time they started their operation in our country, their management has set out to challenge all aspects of the legislative process in Australia. Should our leaders continue to allow any company to dictate what conditions they operate under and not pay tax of any kind, then there is no doubt that we will become a third world entity.

I do not know if your committee has a copy of this privacy statement as set out by Uber, I hereby enclose a copy of the Uber privacy statement received and I urge your parliamentary committee to consider the personal information that is retained by Uber just because "someone caught a ride home"

Thank you for your consideration



AF Rowe  
CHAIRMAN  
Blue & White Taxis (Gladstone) Pty Ltd

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, 23 September 2015 6:37 PM  
**To:** [REDACTED]  
**Subject:** Uber

To

MThe Attorney General

The following information is from Uber  
Privacy Policy

I believe their policy has national security issues as anyone that has the uber app will expose all their contacts to Uber who maybe able to access all text and conversations with their software and telecommunication capabilities.

My other concern is Brad Kitchke an uber policy maker has a director role with the TIO or telecommunication industry ombudsman this seems to be position where one could see a conflict of interest.

They have openly admitted that they cannot prevent security breach of private information and that they also sell information to third parties

I would like a response to this matter urgently as I will start exposing this to the media as it is of national interest.

Uber app must be turned off immediately

I have pasted below their privacy act of Uber

Effective Date: July 15th 2015

Uber collects information about you when you use our mobile applications, websites, and other online products and services (collectively, the "Services") and through other interactions and communications you have with us. If you reside in the United States, the Services are provided by Uber USA, LLC and its U.S. affiliates (collectively "Uber U.S."), and this Privacy Statement applies to information collected and used by Uber U.S. If you reside outside of the United States, the Services are provided by Uber B.V., and this

Privacy Statement applies to information collected and used by Uber B.V. (Uber U.S. and Uber B.V. are referred to herein collectively as "Uber" or "we").

#### SCOPE AND APPLICATION

This Privacy Statement ("Statement") applies to persons anywhere in the world who use our apps or Services to request transportation, delivery, or other on-demand services ("Users"). This Statement does not apply to information we collect from or about drivers, couriers, partner transportation companies, or any other persons who use the Uber platform under license (collectively "Drivers"). If you interact with the Services as both a User and a Driver, the respective privacy statements apply to your different interactions.

#### COLLECTION OF INFORMATION

##### INFORMATION YOU PROVIDE TO US

We collect information you provide directly to us, such as when you create or modify your account, request on-demand services, contact customer support, or otherwise communicate with us. This information may include: name, email, phone number, postal address, profile picture, payment method, items requested (for delivery services), delivery notes, and other information you choose to provide.

##### INFORMATION WE COLLECT THROUGH YOUR USE OF OUR SERVICES

When you use our Services, we collect information about you in the following general categories:

- **Location Information:** When you use the Services for transportation or delivery, we collect precise location data about the trip from the Uber app used by the Driver. If you permit the Uber app to access location services through the permission system used by your mobile operating system ("platform"), we may also collect the precise location of your device when the app is running in the foreground or background. We may also derive your approximate location from your IP address.
- **Contacts Information:** If you permit the Uber app to access the address book on your device through the permission system used by your mobile platform, we may access and store names and contact information from your address book to facilitate social interactions through our Services and for other purposes described in this Statement or at the time of consent or collection.
- **Transaction Information:** We collect transaction details related to your use of our Services, including the type of service requested, date and time the service was provided, amount charged, distance traveled, and other related transaction details. Additionally, if someone uses your promo code, we may associate your name with that person.
- **Usage and Preference Information:** We collect information about how you and site visitors interact with our Services, preferences expressed, and settings chosen. In some cases we do this through the use of cookies, pixel tags, and similar technologies that create and maintain unique identifiers. To learn more about these technologies, please see our [Cookie Statement](#).
- **Device Information:** We may collect information about your mobile device, including, for example, the hardware model, operating system and version, software and file names and versions, preferred language, unique device identifier, advertising identifiers, serial number, device motion information, and mobile network information.
- **Call and SMS Data:** Our Services facilitate communications between Users and Drivers. In connection with facilitating this service, we receive call data, including the date and time of the call or SMS message, the parties' phone numbers, and the content of the SMS message.
- **Log Information:** When you interact with the Services, we collect server logs, which may include information like device IP address, access dates and times, app features or pages viewed, app crashes and other system activity, type of browser, and the third-party site or service you were using before interacting with our Services.

