

Booking Privacy Policy

Our online booking application uses the following information:

- Your location is determined using GPS if it is turned on. This is used to allow you to book a taxi “here”. It is also recorded with the booking details to allow us to monitor usage of the booking application.
- The pick-up address you enter in the booking is recorded with the other booking details and sent to the driver.
- The phone number you supply is also recorded with the booking and is also sent to the driver.
- If you supply a mobile number, the driver may use it to text you to alert you that he/she has arrived or to check you still require the booking.
- Your phone’s unique id is recorded with the booking. It is not normally used but may be used to block your device if it is suspected that false bookings are being made.
- The information you provide is held on our secure server.
- We do not share your personal information unless specifically requested by the Police.
- If you use the “send logs” option to report a fault if using our booking app on your mobile phone, or to give our developer feedback a few pieces of information about your phone are also sent. These include the model number of your phone and the software version number.
- The SmartHail support team (the booking application developer) has access to the data for maintenance purposes only.