##### IMPORTANT INFORMATION ABOUT PLATFORM PERMISSIONS

Most mobile platforms (iOS, Android, etc.) have defined certain types of device data that apps cannot access without your consent. And these platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the Uber app wants permission to access certain types of data and will let you consent (or not consent) to that request. Android devices will notify you of the permissions that the Uber app seeks before you first use the app, and your use of the app constitutes your

consent. To learn about the platform-level permissions that the app seeks, please visit our new [Permissions page](#) and [Android Permissions page](#). Sometimes these permissions require more explanation than the platforms themselves provide, and the permissions we request will change over time, so we've created these pages to serve as authoritative and up-to-date resources for our users.

## **INFORMATION WE COLLECT FROM OTHER SOURCES**

We may also receive information from other sources and combine that with information we collect through our Services. For example:

- If you choose to link, create, or log in to your Uber account with a payment provider (e.g., Google Wallet) or social media service (e.g., Facebook), or if you engage with a separate app or website that uses our API (or whose API we use), we may receive information about you or your connections from that site or app.
- If your employer uses one of our enterprise solutions, such as Uber for Business, we may receive information about you from your employer.
- When you request on demand services, our Drivers may provide us with a User rating after providing services to you.
- If you also interact with our Services in another capacity, for instance as a Driver or user of other apps we provide, we may combine or associate that information with information we have collected from you in your capacity as a User or rider.

## **USE OF INFORMATION**

We may use the information we collect about you to:

- Provide, maintain, and improve our Services, including, for example, to facilitate payments, send receipts, provide products and services you request (and send related information), develop new features, provide customer support to Users and Drivers, develop safety features, authenticate users, and send product updates and administrative messages;
- Perform internal operations, including, for example, to prevent fraud and abuse of our Services; to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends;
- Send or facilitate communications (i) between you and a Driver, such as estimated times of arrival (ETAs), or (ii) between you and a contact of yours at your direction in connection with your use of certain features, such as referrals, invites, split fare requests, or ETA sharing;
- Send you communications we think will be of interest to you, including information about products, services, promotions, news, and events of Uber and other companies, where permissible and according to local applicable laws; and to process contest, sweepstake, or other promotion entries and fulfill any related awards;
- Personalize and improve the Services, including to provide or recommend features, content, social connections, referrals, and advertisements.

We may transfer the information described in this Statement to, and process and store it in, the United States and other countries, some of which may have less protective data protection laws than the region in which you reside. Where this is the case, we will take appropriate measures to protect your personal information in accordance with this Statement. If you are in the EU or Switzerland, please see the Safe Harbor notice below.

## **SHARING OF INFORMATION**

We may share the information we collect about you as described in this Statement or as described at the time of collection or sharing, including as follows:

### **THROUGH OUR SERVICES**

We may share your information:

- With Drivers to enable them to provide the Services you request. For example, we share your name, photo (if you provide one), average User rating given by Drivers, and pickup and/or drop-off locations with Drivers;

- With other riders if you use a ride-sharing service like UberPOOL; and with other people, as directed by you, such as when you want to share your estimated time of arrival or split a fare with a friend;
- With third parties to provide you a service you requested through a partnership or promotional offering made by a third party or us;
- With the general public if you submit content in a public forum, such as blog comments, social media posts, or other features of our Services that are viewable by the general public;
- With third parties with whom you choose to let us share information, for example other apps or websites that integrate with our API or Services, or those with an API or Service with which we integrate; and
- With your employer (or similar entity) and any necessary third parties engaged by us or your employer (e.g., an expense management service provider), if you participate in any of our enterprise solutions such as Uber for Business.

## OTHER IMPORTANT SHARING

We may share your information:

- With Uber subsidiaries and affiliated entities that provide services or conduct data processing on our behalf, or for data centralization and / or logistics purposes;
- With vendors, consultants, marketing partners, and other service providers who need access to such information to carry out work on our behalf;
- In response to a request for information by a competent authority if we believe disclosure is in accordance with, or is otherwise required by, any applicable law, regulation, or legal process;
- With law enforcement officials, government authorities, or other third parties if we believe your actions are inconsistent with our User agreements, Terms of Service, or policies, or to protect the rights, property, or safety of Uber or others;
- In connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company;
- If we otherwise notify you and you consent to the sharing; and
- In an aggregated and/or anonymized form which cannot reasonably be used to identify you.

## SOCIAL SHARING FEATURES

The Services may integrate with social sharing features and other related tools which let you share actions you take on our Services with other apps, sites, or media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the social sharing service. Please refer to the privacy policies of those social sharing services for more information about how they handle the data you provide to or share through them.

## ANALYTICS AND ADVERTISING SERVICES PROVIDED BY OTHERS

We may allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device when you visit our site and use our Services, as well as when you visit other online sites and services. For more information about these technologies and service providers, please refer to our [Privacy Statement](#).

## U.S.-EU AND U.S.-SWISS SAFE HARBOR

Uber Technologies, Inc. complies with the U.S.-EU and the U.S.-Swiss Safe Harbor frameworks as set forth by the U.S. Department of Commerce in connection with its processing of personal data about data subjects in European Union member countries and Switzerland. With respect to this data, Uber Technologies, Inc. has certified that it adheres to the relevant Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about these Safe Harbor programs, and to view our certification, please visit the [Safe Harbor website](#).

## YOUR CHOICES

## ACCOUNT INFORMATION

You may correct your account information at any time by logging into your online or in-app account. If you wish to cancel your account, please email us at [support@uber.com](mailto:support@uber.com). Please note that in some cases we may retain certain information about you as required by law, or for legitimate business purposes to the extent permitted by law. For instance, if you have a standing credit or debt on your account, or if we believe you have committed fraud or violated our Terms, we may seek to resolve the issue before deleting your information.

## ACCESS RIGHTS

Uber will comply with individual's requests regarding access, correction, and/or deletion of the personal data it stores in accordance with applicable law.

## LOCATION INFORMATION

We request permission for our app's collection of precise location from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, you can later disable it by changing the location settings on your mobile device. However, this will limit your ability to use certain features of our Services. Additionally, disabling our app's collection of precise location from your device will not limit our ability to collect your trip location information from a Driver's device nor our ability to derive approximate location from your IP address.

## CONTACT INFORMATION

We may also seek permission for our app's collection and syncing of contact information from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, iOS users can later disable it by changing the contacts settings on your mobile device. The Android platform does not provide such a setting.

## PROMOTIONAL COMMUNICATIONS

You may opt out of receiving promotional messages from us by following the instructions in those messages. If you opt out, we may still send you non-promotional communications, such as those about your account, about Services you have requested, or our ongoing business relations.

## YOUR CALIFORNIA PRIVACY RIGHTS

California law permits residents of California to request certain details about how their information is shared with third parties for direct marketing purposes. Uber does not share your personally identifiable information with third parties for the third parties' direct marketing purposes unless you provide us with consent to do so.

## COOKIES AND ADVERTISING

Please refer to our Cookie Statement for more information about your choices around cookies and related technologies.

## CHANGES TO THE STATEMENT

We may change this Statement from time to time. If we make significant changes in the way we treat your personal information, or to the Statement, we will provide you notice through the Services or by some other means, such as email. Your continued use of the Services after such notice constitutes your consent to the changes. We encourage you to periodically review the Statement for the latest information on our privacy practices.

## CONTACT US

If you have any questions about this Privacy Statement, please contact us at [privacy@uber.com](mailto:privacy@uber.com), or write us at Uber Technologies, Inc., Attn: Legal, 1455 Market Street, Suite 400, San Francisco, CA 94103 (if you reside in the U.S.), or at Uber B.V., Attn: Legal, Vijzelstraat 68-78, 1017 HL Amsterdam, Netherlands (if you do not reside in the U.S.).

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TELSTRA MOBILE IS HOW

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Data charge:

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## Belgium bans Uber, threatens €10,000 fine for each attempted pickup

 by Steve Dent | @stevetdent | April 15th 2014 At 5:49am



A Brussels court has declared Uber to be illegal in Belgium, saying the company will be fined €10,000 for every ride. The UberPOP ride-sharing service has been on shaky ground there since its February launch, with the government even seizing vehicles. As in France, taxi drivers are taking umbrage with the company since its drivers don't have to pay for pricey licenses. The French government actually forced Uber chauffeurs to wait 15 minutes before picking up passengers in response, which now seems tame in comparison to Belgium's actions. Uber has yet to comment, but previously said it's been open with the government and called the seizures "disproportionate and targeted." As with Tesla,

ARTICLES BY WSJ

U.S., allied defense officials review new options that include keeping troops in Afghanistan beyond 2016 (<http://www.wsj.com/articles/u-s-allied-military-review-new-options-for-afghan-pullback-1443139109>)

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<http://www.wsj.com/articles/french-constitutional-council-rejects-uber-appeal-of-transport-law-banning-uberpop-1442941357>

TECH

# French Constitutional Council Rejects Uber Appeal of Law Banning Uberpop

Court rejects Uber's arguments law violated principle of free enterprise



A person using the French version of the Uber app to order an UberPOP in Paris. PHOTO: AGENCE FRANCE-PRESSE/GETTY IMAGES

By **SAM SCHECHNER**

Updated Sept. 22, 2015 3:38 p.m. ET





TAXI DISPUTE

# Uber banned in canton Geneva

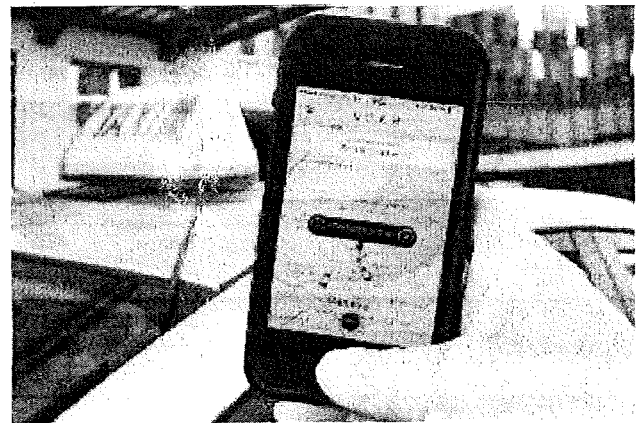
By *swissinfo.ch* and agencies

APR 14, 2015 - 10:11 [Reuse article](#)

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Ride-sharing service Uber has been ordered to cease operations in Geneva because it violates cantonal taxi regulations. Drivers face fines of up to CHF20,000 (\$20,500).

Geneva cantonal government issued the order at the end of March, according to a [report in Monday's Tribune de Genève](#) newspaper, which was confirmed by a spokesman for [Pierre Maudet](#), the cantonal cabinet minister responsible for taxis in Geneva.



Uber connects passengers and vehicles via its app (Keystone)

Uber, which has been active in Geneva since September 2014, differs from taxi services in that it allows riders to order and pay for its services through smartphones. Some drivers work for car service companies; others spend a few hours driving their personal cars on the side for some extra money.

TECH TRANSPORTATION

## Setback for Uber as South Korea Bans Private Taxis

Kevin McSpadden | @KevinMcSpadden | May 28, 2015

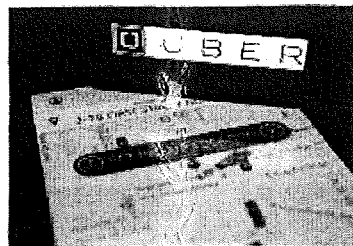
**It's the first country to introduce a nationwide prohibition**

In a largely symbolic move that appears to be aimed directly at Uber's cheap UberX service, South Korea passed legislation on Friday banning unlicensed drivers from providing taxi services — becoming the first country to institute a nationwide prohibition of the practice.

According to Reuters, the bill is a blanket ban on private taxi services but lawmakers who pushed the bill did so citing UberX, a service that matches commuters with individuals using their personal cars as a taxi.

Uber already pulled UberX out of Seoul in March because of backlash from the taxi industry and local authorities. But the company still maintains a presence via UberTaxi (matching passengers with licensed drivers) and UberBLACK (which can be used by the disabled, elderly and foreigners).

[Reuters]



Andrew Hurrell - Bloomberg via Getty Images

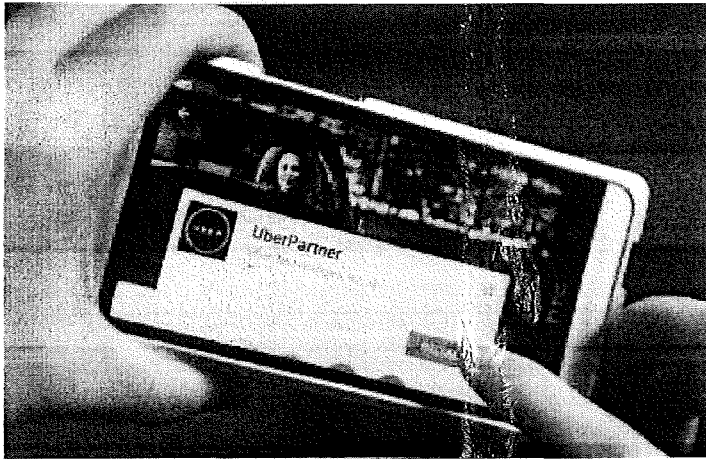
The Uber Technologies Inc. application and logo are displayed on an Apple Inc. iPhone 5s and iPad Air in this arranged photograph in Washington, D.C., U.S., on Wednesday, March 5, 2014.



# Taiwan hits Uber with \$1m in fines over nearly a year

August 14, 2015

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Taiwan has fined Uber a total of 1 million USD since September for improper registration, which has sparked public backlash in support of Uber's operations in the city.

Taiwan has fined Uber a total of US\$1 million since September for improper registration, turning up the pressure on the app-based taxi service as authorities mull revoking its license to operate on the island.

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The highways department has handed down 243 fines totalling Tw\$32.75 million (US\$1 million) since September, when penalties on Uber first started for operating without proper registration.

It is the latest setback for the company, which faces regulatory roadblocks in several other countries after five of its drivers were arrested in Hong Kong earlier this week.

The San Francisco-based service has been entangled in disputes with Taiwanese authorities since it launched in Taipei in 2013.

Authorities say Uber has registered with the government as a company but has not declared itself as a transport business—a classification that the company refutes, claiming it is just a platform that connects drivers and passengers.

"They haven't registered as a transportation business but they fit into our definition of one," Liang Guo-guo, spokesman for the directorate general of highways, told AFP Friday. "So when they carry passengers, it's a violation."

Authorities "have been discussing eliminating their licence", Liang said. "But there are some legal and operation rights issues."

Uber did not immediately respond to e-mailed queries about the penalties and the risk of being kicked out of the Taipei market.

Authorities also separately fined Uber drivers 251 tickets totalling Tw\$10.87 million for illegally carrying passengers.

Hong Kong police raided Uber's office and arrested five drivers in a sting operation earlier this week on the basis that they were "illegally driving a car for rental purpose and driving without third-party insurance."

The incident sparked backlash from the public, with more than 46,000 people signing on a petition since Thursday to support Uber's operations in the southern Chinese city.

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## Uber Says Goodbye to Japan After Government Ruling

Ma Jie, Bloomberg - Mar 07, 2015 10:00 pm



*Limousine driver Florian Bucea checks his Uber service. Zbigniew Bzelak / Chicago Tribune/MCT*

U.S., allied defense officials review new options that include keeping troops in Afghanistan beyond 2016 (<http://www.wsj.com/articles/u-s-allied-military-review-new-options-for-afghan-pullback-1443139109>)

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TECH

# Uber's Low-Cost Service UberPop Banned in Brussels

UberPop must stop operating in European capital within 21 days or face \$11,250 fine a day



Around 1,000 taxi drivers protested in Brussels, Belgium and drivers from France and across Spain joined in the demonstration against smartphone-based taxi services including Uber Inc. on September 16. A Brussels commercial court banned Uber's controversial low-cost service UberPop in the European capital on Thursday. PHOTO: ZUMA PRESS

By NATALIA DROZDIAK

Sept. 24, 2015 10:56 a.m. ET

**BRUSSELS**—A Brussels commercial court has banned Uber Inc.'s controversial low-cost service in the European capital, an Uber spokesman said Thursday, adding yet another woe to the U.S. tech firm's business in Europe.

The spokesman said the ruling meant it would have to stop its UberPop service in Brussels within 21 days or else be fined 10,000 euros (\$11,250) a day it operates, with an overall fine capped at €1 million.

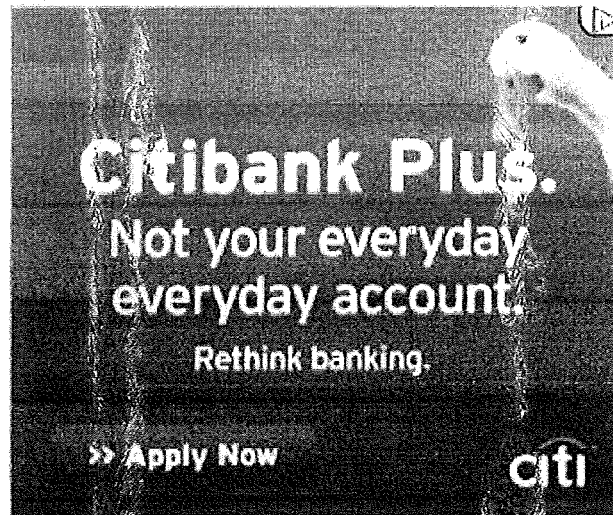
"We are looking at the implications of this ruling," Uber spokesman Gareth Mead said.

The company could decide to temporarily suspend its UberPop service in Brussels as it files for an appeal, the spokesman said.

The ruling in the case, which was brought to court by taxi company Taxis Verts, doesn't apply to Uber's other services—including Uber X—which is more expensive than its Uberpop service, but still cheaper than standard taxi fares.

The rapid-growing U.S. company has been navigating a series of legal obstacles in Europe. Courts in Germany, Italy, and other countries have banned the company's Uberpop service, which uses drivers without professional licenses. In France, Uber recently suspended Uberpop after violent taxi protests that led to tire-burning and the indictment of two Paris-based executives.

"There's no more excuse now, they need to stop operating," said Pierre Steenberghen, secretary-general of the GTL taxi union, which represents Taxi Verts.



## Uber charged with violating Danish law

Published May 2015 | 10:40 AM

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THE LOCAL 



1st Uber has

When the ridesharing service Uber announced its Copenhagen launch in November, a lobby group for the Danish taxi industry immediately filed a complaint with the police, the Danish Transport Authority and the Transport Ministry.

**See also:** Legal challenge greets Uber's debut in Denmark

After investigating the complaint, Copenhagen Police has now officially charged the San Francisco-based company with violating Denmark's taxi operation laws.

"We believe that they have violated the law and therefore we have charged them and that's where the case stands at the moment," Commissioner Bertel Hejlesen told Berlingske Business on Thursday.

Copenhagen's prosecuting authority will now look at merits of the preliminary charges against Uber and determine if there is enough to bring the case to trial.

Uber has argued that it is not a taxi company but rather a ridesharing programme and therefore should not be held to the same requirements as others in the taxi business, which financial daily



**The New York Times** <http://nyti.ms/1CsMkC2>

TECHNOLOGY

# An Uber Service Is Banned in Germany Again

By MELISSA EDDY MARCH 18, 2013

BERLIN — A judge in Frankfurt dealt a setback to Uber on Wednesday, ruling that drivers for its ride-sharing service UberPop must hold the official permits required of taxi drivers to operate in Germany. The ruling reinstates one of the most severe legal restrictions faced by the company anywhere in the world.

The decision, by Judge Joachim Nickel, overturns a ruling from September that allowed UberPop to operate. The injunction against the service was sought last year by a taxi drivers' trade group.

Uber operates two other services in Germany and elsewhere in Europe — UberBlack and UberTaxi — that use only professionally licensed drivers. Those services are not affected by Wednesday's ruling, which also ordered that Uber be fined 250,000 euros, or about \$270,000, for each violation.

Uber's services allow drivers to connect with potential passengers using a smartphone app, offering passengers rides for prices well below those of Germany's highly regulated taxis. But the company, based in San Francisco, has faced legal challenges across the world, especially in Europe, since it was founded in 2009.

In France, prosecutors ordered raids this week on Uber's offices in Paris as part of an investigation into the legality of its services in that country after the French government passed legislation requiring all drivers



who carry paying passengers to have a license and appropriate insurance.

The Frankfurt district court found UberPop to be in violation of Germany's public transportation act, which requires any service carrying passengers for a fee to be operated by licensed drivers. In his ruling, Judge Nickel said that while a ban on the service posed limitations to the right to employment, the court believed that the benefit outweighed this concern.

Uber had argued that the service was not subject to the same rules as taxis because the company functions as an exchange service that connects drivers with passengers. The company said it planned to appeal the ruling.

"We regret today's interim ruling about UberPop," said Fabien Nestmann, the company's general manager in Germany. "We will now wait to see the court's reasoning and review it thoroughly."

"The ban pronounced by the court represents a fundamental infringement," he added, "in particular of our right under European law to establish and provide a service."

The lawsuit that led to the ruling was brought by Taxi Deutschland, a trade group representing Germany's taxi drivers, which charged that UberPop had violated competition laws. The group welcomed the ruling on Wednesday.

"The basis of Uber's business model is in violation of the law," Dieter Schlenker, the head of Taxi Deutschland, told the daily newspaper *Frankfurter Allgemeine Zeitung*.

Uber has been seeking help from regulators to adapt existing German transportation laws to recent technological advances, as well as working to find ways to fit its services within the limits of existing law. It recently began its UberTaxi service, which uses the Uber smartphone app to call a registered taxi in a way similar to a traditional dispatcher.

A version of this article appears in print on March 19, 2015, on page B6 of the New York edition with the headline: Judge Rules Uber Drivers in Violation in Germany.



Liikenne- ja  
viestintäministeriö

## Minister Risikko: Provision of Uber rides is legal, but driving requires taxi licence

Press release 06.03.2015 09.58

Finnish original released on 04.03.2015 16.23

According to Minister of Transport and Local Government Paula Risikko, the provision of rides by the US company Uber is permitted. However, a taxi licence is required for driving Uber rides.

- The American Uber is not a taxi company but a ride dispatch service. The provision of transport dispatch services is legal business activity in Finland, but offering fares without a taxi licence and the professional qualifications of a taxi driver is illegal, Risikko emphasises in her response to a written question by Member of Parliament Mikko Alatalo.

The question was concerned with, among other issues, how the Ministry of Transport and Communications and the Ministry of Finance are going to intervene in Uber's operations and could the company be altogether prohibited in Finland. Risikko responded to Alatalo's question on 4 March.

According to the Finnish act on taxi transportation, persons may only be transported in passenger cars for the purpose of earning a livelihood only if the transportation company is in possession of a taxi licence and the driver has a professional taxi-driver's licence. Without the fulfilment of these terms, one may transport passengers only in exceptions stated by the law, such as in the context of home help services or museum vehicles.

The supervision of transportation is a responsibility of the police and the final interpretation of the law is a matter for the court of law. The Ministry of Transport and Communications has no authority to intervene with legal offences by individual motorists.

The Ministry of Transport and Communications has provided information to Uber about the current Finnish legislation on taxi transportation and has highlighted the requirement for taxi licences and the responsibility of the entrepreneur. The ministry has not been informed about cases regarding Uber drivers that would have resulted in a police investigation.

The act on taxi transportation includes certain statutes on taxi dispatch centres, but no licence is needed to operate one. According to the view of the ministry, the digital dispatch service provided by Uber cannot be considered as a dispatch centre as stated in the act on taxi transportation and is thus not subject to the said regulations of the act on taxi transportation.

### Further Information

Mr Mikael Nyberg, Director of Unit, tel. +358 29 534 2474

### Attachments:

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## Banned From Carrying Passengers in Spain, Uber Now Delivers Food

ARTICLE COMMENTS (1)

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By LISA FLEISHER



Uber has opened a type of food delivery service in Barcelona. (The image is for The Wall Street Journal)

After a court last year forced Uber Technologies off the road in Spain, the car-hailing company is back—but delivering prepared meals instead of shuttling people around.

Uber on Thursday said it opened a type of food delivery service in Barcelona, similar to one it offers in California. Drivers' cars are stocked up with prepared meals, which are sold for about €10 plus a €2.50 delivery fee (\$14).

The food service is one way for Uber to maintain a presence in Spain, after a judge in December banned its taxi service. The five-year-old company has been trying to put out flames in various cities as it aggressively expands internationally, fueled by more than \$4 billion from investors and bond holders.

"This is the first thing we've launched that allows us to get back up and running in Barcelona," company spokesman Ben Novick said. He declined to say how many drivers are delivering meals, but he said delivery time would be 10 minutes.

The service in Barcelona is called UberEats, though it is called UberFresh in Los Angeles and Beverly Hills.

Uber stopped operating its car-hailing service in Spain in late December, after a court ordered the service to shut down and ordered telecom companies to block online connections to Uber.com, including connections through Uber's app.

After Spanish telecom companies started to comply, Uber released updated versions of

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